NASA SEWP VI Ordering Guide

1 Sync Technologies, LLC

Contract No. 80TECH26D0096 | SEWP VI Category C
Period of performance: Nov 1, 2026 - Oct 31, 2036

Contract at a glance

Contract holder	1 Sync Technologies, LLC, 8150 Old Federal Road, Montgomery, AL 36117
SEWP VI contract number	80TECH26D0096
Scope category	Category C: Mission-Based ITC/AV Service Solutions
Period of performance	November 1, 2026 through October 31, 2036
Contract type	Government-Wide Acquisition Contract (GWAC), multiple award
SEWP program fee	0.34%, included in quoted prices
Business size and status	Small business; SBA 8(a) certified; Small Disadvantaged Business; ISO 9001:2015 certified
UEI / CAGE	SHKSNU48JHZ7 / 7FJG8
Primary NAICS	541511, Custom Computer Programming Services
Main office	Phone 334-219-3920 | info@1synctech.com | 1synctech.com

Program support contacts

Per SEWP VI Attachment A, Section A.5.1, these are the named points of contact for quotes, post-delivery support, and problem orders. Support hours: Monday to Friday, 7:30 AM to 6:00 PM ET.

Role	Name	Phone	Email
SEWP Program Manager	Eric Johnson	850-890-0511	eric.johnson@1synctech.com
SEWP Deputy Program Manager	Ashley Lanton	334-219-3920 (main office)	ashley.lanton@1synctech.com
SEWP Deputy Program Manager	Eric Sloan	334-219-3921	eric.sloan@1synctech.com
Requesting a quote	1 Sync Quotes Team	334-219-3920	quotes@1synctech.com
Installation, warranty and technical support	1 Sync Support Team	334-219-3920	quotes@1synctech.com
Problem orders and escalation	Eric Johnson, SEWP PM	850-890-0511	eric.johnson@1synctech.com

How to request a quote

The recommended route is the NASA SEWP Quote Request Tool (QRT) at www.sewp.nasa.gov, which sends your request to every eligible contract holder in the selected category. Agencies may also email requirements directly to quotes@1synctech.com. Quotes and configuration assistance are free of charge. Each 1 Sync quote states how long it is valid, and 1 Sync honors any order submitted within that period. Quotes include only items on the 1 Sync SEWP VI contract, priced no higher than the SEWP database of record.

About SEWP VI

NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced "soup," is a multiple-award GWAC that provides Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services to all Federal agencies and their approved contractors. The program is self-funded through a 0.34% usage fee. SEWP VI awards are organized into three scope categories, and 1 Sync holds a Category C award:

- Category A: ITC/AV Solutions

- Category B: Enterprise-Wide ITC/AV Service Solutions
- **Category C: Mission-Based ITC/AV Service Solutions (1 Sync)**

To confirm that a requirement is in scope, send an overview or bill of materials (BOM) to help@sewp.nasa.gov.

Fair opportunity (Contract Section A.1.13)

> *"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 full text of Section A.1.13 is posted at https://1synctech.com/about/contract-vehicles/nasa-sewp-vi/

Ordering process

1. The agency identifies its requirement and prepares a Purchase Request under its own internal procedures.
2. The agency requests quotes through the SEWP QRT or directly from 1 Sync at quotes@1synctech.com.
3. 1 Sync submits a quote that references SEWP VI contract 80TECH26D0096 and states its validity period.
4. The agency's procurement office issues a Delivery Order (DO). Any valid Federal agency DO form and DO number may be used. The SEWP Program Management Office (PMO) does not issue orders.
5. The order is submitted to the SEWP PMO, which reviews it, assigns a SEWP Control Number, and forwards it to 1 Sync.
6. 1 Sync confirms receipt, then processes and delivers the order.

Every order should include:

- A quote from 1 Sync Technologies, LLC
- SEWP VI contract number 80TECH26D0096
- 1 Sync's mailing address (8150 Old Federal Road, Montgomery, AL 36117) and phone number (334-219-3920)
- Ship-to, bill-to, and agency point of contact information

Some agencies have special requirements for issuing IT delivery orders; the issuing Contracting Officer is responsible for following them. Any modification to an order must also be routed through the SEWP PMO.

Installation, warranty and post-delivery support

- **Installation:** Installation and configuration services are quoted as separate line items when requested in the RFQ.
- **Basic warranty:** Products carry the original manufacturer's standard warranty, which 1 Sync passes through to the ordering agency.
- **Extended warranty:** Extended warranty and maintenance options are available and quoted on request.
- **Technical and software support:** Contact quotes@1synctech.com or 334-219-3920, Monday to Friday, 7:30 AM to 6:00 PM ET. Software support follows the publisher's license and maintenance terms.
- **Returns and other post-delivery issues:** Contact the support team with the DO number and SEWP Control Number.

Troubleshooting a problem order

Contact Eric Johnson, 1 Sync SEWP Program Manager, at 850-890-0511 or eric.johnson@1synctech.com with your DO number and SEWP Control Number. If he is unavailable, contact Deputy Program Manager Eric Sloan at 334-219-3921 or eric.sloan@1synctech.com. The SEWP Helpline is also available at any point.

About 1 Sync Technologies

1 Sync Technologies, LLC is an SBA 8(a) certified, ISO 9001:2015 certified Small Disadvantaged Business headquartered in Montgomery, Alabama. 1 Sync provides technical and professional services to Federal agencies, the Department of Defense, and commercial clients in managed IT solutions, application development and sustainment, IT infrastructure and cybersecurity, program and project management, telecommunications, and IT and medical staffing.

NASA SEWP Helpline
help@sewp.nasa.gov | 301-286-1478 | www.sewp.nasa.gov
Monday to Friday, 7:30 AM to 6:00 PM ET

1 Sync SEWP VI page
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