

NASA SEWP VI Ordering Guide

Enovox, LLC • Category C • Contract 80TECH26D1001

VERSION	REVISED	PROGRAM OFFICE
1.0	2026-09-17	sewp6@enovox.com

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1. Contract at a glance

SEWP VI contract number	80TECH26D1001
Scope category	Category C – ITC/AV Mission-Based Services
Contract type	Government-Wide Acquisition Contract (GWAC), multi-award IDIQ
Track	Group C1 – Small Business Set-Aside
Ordering begins	November 1, 2026
Period of performance	Through October 31, 2036
SEWP surcharge	0.34% of order value
Program ceiling	\$20 billion
Unique Entity ID (UEI)	LMRXCM1LXJK1

CAGE code	9W1E1
Business status	Service-Disabled Veteran-Owned Small Business (SDVOSB)
NAICS codes	16 codes – see Appendix A
Company website	https://enovox.com

2. About NASA SEWP VI

NASA's Solutions for Enterprise-Wide Procurement (SEWP) is a Government-Wide Acquisition Contract providing federal agencies and approved federal contractors access to Information Technology, Communications and Audio-Visual (ITC/AV) products and services.

SEWP is self-funded through a usage fee of 0.34%, among the lowest of any federal contract vehicle. That fee is included in the price quoted to the customer; agencies pay no separate charge to use SEWP. SEWP VI orders begin November 1, 2026.

SEWP VI was awarded in three scope categories.

SEWP VI scope categories, and the one Enovox holds

CATEGORY	SCOPE	ENOVOX
A	ITC/AV Solutions	Not held
B	Enterprise-Wide ITC/AV Service Solutions	Not held
C	ITC/AV Mission-Based Services	Contract holder

Confirming scope before you order

If you would like SEWP to determine whether your requirement falls within the scope of the SEWP VI contract, send an overview and/or bill of materials to help@sewp.nasa.gov. The SEWP Program Management Office reviews and responds quickly.

Scope note. NASA's SEWP VI Statement of Work states that the technical areas are representative and not all-inclusive; other services and solutions adhering to the ITC/AV definition may be within scope. Always confirm the individual requirement is within Enovox's awarded scope before proposing.

3. About Enovox

Enovox, LLC is a Raleigh, North Carolina-based professional services firm specializing in contact center operations, technology-enabled service delivery and consulting support. The company combines strategic insight with hands-on execution to help public-sector agencies and complex organizations streamline workflows, improve engagement and operate more efficiently.

Enovox announced CMMC Level 2 certification following an independent assessment by a C3PAO in May 2026. The certification supports Enovox's ability to safeguard Controlled Unclassified Information and Federal Contract Information, and strengthens its federal mission-support posture.

Headquarters	320 Bledsoe Ave., Suite 104, Raleigh, NC 27601
Business status	Service-Disabled Veteran-Owned Small Business (SDVOSB)
Certification	CMMC Level 2 Certified
Telephone	1.844.800.VOX1
General email	connect@enovox.com

4. Fair opportunity

FAR 16.505(b)(1) provides that each contract holder shall be given a fair opportunity to be considered for each order exceeding the micro-purchase threshold issued under a multiple-award contract. The method of providing fair opportunity is at the discretion of the Contracting Officer, who documents the rationale for placement and price of each order.

The SEWP Quote Request Tool (QRT) is the recommended method for satisfying and documenting fair opportunity. The QRT automatically includes the contract holders within a selected Group or based on a suggested source, and produces the decision documentation the Contracting Officer retains in the order file. Enovox responds to every QRT request received within its scope category.

Enovox response expectations

- Enovox responds to SEWP requirements in accordance with the terms of its SEWP VI contract, applicable Federal Acquisition Regulations, NASA SEWP procedures, and the requirements established by the ordering activity.
- For a formal RFQ or Market Research Request, Enovox quotes only offerings available under its SEWP VI contract, subject to the specific solicitation and contract requirements.
- If Enovox cannot fully satisfy a formal RFQ and the solicitation does not permit partial quoting, Enovox provides a No Bid response as applicable.
- For an RFI used for market research, any proposed item or capability not yet available under the contract is clearly identified and handled in accordance with applicable SEWP technology-refresh or contract procedures.
- Enovox states the period of quote validity and honors an order submitted within that period, subject to the applicable contract and order terms.
- Information made available to contract holders through NASA SEWP restricted systems is used only for authorized SEWP purposes and protected in accordance with applicable requirements.

5. What is in scope for SEWP VI

Category C covers ITC/AV mission-based services — mission-focused technology services rather than product resale. The technical areas below are those NASA identifies for Category C.

Custom computer programming

Technology development and programming services.

Telecommunications & network operations

Technology-enabled communications and network-related services.

Engineering & design

ITC/AV engineering, architecture, design and related support.

Hosting & ITC/AV operations

Hosting, ITC/AV management, network operations and computer facilities services.

Digital government

Digital government services and technology-enabled public service delivery.

Data processing & analysis

Data services, analysis, processing and related capabilities.

Consulting & education

ITC/AV consulting, education and mission-support services.

Cybersecurity

Cybersecurity and security systems services.

6. What Enovox delivers under Category C

Enovox delivers the following service areas under this contract. Requirements are scoped as services and priced against the labor categories on the Enovox SEWP VI contract. If you are unsure whether a requirement is best met as a service under Category C, contact us before issuing your request and we will help you frame it.

Digital government

Digital service delivery; citizen and constituent engagement; customer-experience modernization; workflow optimization; process transformation; self-service enablement.

Technology & integration

Cloud-enabled contact center technology; platform implementation; systems integration; application support; technology optimization; data and workflow integration.

Program & project management

Program management; project management; implementation support; governance; performance reporting; transition and operational readiness.

Contact center & customer experience

Contact center operations; customer service strategy; contact center optimization; staffing and workforce models; multilingual support; AI-enabled routing; analytics and performance management.

Cybersecurity & resilience

Cyber-resilient operations; governance and compliance support; risk-aware service delivery; secure technology operations.

Consulting & transformation

Strategy; operations; organizational transformation; process improvement; workforce strategy; technology strategy; change enablement.

7. Your Enovox contacts

One address reaches us for everything on this contract — quotes, delivery order questions, service delivery and order issues:

sewp6@enovox.com

The mailbox is monitored by both of the individuals below, either of whom you may also contact directly.

Enovox SEWP VI program office

ROLE	NAME	TELEPHONE	EMAIL
SEWP VI Program Manager	Mike Wilson	425.655.0804	mike@enovox.com
SEWP VI Deputy Program Manager	Carla Williams	984.304.9506	carla@enovox.com

8. How to order

The internal ordering process of each agency varies. The process and forms for Purchase Requests and Delivery Orders issued against a SEWP contract are defined by the issuing agency, not by the NASA SEWP Program Management Office. The typical sequence is:

1. **Define the requirement**

The end user determines a requirement and generates a Purchase Request, identifying scope, period and place of performance, deliverables, security and access requirements, and labor categories. Contact us at this stage if you would like help scoping the requirement as a mission-based service.

2. **Request quotes**

Issue a Request for Quote through the SEWP Quote Request Tool, selecting Category C contract holders. This satisfies and documents fair opportunity under FAR 16.505(b)(1).

3. **Receive our quote**

Enovox responds through the QRT with pricing, the period the quote remains valid, and a technical response addressing your requirement.

4. **Issue the Delivery Order**

Your procurement office issues the DO. Any valid Federal agency DO form and associated order number may be used. The SEWP PMO does not issue delivery orders.

5. **SEWP PMO processes the order**

The PMO reviews, processes and tracks the issued DO and forwards it to Enovox.

6. **Service commencement**

Enovox acknowledges the order and begins the onboarding and service commencement steps described in section 11.

Modifications to an existing order

If modifications are made to any order, those modifications must also route through the NASA SEWP Program Management Office. Email sewp6@enovox.com first and we will coordinate the change with the PMO.

9. How to obtain a quote

The fastest route is the SEWP Quote Request Tool, which reaches every eligible Category C contract holder at once and creates your fair opportunity record automatically. To reach Enovox directly — to discuss a requirement, request a rough order of magnitude, or ask whether something is within scope — email sewp6@enovox.com, or contact Mike Wilson or Carla Williams using the details in section 7.

Every quote Enovox issues states the period for which it remains valid. We honor any order submitted within that period.

Order-level considerations

- The ordering activity's internal procurement process, required forms and approvals vary by agency. Follow your agency-specific acquisition policies in addition to NASA SEWP requirements.
- NAICS codes are defined at the order level under SEWP VI. Any valid in-scope NAICS code may be used for an individual

order, as applicable to the requirement.

- SEWP VI permits multiple order contract types, including Firm-Fixed-Price, Time-and-Materials, Labor Hour, Fixed Price Award Fee, Fixed Price Incentive Fee, Fixed Price Economic Price Adjustment, and hybrid commercial contract types, subject to the order and contract requirements.
- All proposed work should be confirmed as within Enovox's awarded SEWP VI scope and available offerings before a quote is submitted.

10. Fees and payment

Agency administrative handling fee

An agency administrative handling fee not to exceed 0.34% of the total price applies to all orders under the SEWP VI contracts. This is the fee that funds the program, and it is among the lowest of any federal contract vehicle. Two procedural points matter to you as a customer, and both come from the contract:

- The fee is included in the total price quoted, inclusive of handling and travel costs. It may be rounded to the nearest whole dollar.
- The fee is not listed separately on a quote or an order. If you see a separate handling fee line, the quote is wrong — tell us.

Enovox invoices the ordering agency for the entire amount of the order, including the fee, and remits collected fees to NASA.

11. Service delivery, warranty and post-delivery support

Under Category C, Enovox delivers services rather than reselling products, so the commitments below describe service commencement, service warranty and ongoing support rather than product return and repair.

Service commencement and onboarding

Onboarding activities — personnel in-processing, security and badging actions, and access provisioning — begin on acknowledgment and are tracked to completion with your program office. Implementation and transition planning, personnel readiness, technology configuration, integration, testing and validation, training and knowledge transfer are scoped in the delivery order.

Basic service warranty

Warranty, maintenance, technical support, software support and other post-delivery obligations are governed by the applicable SEWP VI order, Enovox's contract obligations, and any applicable manufacturer or third-party terms. Customers should identify required support levels, service-level expectations, response times and escalation requirements in the solicitation or order.

Extended warranty and optional service periods

Where a delivery order includes optional service periods, maintenance or sustainment, the same service warranty applies for the full duration of each exercised period. Warranty and support for any third-party hardware or software is passed through on the original manufacturer's or publisher's terms, which Enovox identifies in the quote.

Technical support

Technical support is delivered by the team assigned to your delivery order and coordinated through the Program Manager. Requests are logged, tracked to closure and reported through the status reporting cadence established for your order.

Important. This guide is a customer-facing quick reference and does not replace the Enovox SEWP VI contract, NASA SEWP VI contract documents, the applicable order, FAR requirements, or agency-specific acquisition procedures.

12. Troubleshooting a problematic order

If anything about an order is not going as expected — a delayed start, a staffing question, an invoice discrepancy, or a service level not being met — contact Enovox directly. Issues are resolved at the lowest level possible.

Order issue escalation and owners

TIER	WHEN IT APPLIES	OWNER AND CONTACT
1	Routine order questions, delivery status, service coordination and issue intake	Deputy Program Manager (Carla Williams) carla@enovox.com · 984.304.9506
2	Urgent or unresolved matters requiring executive attention	Program Manager (Mike Wilson) mike@enovox.com · 425.655.0804
3	Contract, order-documentation or compliance questions	Enovox SEWP contracts team sewp6@enovox.com
4	Any matter the customer prefers to raise through the vehicle	NASA SEWP Program Management Office help@sewp.nasa.gov · (301) 286-1478

What to include when reporting an issue

- Agency and ordering office
- SEWP contract or order number, if available
- Enovox point of contact
- Description of the issue and the date and time it occurred
- Operational impact
- Requested resolution or priority

13. Contacting NASA SEWP

You may also raise any order or scope question directly with the NASA SEWP Program Management Office.

SEWP Customer Help Desk	(301) 286-1478
Email	help@sewp.nasa.gov
SEWP PMO hours	Monday to Friday, 7:30 AM to 6:00 PM ET
Website	www.sewp.nasa.gov

14. Appendix A: NAICS crosswalk

Enovox holds the following NAICS codes under SEWP VI Category C. NAICS codes are defined at the order level; any valid in-scope code may be used for an individual order. Where a requirement is set aside under a code for which Enovox does not qualify, Enovox, an SDVOSB, is available as a teaming partner or subcontractor.

NAICS codes held under Category C

NAICS	DESCRIPTION
561422	Telemarketing Bureaus and Other Contact Centers (<i>primary</i>)
518210	Computing Infrastructure Providers, Data Processing, Web Hosting and Related Services
541330	Engineering Services
541511	Custom Computer Programming Services
541512	Computer Systems Design Services
541513	Computer Facilities Management Services
541519	Other Computer Related Services
541611	Administrative Management and General Management Consulting Services
541613	Marketing Consulting Services
541690	Other Scientific and Technical Consulting Services
541990	All Other Professional, Scientific, and Technical Services
561110	Office Administrative Services
561320	Temporary Help Services
561421	Telephone Answering Services
561439	Other Business Service Centers (including Copy Shops)
561499	All Other Business Support Services

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This ordering guide should be reconciled to Enovox's executed SEWP VI contract and the final NASA SEWP VI Contract Holder User Manual before release. Updated versions are published at enovox.com/nasa-sewp-vi/.