Tidal Ten

NASA SEWP VI · CONTRACT 80TECH26D0068

SEWP VI Ordering Guide

How Federal agencies obtain quotes, place orders, and receive support from Tidal Ten under NASA SEWP VI, Category C — Mission-Based ITC/AV Service Solutions.

Contract Details

Contract Holder	Tidal Ten
Contract Number	80TECH26D0068
Category	Category C — Mission-Based ITC/AV Service Solutions
Contract Type	GWAC (Multiple Award IDIQ)
Period of Performance	November 1, 2026 — October 31, 2036
SEWP Surcharge	0.34%, included in all quoted pricing
UEI	E42UBBKBUYV1
NAICS Code	541512
SEWP Contract Holder Record	sewp.nasa.gov/sewpvi/sewppublic/contractholders#/detail/1250
Website	www.tidalten.com

SEWP VI Program Support

Order issues and post-delivery contacts.

Amanda Arnold
SEWP Program Manager
amanda@tidalten.com
443-769-6467

Diane Burke
SEWP Deputy Program Manager
diane@tidalten.com
410-404-4572

Main Office
Tidal Ten
3006 Benson Mill Rd.
Upperco, MD 21155
Phone: 443-769-6467

About Tidal Ten

Tidal Ten is a Small Business NASA SEWP VI Contract Holder serving Federal agencies with mission-based information technology, communications, and audio-visual solutions and services. We provide streamlined Federal acquisition pathways for cybersecurity and mission technologies, supporting both Government customers and the technology manufacturers who serve them.

We do more than resell technology. Tidal Ten handles compliant quoting, contract administration, order tracking, and secure supply chain delivery, and we enable adoption, integration, and measurable mission impact once a product is delivered.

www.tidalten.com • SEWP VI page: www.tidalten.com/sewp-vi

SEWP Overview

The 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. Originally, the contract vehicle provided only technology products for NASA and all other agencies.

SEWP has continually evolved over the past 30 years, expanding its scope to meet the requests of its customers. The SEWP vehicle represents acquisition innovation within the Federal Government. The program is self-funded through usage fees (0.34%) and provides all Federal agencies with acquisition support — more than 50,000 orders a year.

Fair Opportunity and Requests for Quotes

Clause A.1.13, from the body of the NASA SEWP VI contract.

Contractors will be provided a fair opportunity at the individual order level as appropriate per FAR Part 16.505(b), including the SEWP RFQ tools. No documentation for the order selection is required to be submitted with the order. All such documentation is to be maintained by the issuing procurement office.

The Contractor shall not market, quote or otherwise offer for sale, any ITC/AV Solutions not listed under this contract, until the said solutions are included in the SEWP database of record, and available to all Government end-users.

- On a Request For Information issued as market research, the Contractor may provide items not yet on their SEWP contract only if all such items are clearly marked as not yet available, and the Contractor submits a technology refreshment request to add them.
- On a Request For Quote or Market Research Request, the Contractor may only respond with items available on their contract, priced no greater than the price in the Attachment F SEWP database of record at the time the quote is issued.
- If the Contractor has insufficient items on contract to fully respond to a formal RFQ, the Contractor must respond with a No Bid.
- Unless the RFQ specifically allows partial quotes, the Contractor must respond fully to all requirements specified in the RFQ.
- Quotes must clearly state how long they remain valid, and the Contractor shall honor any order submitted within that period.
- Responses to the NASA SEWP on-line quoting system must follow Attachment C: Contract Holder User Manual (CHUM).
- Contract Holders are prohibited from using Government information posted on the NASA SEWP Contract Holder Only Page for any purpose other than proposing on SEWP requirements, including sharing it with non-Contract-Holder third parties.

How to Obtain a Quote

Hardware, software, and services under Contract 80TECH26D0068.

Federal agencies request pricing from Tidal Ten through NASA's SEWP Quote Request Tool (QRT). An agency enters its requirement once and the tool distributes the Request for Quote to Contract Holders — across a whole scope category, or to a named source such as Tidal Ten. Because it issues the request and records every response in one place, the QRT is the recommended method for obtaining and documenting fair opportunity under FAR 16.505(b).

Tidal Ten returns a fully compliant quote including all required SEWP elements, with the 0.34% surcharge already included in the pricing. Each quote states how long it remains valid, and we honor any order submitted within that period. Scope and configuration questions are welcome before an RFQ is issued.

Sales Representatives

Amanda Arnold
SEWP Program Manager
amanda@tidalten.com
443-769-6467

Diane Burke
SEWP Deputy Program Manager
diane@tidalten.com
410-404-4572

Installation, Warranty, and Post-Delivery Support

Policy and procedural information for the life of an order.

What happens after the Delivery Order is as much a part of the offer as the price. Tidal Ten coordinates installation, warranty, and manufacturer support so the agency has a single point of contact. The policies below apply to all orders placed under Contract 80TECH26D0068.

Installation

Installation, integration, and configuration services are quoted as line items on the order. Work is performed by the manufacturer's authorized service provider or by Tidal Ten personnel depending on the product. Scheduling is confirmed with the agency within five business days of Delivery Order receipt.

Basic Warranty

Products carry the manufacturer's standard commercial warranty, which passes through to the Government. Warranty duration and terms vary by manufacturer and are stated on the quote.

Claims may be initiated through Tidal Ten, who coordinates with the manufacturer on the agency's behalf; agencies may also contact the manufacturer directly where the manufacturer's terms allow.

Extended Warranty

Extended warranty and extended support coverage is available where offered by the manufacturer and listed on contract. Coverage length and service levels are quoted at time of order. Coverage may be added after delivery where the manufacturer permits.

Technical Support

Technical support is available Monday through Friday, 8:00 AM to 5:00 PM Eastern, excluding Federal holidays. Requests are accepted by email or telephone through the program team and acknowledged within one business day. Tidal Ten provides first-line assistance and escalates to the manufacturer's support organization where required.

Software Support

Software licensing, subscription terms, renewal dates, and entitlement questions are handled by Tidal Ten in coordination with the publisher. Renewal notices are provided at least 60 days before expiration. License registration and transfers are processed by Tidal Ten with the publisher on the agency's behalf.

Other Post-Delivery Issues

Damaged or short shipments and delivery discrepancies should be reported to Tidal Ten within ten business days of receipt so claims can be filed within carrier and manufacturer windows. Returns are handled under the applicable manufacturer's RMA process; unopened, undamaged items may be returned where the manufacturer permits. Restocking fees apply only where imposed by the manufacturer and are disclosed before a return is authorized.

Support Staff

Tidal Ten's program team are the named points of contact for all post-delivery matters above.

Amanda Arnold
SEWP Program Manager — support and post-delivery
amanda@tidalten.com
443-769-6467

Diane Burke
SEWP Deputy Program Manager — support and post-delivery
diane@tidalten.com
410-404-4572

How to Troubleshoot a Problematic Order

If an order is delayed, incomplete, or incorrect, contact Tidal Ten first. We track every Delivery Order from receipt through delivery and can resolve most issues directly.

1. **Step 1 — Contact the Program Manager.** Amanda Arnold, amanda@tidalten.com, 443-769-6467. Provide the Delivery Order number, SEWP quote number, and a description of the issue. Reports are acknowledged within one business day.
2. **Step 2 — Escalate to the Deputy Program Manager.** Diane Burke, diane@tidalten.com, 410-404-4572. Escalate if the issue is unresolved or unacknowledged after two business days. The Deputy Program Manager responds within one business day.
3. **Step 3 — Escalate to the NASA SEWP PMO.** Unresolved issues may be raised directly with the SEWP Program Management Office at help@sewp.nasa.gov or (301) 286-1478.

Ordering Process

Ordering through SEWP VI opens November 1, 2026.

The internal ordering process of each Agency varies. The process and accompanying forms for Purchase Requests (PR) and Delivery Orders (DO) issued against a SEWP contract are defined by the issuing agency, not the NASA SEWP Program Management Office (PMO).

[01]

Request a Quote

An end-user determines a requirement and generates a Purchase Request. Pricing is requested from Tidal Ten through the SEWP Quote Request Tool, and we return a fully compliant quote with the 0.34% surcharge already included.

[02]

Agency Issues the Order

The Purchase Request and funding information go to the agency's procurement office, which issues a Delivery Order. Any valid Federal Agency DO form may be used. The SEWP PMO does not issue Delivery Orders.

[03]

PMO Processes

The SEWP PMO reviews, processes and tracks issued Delivery Orders and forwards them to Tidal Ten. Any later modifications to an order must also route through the SEWP PMO.

Some agencies have special requirements for issuing IT Delivery Orders. It is the issuing agency's Contracting Officers' responsibility to be aware of any agency-specific policies. Because SEWP is pre-competed, most procurements complete in days to weeks rather than the months an open-market action takes.

What's in Scope for SEWP VI

SEWP provides a broad suite of Information Technology, Communication and Audio Visual (ITC/AV) solutions and services. SEWP's processes enable Contract Holders to add new commercial technology and IT services to their contract daily, as requested by customers. The SEWP VI contracts were awarded by scope category:

Category A

ITC/AV Solutions.

Category B

Enterprise-Wide ITC/AV Service Solutions.

Category C

Mission-Based ITC/AV Service Solutions. **Tidal Ten's award: 80TECH26D0068.**

To have SEWP determine whether a requirement is within scope of the SEWP VI contract, send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov for review and feedback.

How to Contact SEWP

SEWP PMO Hours: Mon—Fri, 7:30 AM — 6:00 PM (ET)

Email: help@sewp.nasa.gov

Customer Help Desk: (301) 286-1478

Website: www.sewp.nasa.gov

How to Contact Tidal Ten

Program Manager: Amanda Arnold, amanda@tidalten.com, 443-769-6467

Deputy PM: Diane Burke, diane@tidalten.com, 410-404-4572

Main Office: 3006 Benson Mill Rd., Upperco, MD 21155

Website: www.tidalten.com/sewp-vi

Guide maintenance and compliance. This ordering guide is published in compliance with the requirements of Attachment C: Contract Holder User Manual (CHUM) and SEWP SOW Attachment A, §A.6. It is available for download and printing from www.tidalten.com/sewp-vi prior to placement of the first delivery order under this contract, and updated versions are published no later than 10 business days following each contract modification.

Version 1.0 • Issued October 18, 2026 • Supersedes: none • Next review: upon contract modification.