RarisRex2, LLC

NASA SEWP VI — Ordering Guide

Category C — Mission-Based ITC/AV Service Solutions • Contract No. 80TECH26D1704

Contract Number	80TECH26D1704
Category	C — Mission-Based ITC/AV Service Solutions
Contract Type	Government-Wide Acquisition Contract (GWAC)
Period of Performance	November 1, 2026–October 31, 2036
Ceiling	$20B per contract
SEWP Administrative Handling Fee	0.34% (included in all quoted pricing — never billed separately)
Business Designation	Small Business
UEI	PY74A8PN87M8
CAGE Code	9KJK6
Primary NAICS	541512 — Computer Systems Design Services
Joint Venture Partners	T-Rex Solutions, LLC and UNCOMN, LLC
Corporate Office	735 Seibert Rd Ste 1, Scott AFB, IL 62225-1538
Corporate Website	https://www.rarisrex.com

About RarisRex2, LLC

RarisRex2, LLC is a joint venture between T-Rex Solutions, LLC and UNCOMN, LLC, formed to deliver Information Technology, Communications, and Audio-Visual (ITC/AV) mission-based service solutions to NASA and other federal agencies under the NASA SEWP VI contract vehicle.

SEWP Program Overview

NASA SEWP (Solutions for Enterprise-Wide Procurement) 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. SEWP has continually evolved over more than 30 years to meet the needs of its customers, and the program is self-funded through a usage fee (0.34%), supporting more than 50,000 orders a year across the federal government.

What's In Scope for SEWP VI?

SEWP is designed to provide a broad suite of Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services across three scope categories:

Category A — ITC/AV Solutions

Category B — Enterprise-Wide ITC/AV Service Solutions

Category C — Mission-Based ITC/AV Service Solutions

RarisRex2's SEWP VI Category C contract supports federal customers across mission-based service domains:

- Innovation Services
- Information & Data Analytics
- Application Services/Software Development
- Cybersecurity Services
- Cloud Services
- Digital Media & Technical Communications
- IT Operations & Maintenance
- Help Desk/Call Center Support
- Network Services
- Database Services
- In-Scope Training
- Program Management/Ancillary Services

If you would like SEWP to determine whether your 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.

Quoting/Ordering Process

The internal ordering 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). Typically, an end-user determines a requirement and generates a Purchase Request, which is routed through that agency's own procurement office to result in a Delivery Order.

The SEWP PMO does not issue Delivery Orders itself — the issuing agency's procurement office does — but the PMO reviews, processes, and tracks issued DOs and forwards them to RarisRex2. There is no requirement for issuing agencies to use intermediary procurement offices except as directed by their own internal policies. If modifications are made to any order, those modifications must also route through the SEWP PMO.

Customers are recommended to use the NASA SEWP Quote Request Tool (QRT) to issue a Request for Quote (RFQ), Request for Information (RFI), or Market Research Request (MRR). RarisRex2's Program Manager and Deputy Program Manager are available for questions about capabilities, requirements, and order support.

1. **Define the requirement.** Prepare the statement of work, performance work statement, bill of materials, or other requirement documentation needed by your agency.
2. **Request a quote.** Use the NASA SEWP QRT when applicable. RarisRex2 can help customers identify the appropriate capability and coordinate a response.
3. **Issue and Route the order.** The ordering agency issues the delivery or task order through its procurement office and routes it through the SEWP Program Management Office for validation and assignment of a SEWP Control Number.
4. **RarisRex2 acknowledges and performs.** RarisRex2 begins fulfillment after SEWP processes the order. Performance follows the order's terms, period of performance, and customer requirements.

Fair Opportunity

FAR 16.505(b)(1) requires that each contractor be given a fair opportunity to be considered for orders exceeding the applicable micro-purchase threshold under multiple-award contracts, unless an authorized exception applies. The method used to satisfy fair opportunity is at the discretion of the ordering Contracting Officer (CO), who must document the rationale for placement and price of each order. Using the SEWP online Quote Request Tool (QRT) is the recommended method to support this documentation.

Program Support, Warranty, and Order Troubleshooting

RarisRex2 provides mission-focused IT services under NASA SEWP VI Category C, with ancillary hardware and software available only as part of an in-scope services order. The following procedures apply to requests for quotations, installation, warranty coverage, technical and software support, and order troubleshooting.

Installation and Services Support. Installation, configuration, technical support, and software support are provided in accordance with each task order's scope, acceptance criteria, and period of performance. RarisRex2 coordinates with customers to address service concerns and will correct or re-perform nonconforming services as provided by the applicable order and contract terms.

Warranty and Extended Warranty. Ancillary hardware and software include the manufacturer's standard commercial warranty. RarisRex2 coordinates warranty claims and applicable repair or replacement actions with the manufacturer. Extended warranty coverage is available for ancillary products and may be purchased at any time during the standard commercial warranty period, consistent with SEWP VI requirements. Customers should contact RarisRex2 to request coverage information or initiate a warranty claim.

Order Issues and Troubleshooting. Customers experiencing delivery discrepancies, order errors, warranty concerns, or other post-delivery issues should contact the RarisRex2 Program Manager (PM) or Deputy Program Manager (DPM). The resolution process includes:

- *Report the Issue.* Provide the order number, a description of the issue, and relevant supporting documentation.
- *Review and Coordinate.* RarisRex2 reviews the order requirements, identifies the appropriate corrective action, and coordinates with technical personnel, service providers, or manufacturers as necessary.
- *Resolve and Close.* RarisRex2 communicates resolution steps, provides status updates, and confirms the issue has been addressed.

If an issue remains unresolved, customers may contact the NASA SEWP Program Management Office at help@sewp.nasa.gov or 301-286-1478 for additional assistance.

Sales, Customer Service, and Post-Delivery Support Contacts

The RarisRex2 Program Manager and Deputy Program Manager serve as the designated sales representatives and primary points of contact for quotations, customer service, post-delivery support, and order troubleshooting under NASA SEWP VI:

Name	Role	Email	Phone
Nicole Schaeg	Program Manager (PM)	nschaeg@rarisrex.com	618-744-9777
Joe Notarangelo	Deputy Program Manager (DPM)	jnotarangelo@rarisrex.com	201-315-0323

NASA SEWP Contacts and Resources

SEWP Customer Help is available Monday–Friday, 7:30 AM–6:00 PM ET.

www.sewp.nasa.gov
Customer Help | 301-286-1478 | help@sewp.nasa.gov
Order Submission | sewporders@sewp.nasa.gov | www.sewp.nasa.gov/sewpvi