SEWP VI Ordering Guide

Prepared for SEWP clients | Suitable for downloading and printing

MicroAge®
Government Solutions

Contract:	**80TECH26D2076**
Category:	**A**
POP:	**Nov 1, 2026 – Oct 31, 2036**
SEWP Fee:	**0.34%**
UEI:	**GVMBF1HPM556**
CAGE Code:	**6VNT7**

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SEWP VI Program Support Order Issues and Post Delivery Contacts

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(301) 286-1478
SEWP PMO Hours:
M-F, 7:30 AM – 6:00 PM (ET)
sewp.nasa.gov

1. Purpose of this Ordering Guide

This Ordering Guide provides SEWP clients with practical instructions for requesting quotes, placing orders, obtaining post-delivery support, and resolving order issues under the SEWP VI contract. It has been made available electronically in a format that clients can download and print.

2. Fair Opportunity

Under FAR 16.505(b), for orders exceeding the micro-purchase threshold under a multiple-award contract, the Contracting Officer must provide each eligible contractor a fair opportunity to be considered and may use streamlined procedures tailored to the requirement. The FAR states that the method to obtain fair opportunity is at the discretion of the Contracting Officer (CO) and that the CO must document the rationale for placement and price of each order.

For orders above the simplified acquisition threshold, the agency must provide fair notice of the requirement and selection basis and fairly consider all timely responses; orders over $7.5 million require additional safeguards, including a reasonable response period, disclosure of significant evaluation factors and their relative importance, documentation of the award basis, and an opportunity for a post award debriefing. Fair opportunity may be limited only under an authorized FAR exception, and the contract file must document the award rationale, price, tradeoffs, and the basis for any exception used.

Using the SEWP online Quote Request Tool is the recommended method to assist in this activity and to augment the required decision documentation. The SEWP Quote Request Tool (QRT) will automatically include the Contract Holders within a selected Group or based on a suggested source.

3. Contractor Overview

Custom Storage, LLC dba MicroAge Government Solutions is a SEWP VI Category A Contract Holder providing Information Technology, Communication, and Audio-Visual (ITC/AV) products, solutions, and related services to federal clients.

MicroAge has established itself as a premier technology solutions provider, boasting 50 years of experience in the technology industry. Since our founding, we have been committed to delivering top-tier computer hardware, software, and comprehensive IT services to a diverse range of clients in both the private and government sectors.

Our extensive experience spans five decades during which we have continuously evolved to meet the dynamic needs of our clients. We pride ourselves on our deep industry knowledge, innovative solutions, and client-centric approach that has cemented our reputation as a trusted partner in technology.

4. SEWP VI Contract Overview

NASA Solutions for Enterprise-Wide Procurement VI, commonly referred to as SEWP VI, is a Government-Wide Acquisition Contract (GWAC) that allows authorized federal clients to acquire in-scope ITC/AV products, solutions, and services. Orders are issued as delivery or task orders under the terms of the SEWP VI contract. The SEWP Program Management Office reviews and routes orders prior to MicroAge beginning fulfillment, unless an applicable exception is authorized.

Clients may use this guide to understand available program support resources and the basic steps for obtaining quotes, submitting orders, and receiving support.

4. How to Obtain a Quote

Clients may request quotes for hardware, software, cloud-based solutions, services, installation, maintenance, warranty support, and other in-scope offerings. Quote requests should include enough information for the sales team to confirm scope, pricing, product availability, delivery expectations, and any applicable technical or support requirements.

Please include the following information in a quote request:

- Client Legal Name
- Client Address
- Client City
- Client State
- Client Zip Code
- Client Contact Full Name
- Client Contact Phone Number
- Client Contact Email Address
- Requested quantities and products which may include:
    - Hardware
    - Software

  - Services
  - Support
  - Period of Performance
  - Solution Description
- Client Shipping Address or Delivery Location
- Requested Delivery Date
- Any additional information regarding installation, configuration, warranty, maintenance, or support requirements
- Any applicable funding, acquisition, or ordering deadlines

5. Sales Contacts for Quotes

Role	Name	Telephone	Email
Federal Director of Sales	Bryce Nanez	1-800-246-4322	sewp@microage.com
Federal Account Manager	Jen DiCresce		
Government Sales Operations	Heather Savard		

6. Ordering Process

1) Client prepares the requirement and requests a quote through the appropriate SEWP process.
2) MicroAge reviews the requirement, confirms scope, validates pricing against the SEWP database of record, and provides a quote.
3) First time clients will be asked to provide additional information for setup in the MicroAge system:
   - Client Email Address(es) for Monthly Account Statements
   - Client Email Address(es) for Invoicing and Accounts Payable
   - Client Email Address(es) for Shipping Notifications
   - Indicate Tax Exemption Status (Yes/No)
     - If Yes – Please provide a copy of Tax Exemption Certificate
4) Client issues the delivery or task order using the applicable SEWP Contract Number 80TECH26D2076 and submits the order through the SEWP Program Management Office process.
5) The SEWP Program Management Office reviews the order and assigns a SEWP Control Number when required.
6) MicroAge begins fulfillment only after the required SEWP order review process is complete and the order is authorized for processing.
7) MicroAge provides order status updates, shipment information, delivery information, and other required communications during performance.

7. Installation, Warranty, Technical Support, and Software Support

MicroAge will provide policy and procedural information for installation, basic warranty, extended warranty, technical support, software support, and other post-delivery matters associated with the client's order. Specific support terms may vary based on the ordered product, service, manufacturer, software publisher, or support plan.

For installation support, basic or extended warranty support, technical support, and software support including licensing, please contact:

SEWP Support at sewp@microage.com

8. Troubleshooting a Problematic Order

If an order issue occurs, clients should contact the appropriate support representative as soon as possible. Common issues may include quote discrepancies, order routing questions, shipment delays, product availability concerns, warranty questions, technical support needs, or incorrect delivery information.

Gather the order number, SEWP Control Number if available, quote number, client point of contact, contract number, and a clear description of the issue.

Contact the primary order support representative listed below. If the issue is urgent or unresolved, escalate to the SEWP Program Manager or alternate support contact.

MicroAge will document the issue, actions taken, expected resolution date, client communications, and provide follow-up status updates until the issue is resolved.

Issue Type	Primary Contact	Telephone	Email	Escalation Contact
Quote or pricing issue	SEWP Help Desk	(800) 246-4322	SEWP@microage.com	Vicki Chacon SEWP Program Manager (480) 366-2071 Vicki.chacon@microage.com Or Deanette Schonbachler SEWP Deputy Program Manager (480) 760-2143 Deanette.schonbachler@microage.com
Order routing or SEWP processing issue				
Shipment or delivery issue				
Warranty or post-delivery issue				
Technical or software support issue				

9. Client Support Services

MicroAge will provide client support services related to SEWP orders, including timely and accurate quotes based on current SEWP offerings, up-to-date ordering guide information, commercially available technical specifications when requested, and configuration assistance to help determine whether proposed offerings meet client requirements.

10. Guide Updates and Availability

This Ordering Guide shall be published prior to the commencement of the Contract Active Date and shall be available for download throughout the contract lifecycle. Updates to the Ordering Guide shall be published no later than 10 business days following each contract modification. The current guide shall be posted in a downloadable and printable electronic format on MicroAge's SEWP-related webpage.

11. Related Resources

Contractor corporate website: http://www.microage.com
Contractor SEWP webpage: https://microage.com/government-solutions/contracts
NASA SEWP website: http://sewp.nasa.gov/sewpvi