



Category B - Enterprise-Wide ITC/AV Service Solutions

Contract holder	Alpha Omega Integration, LLC
Contract number	80TECH26D0122
Period of performance	November 1, 2026, through October 31, 2036 (anticipated)
UEI / CAGE	NF34JCA2PME3 / 6CZJ6
Main office	8150 Leesburg Pike, Suite 1010, Vienna, VA 22182 USA
Website	https://alphaomega.com/nasa-sewp-vi/
SEWP quote mailbox	SEWP@alphaomega.com

Purpose of This Guide

This guide explains how Federal agencies and their authorized contractors may request quotes, place orders, and obtain post-delivery assistance from Alpha Omega Integration, LLC (Alpha Omega) under NASA SEWP VI. Agency-specific acquisition policies and the terms of the awarded Alpha Omega contract and order remain controlling.

1. NASA SEWP VI Overview

NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced "soup," is a Government-Wide Acquisition Contract that provides Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services to Federal agencies and their approved contractors. The NASA SEWP Program Management Office supports agencies throughout the acquisition process and reviews, processes, and tracks delivery orders issued against SEWP contracts. The program is self-funded through a usage fee of 0.34%.

2. About Alpha Omega Integration, LLC

Alpha Omega Integration, LLC (Alpha Omega) helps Federal agencies implement, operate, and maintain secure, modern IT solutions. Under SEWP VI, Alpha Omega provides technical and

software support that may include software installation and configuration, system integration, troubleshooting, application maintenance, upgrades, testing, user support, and technical documentation, as permitted by the contract and each order. Alpha Omega's broader capabilities span artificial intelligence, cybersecurity, data management, cloud, financial operations, and product management, supported by its Continuum accelerators. Alpha Omega was awarded a contract under Category B: Enterprise-Wide ITC/AV Service Solutions.

Visit our website: <https://alphaomega.com>

3. What is in Scope?

SEWP VI is designed to provide a broad suite of ITC/AV solutions and services. The contracts are organized into three scope categories:

- Category A - ITC/AV Solutions
- Category B - Enterprise-Wide ITC/AV Service Solutions
- Category C - Mission-Based ITC/AV Service Solutions

Federal agencies can leverage Alpha Omega's Category B contract for enterprise-wide ITC/AV services, which may include:

- **Software Development & Applications:** Custom and agile software development, application modernization, and application maintenance.
- **Cybersecurity Services:** Security architecture, continuous monitoring, and security operations support.
- **Data, Analytics & AI:** Data management, analytics, and artificial intelligence solutions.
- **Cloud & Infrastructure Services:** Cloud migration, cloud operations, and enterprise infrastructure engineering.
- **IT Support Operations:** Installation, configuration, integration, troubleshooting, testing, user support, and technical documentation.

Alpha Omega will market and quote only items listed on its SEWP VI contract and available in SEWP. If you would like SEWP to determine whether a requirement is within scope, send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov.

4. Fair Opportunity

FAR 16.505(b)(1) generally requires each contractor to receive a fair opportunity to be considered for orders exceeding the applicable threshold under multiple-award contracts, subject to the FAR and agency procedures. The ordering Contracting Officer determines the method used and documents the rationale for order placement and price.

The SEWP online Quote Request Tool (QRT) is the recommended method for soliciting and documenting quotes. The QRT can include contract holders within the selected scope category or other permitted grouping. Ordering activities remain responsible for following their own acquisition policies and documenting the procurement file.

5. How to Obtain an Alpha Omega Quote

1. **Define the requirement.** Prepare the technical requirements, statement of work/performance work statement, bill of materials, quantities, delivery locations, period of performance, security requirements, and requested quote due date.
2. **Submit a request through the SEWP QRT.** Use the NASA SEWP Quote Request Tool and select the appropriate scope category. Include Alpha Omega in accordance with fair-opportunity and agency procedures.
3. **Provide the request to Alpha Omega.** If a direct Alpha Omega point of contact is needed, email SEWP@alphaomega.com or use the sales contact below. Do not transmit controlled or sensitive information by unapproved email.
4. **Evaluate the response.** Review technical compliance, pricing, delivery or performance schedule, warranty/support terms, and any assumptions or exceptions. Each quote states its validity period.

Purpose	Alpha Omega contact	Email / phone
Quotes / sales	Brittney Chappell	Brittney.Chappell@alphaomega.com 240-297-7496
Order issues	Brittney Chappell	Brittney.Chappell@alphaomega.com 240-297-7496
Technical support	Krystal Carretta	Krystal.Carretta@alphaomega.com 703-653-0857

6. Ordering Process

Each ordering agency establishes its internal process and forms for purchase requests and delivery/task orders. A typical process is:

1. **Create the purchase request.** The requiring activity prepares the approved requirement and funding documentation.
2. **Conduct the acquisition.** The agency procurement office conducts fair opportunity, evaluates responses, and makes the award decision.
3. **Issue the order.** The agency Contracting Officer issues a valid delivery or task order against the Alpha Omega SEWP VI contract (80TECH26D0122). The NASA SEWP PMO does not issue agency orders.
4. **Route the order through NASA SEWP.** Submit the order using the current SEWP ordering instructions so the PMO can review, process, track, and forward it to Alpha Omega.
5. **Process modifications through SEWP.** Route order modifications through the NASA SEWP PMO in accordance with current program procedures.

Order documentation

The ordering agency is responsible for its procurement file, including competition or exception documentation, price reasonableness, funding, approvals, and any agency-specific cybersecurity, supply-chain, accessibility, or records requirements.

7. Installation, Warranty, and Post-Delivery Support

Alpha Omega will provide the installation, warranty, technical support, software support, maintenance, and other post-delivery services stated in the applicable quote and order. Product-specific manufacturer or publisher terms may also apply. The final order should identify support hours, response targets, escalation procedures, service locations, deliverables, acceptance criteria, and any authorized warranty extensions.

Installation	Defined on a Task Order by Task Order basis
Basic warranty	Defined on a Task Order by Task Order basis
Extended warranty	Defined on a Task Order by Task Order basis
Technical support	Defined on a Task Order by Task Order basis
Software support	Defined on a Task Order by Task Order basis
Returns / other issues	Defined on a Task Order by Task Order basis

8. Troubleshooting a Problematic Order

1. **Collect the order details.** Have the agency order number, Alpha Omega quote number, SEWP tracking information, item or service affected, delivery/performance location, dates, and a concise description of the issue.
2. **Contact Alpha Omega.** Send the information to the Order Issues or Technical Support contact listed in Section 5. Identify any mission impact and requested resolution date.
3. **Escalate when necessary.** If the issue is not resolved at the initial level, contact the Alpha Omega SEWP VI Program Manager: Brittney Chappell, Brittney.Chappell@alphaomega.com, 240-297-7496.
4. **Contact the SEWP PMO when appropriate.** For program-level assistance, contact the SEWP Helpline at help@sewp.nasa.gov or (301) 286-1478. Current program information and hours are available at www.sewp.nasa.gov.

9. Alpha Omega SEWP VI Program Contacts

Program Manager: Brittney Chappell, Brittney.Chappell@alphaomega.com, 240-297-7496

Deputy / Alt Program Manager: Krystal Carretta, Krystal.Carretta@alphaomega.com, 703-653-0857

Contracts / Order Administration: Laura Childers, Contract Administrator, Laura.Childers@alphaomega.com, 571-232-1412

SEWP Quote Mailbox: SEWP@alphaomega.com

NASA SEWP Program Support

SEWP Helpline: help@sewp.nasa.gov | (301) 286-1478 | www.sewp.nasa.gov | PMO hours: Monday–Friday, 7:30 AM – 6:00 PM (ET). Confirm current program information before publication.