NASA SEWP VI · ORDERING GUIDE

Tangent Technologies, LLC

Contract 80TECH26D1722 · Category C — Mission-Based ITC/AV Service Solutions

Service-Disabled Veteran-Owned Small Business (SDVOSB) · Woman-Owned Small Business (WOSB) · Minority-Owned Small Business (MOSB)
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1. About Tangent Technologies

Tangent Technologies, LLC is a woman-owned, service-disabled veteran-owned small business headquartered in McLean, Virginia. Founded in 2015 by retired Marine Corps Chief Warrant Officer Ramona Rae Gomez, Tangent delivers technical program management, cybersecurity, cloud, and user-support services to federal agencies, and maintains a deliberate pathway to employment for military veterans.

Tangent supports missions at the Department of Homeland Security (including ICE), the Department of Veterans Affairs, the Securities and Exchange Commission, the National Institutes of Health, the Federal Deposit Insurance Corporation, the U.S. Department of Agriculture, and the General Services Administration. Work spans 24x7 security operations center staffing, incident response, cyber hunt, penetration testing, security control assessments, ISSO support and training, SIEM and Splunk engineering, cloud migration, and enterprise program management. Tangent's quality management system is based on ISO 9001 standards.

2. About NASA SEWP VI

NASA SEWP (Solutions for Enterprise-Wide Procurement) is a Government-Wide Acquisition Contract (GWAC) providing Information Technology, Communications and Audio-Visual (ITC/AV) products and services to all Federal Agencies and their approved contractors. The statutory authority allowing government-wide use of the SEWP contracts is NASA's designation as an Executive Agent by OMB under the Information Technology Management Reform Act, now the Clinger-Cohen Act.

SEWP VI is a multiple-award contract composed of three categories. Category A covers ITC/AV product solutions. Category B covers enterprise-wide ITC/AV service solutions. Category C, under which Tangent holds its contract, covers mission-based ITC/AV service solutions and is set aside for small businesses. Categories B and C share the same scope, which provides overlap among contracts and categories.

3. Contract Information

Contract Vehicle	**NASA SEWP VI**
Contract Number	**80TECH26D1722**
Category	**Category C — Mission-Based ITC/AV Service Solutions**
Contract Type	**Multiple-award GWAC, Indefinite Delivery Indefinite Quantity (IDIQ)**
Period of Performance	**November 1, 2026 – October 31, 2036**
Contract Ceiling	**$20 billion**
SEWP Surcharge	**0.34%**
UEI	**VGRPWZJMHN64**
CAGE Code	**7GV74**
Business Designation	**SDVOSB, WOSB, MOSB**

The SEWP surcharge of 0.34% is included in the price of all products and services and is not separately listed on quotes. It is the Contract Holder's responsibility to pay the fee from quoted prices.

4. What Is in Scope Under Category C

Category C is focused on ITC/AV mission-based services providing a full range of technology services. Tangent offers the following under its SEWP VI contract:

- **Cybersecurity and security systems services** — Security Operations Center (SOC) staffing and operations, incident response, cyber hunt, penetration testing, cyber threat intelligence, vulnerability management, security control assessments (SCA), ISSO support, and zero trust implementation.
- **ITC/AV management services** — Technical program management, mission alignment and performance management, program planning, PMBOK-based delivery, and earned value management.
- **Hosting and related services** — Cloud migration planning, design, build and deployment; cloud environment setup; and Cloud Access Security Broker (CASB) support.
- **Network operations and computer facilities** — Network engineering, Network Operations Center (NOC) staffing, network services support, and operations performance management.
- **ITC/AV consulting and educational services** — Security compliance and risk analysis, ISSO training, and cybersecurity awareness training.
- **Custom computer programming and data services** — Application support, data processing and analysis, and digital government services.

The technical areas above are not all-inclusive. Other services and solutions that adhere to the definition of ITC/AV are within scope and may be provided to meet an agency's particular mission needs.

5. Fair Opportunity

All SEWP VI awards are multiple-award contracts. Contractors are provided a fair opportunity at the individual order level as appropriate per **FAR Part 16.505(b)**, including through the SEWP RFQ tools. No documentation for the order selection is required to be submitted with the order; all such documentation is maintained by the issuing procurement office.

End-user decisions are based on a Best Value and Fair Opportunity determination as required in FAR 16.505(b). No single contract has exclusive rights to provide any given technology or service, and end-users are not confined in their choice of contracts.

> The SEWP online Quote Request Tool (QRT) automatically provides the Fair Opportunity groupings when Contract Holders are selected, so ordering agencies satisfy the requirement as part of the normal quoting workflow. Posting a requirement to multiple Contract Holders is recommended for maximum competition.

6. Points of Contact

Charles Zepeda
SEWP Program Manager · Operations Director, Tangent Technologies, LLC
charles.zepeda@tangentt.com · 304.616.2384

Alisa Clary
SEWP Deputy Program Manager · Proposal/Contract Manager, Tangent Technologies, LLC
alisa.clary@tangentt.com · 703.395.7502

Charles Zepeda is the primary point of contact between Tangent and the NASA SEWP Program Management Office, and is responsible for ensuring all contractual and program requirements are fulfilled. He also serves as Tangent's sales representative for SEWP quotes and as the lead for post-delivery support. Alisa Clary serves as the alternate point of contact for all matters below.

Quotes and sales	**Charles Zepeda · charles.zepeda@tangentt.com · 304.616.2384**
Post-delivery support	**Charles Zepeda · charles.zepeda@tangentt.com · 304.616.2384**
Problematic orders	**Charles Zepeda · charles.zepeda@tangentt.com · 304.616.2384**
Contracts and modifications	**Alisa Clary · alisa.clary@tangentt.com · 703.395.7502**
Main office	**571.409.6434 · Fax 703.995.0736 · sewp@tangentt.com**

7. How to Obtain a Quote

To obtain a quote for services under Tangent's SEWP VI contract:

1. **Discuss the requirement.** Contact Charles Zepeda at charles.zepeda@tangentt.com or 304.616.2384 to discuss scope, labor categories, period of performance, place of performance, security requirements, and any agency-specific terms. Tangent can help shape the requirement before it is competed.
2. **Submit the request through the SEWP QRT.** Issue your Request for Quote through the NASA SEWP Quote Request Tool at sewp.nasa.gov/sewpvi/dashboard/quote-request-tool, selecting Category C so that Fair Opportunity is applied automatically across all Category C Contract Holders.
3. **Receive the quote.** Tangent responds by the response deadline stated in the RFQ. Each quote states the length of time it remains valid, and Tangent honors any order submitted within that period. Where Tangent cannot fully meet the requirements of a formal RFQ, Tangent responds with a No Bid.

> Some agencies, because of concerns about transmitting sensitive or classified data, use a mechanism other than the QRT to distribute requirements. If you issue an RFQ that requires a direct response to obtain a Statement of Work or Bill of Materials, contact Charles Zepeda and Tangent will follow the method you identify.

8. Ordering Process

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 the NASA SEWP Program Management Office. The typical process is:

1. **Requirement and Purchase Request.** An end-user determines a requirement and generates a Purchase Request.
2. **Delivery Order issued.** The Purchase Request and funding information go to the agency's procurement office, which issues a Delivery Order against contract 80TECH26D1722. Any valid Federal agency Delivery Order form may be used.
3. **SEWP PMO processing.** The SEWP PMO reviews, processes and tracks the Delivery Order and forwards it to Tangent. The SEWP PMO does not issue Delivery Orders.
4. **Performance begins.** Charles Zepeda serves as the single point of accountability for delivery, invoicing and performance reporting. Tangent provides order status updates to the SEWP PMO within two business days of any status change.

Required Delivery Order content

Delivery Orders must contain the following. If this information does not appear, the order may not be processed, or processing may be delayed:

- Delivery Order number (any valid Government DO is allowed)
- Quote from Tangent verifying the viability of the order
- Date the Delivery Order was issued
- SEWP contract number: 80TECH26D1722
- NAICS code that applies to the order
- Contract type
- Tangent's mailing address and phone number
- Issuing office: agency name and mailing address
- Ship-to office: agency name and mailing address
- Total dollar amount of the order
- Contracting Officer's signature, phone number, and date signed
- Line items and pricing

> Modifications to any order must also route through the NASA SEWP Program Management Office. Contact Alisa Clary at alisa.clary@tangentt.com to initiate a modification.

9. Post-Delivery Support

Primary contact: Charles Zepeda · charles.zepeda@tangentt.com · 304.616.2384. Alternate: Alisa Clary · alisa.clary@tangentt.com · 703.395.7502.

Services delivery and transition

Tangent's Category C contract delivers services rather than hardware. Onboarding, transition-in, staffing, security clearance processing and place-of-performance arrangements are performed as specified in the individual Delivery Order and its Statement of Work. Contact Charles Zepeda to schedule a post-award kickoff.

Warranty, technical support and software support

Warranty, technical support and software support terms for any product or third-party software delivered incidental to a services order are governed by the terms of the individual Delivery Order, the applicable manufacturer or publisher terms, and Tangent's SEWP VI contract. Tangent identifies the applicable terms in the quote for each order. Direct all warranty and support questions to Charles Zepeda, who will coordinate with the manufacturer or publisher where required.

Performance issues

Report any concern about the quality or timeliness of services performance to Charles Zepeda. Tangent acknowledges performance concerns and proposes a corrective course of action to the Contracting Officer and Contracting Officer's Representative.

10. Troubleshooting a Problematic Order

If an order is delayed, incorrectly processed, incorrectly invoiced, or otherwise not proceeding as expected, use the following escalation path:

1. **Contact Tangent's Program Manager.** Charles Zepeda · charles.zepeda@tangentt.com · 304.616.2384. Include the Delivery Order number, the SEWP contract number, and a description of the issue.
2. **Escalate to the Deputy Program Manager.** Alisa Clary · alisa.clary@tangentt.com · 703.395.7502.
3. **Escalate to the NASA SEWP PMO.** The SEWP PMO provides problem determination, escalation and resolution, and other front-line support services. Help desk (301) 286-1478 or help@sewp.nasa.gov.

11. How to Contact NASA SEWP

SEWP home page	**www.sewp.nasa.gov/sewpvi**
Customer help desk	**(301) 286-1478**
General email	**help@sewp.nasa.gov**
Orders email	**sewporders@sewp.nasa.gov**
Orders fax	**(301) 286-0317**
Customer Support Center	**sewpprod.servicenowservices.com/support_vi**
PMO hours	**Monday – Friday, 7:30 AM – 6:00 PM ET**
SEWP Program Office	**7601 Ora Glen Drive, Greenbelt, MD 20770**