Ordering Guide

Mission-based IT services. Clear acquisition guidance. One program team for quotes and support.

CONTRACT
80TECH26D0535
Linchpin Solutions, Inc.

VEHICLE + CATEGORY
NASA SEWP VI GWAC
Category C — IT Mission-Based Services

PERIOD OF PERFORMANCE
11/01/2026–10/31/2036
SEWP fee: 0.34%

NAICS: 541512 · UEI: GCDRRLH96BP3 · CAGE: 75VN6 [1]

About Linchpin and the SEWP vehicle

Linchpin Solutions is a veteran-led technical services organization founded in 2014. We support federal missions through professional services, tactical C5ISR expertise, integrated product support, training, and help desk solutions.[2] NASA Solutions for Enterprise-Wide Procurement (SEWP) is a multiple-award Government-Wide Acquisition Contract (GWAC) for authorized federal users to acquire Information Technology, Communications, and Audio-Visual (ITC/AV) solutions and services.[3]

Category C: services lead; products support.
Category C covers customized mission and program-level service solutions. Hardware and software must be integral and necessary to the complete services solution. **Product-only requirements are not supported.**[1]

Mission service areas

Cybersecurity
Security engineering, risk management, compliance, and resilient environments.

Data Analytics
Data integration, dashboards, analytics, and decision support.

Network Engineering
Network design, connectivity, performance, and operational reliability.

Database Services
Design, administration, tuning, and secure data environments.

Training & Enablement
User adoption, technical training, and operational readiness. [1]

Cloud Services
Planning, migration, optimization, and secure cloud operations.

Application Development
Custom applications, modernization, and mission software delivery.

IT Operations
Service desk, systems support, lifecycle management, and sustainment.

Digital Communications
ITC/AV collaboration, communications, and mission-delivery support.

Program Support
Delivery management, coordination, reporting, and mission execution.

Sales, post-delivery support, and customer service

For quotes, order status, installation, warranty questions, technical or software support, post-delivery assistance, or a problematic order, contact our SEWP program team.

PROGRAM MANAGER
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SEWP webpage: www.linchpinsolutions.com/sewpvi

02 / QUOTING + ORDERING

From requirement to order

Use the SEWP Quote Request Tool — recommended method.

The SEWP Quote Request Tool (QRT) is the recommended method to request quotes for services and any integral, necessary hardware or software. Access the QRT through NASA SEWP VI. Contact Kailaigh Hutchens or Manny Martinez for requirement clarification, quote coordination, and questions about contract fit. Their direct details are on pages 1 and 4.

How to obtain a quote

1. **Define the complete service requirement**
   Provide a statement of work, performance work statement, or statement of objectives. Describe mission outcomes, performance locations and period, deliverables, acceptance criteria, security requirements, and transition needs. For necessary hardware/software, include a bill of materials, quantities, configuration or version, license/subscription needs, and required delivery dates.
2. **Confirm Category C fit and release the request**
   Confirm that services drive the requirement and ancillary products are necessary to the solution. For uncertain scope, send an overview or draft requirement to NASA at help@sewp.nasa.gov. In the QRT, select the applicable Category C sources, attach the requirement, and state evaluation criteria, pricing instructions, and the quote due date.
3. **Clarify and evaluate the quotes**
   Include labor mix, travel, other direct costs, and applicable contract line item numbers (CLINs). Request that installation, basic and extended warranty coverage, technical support, software support, and any exclusions be identified in the quote. Evaluate responses under the announced criteria and retain the acquisition decision record.

Fair opportunity

In accordance with FAR 16.505(b), ordering activities must provide each SEWP VI contract holder in the applicable category a fair opportunity to be considered for each order exceeding the micro-purchase threshold, unless an exception under FAR 16.505(b)(2) applies. The ordering contracting officer determines the acquisition approach and required documentation.[1]

Issue and route the order

The issuing agency—not the NASA SEWP Program Management Office (PMO)—creates the purchase request and issues the signed delivery order. Agency-specific acquisition policies apply. NASA reviews, processes, tracks, and forwards issued orders to the contract holder; order modifications must also route through the PMO.[4]

Send signed orders and modifications to NASA SEWP

sewporders@sewp.nasa.gov · Fax: (301) 286-0317 Reference Linchpin Solutions contract 80TECH26D0535. A quote or acknowledgement does not replace a signed agency order.

Order package essentials

NASA requires the following information for processing. Missing fields can delay or prevent processing.[4]

- Delivery-order number and issue date
- Linchpin quote verifying order viability
- SEWP contract number **80TECH26D0535**
- NAICS applicable to the order and contract type
- Linchpin mailing address and phone number
- Issuing office: agency name and mailing address
- Ship-to office: agency name and mailing address
- Total dollar amount and line items/pricing
- Contracting officer's signature and phone number
- Date the delivery order was signed
- Attach the service requirement, performance period, deliverables, acceptance terms, funding, and applicable clauses

Linchpin mailing address: 1726 East 7th Ave, Suite 16, Tampa, FL 33605 · Office: (443) 707-3070. Use the direct program-team contacts for sales and order coordination.

03 / INSTALLATION + WARRANTY + SUPPORT

Support after award

The SEWP program team is the entry point for installation, warranty, technical support, software support, and post-delivery assistance.

The policy that governs your support

Support scope, pricing, performance obligations, and entitlements are governed by the awarded order, incorporated quote, and applicable manufacturer or software-publisher terms. Installation and extended support must be expressly included when required. This guide does not create a blanket warranty duration, free service entitlement, or response-time guarantee. Ask the program team to confirm the terms applicable to your specific line item. Use approved secure channels; do not email passwords, license keys, classified information, or other sensitive data.

Installation

Policy: Installation, configuration, testing, and acceptance activities apply as specified in the awarded order. Site access, security, customer dependencies, and scheduling must be coordinated before work begins.
Procedure: Contact the program team with the site, equipment/software, required completion date, and access constraints. Confirm the installation scope and charges, responsible parties, schedule, and acceptance criteria. Report incomplete work or failed testing to the team; request documented corrective action.

Basic warranty

Policy: Basic warranty coverage is specific to the delivered item and applicable order or manufacturer/publisher terms. Coverage period, remedies, exclusions, and start date are not universal.
Procedure: Provide the order/CLIN, serial or license identifier, delivery or acceptance date, symptoms, and proof of coverage if available. Ask the team to confirm eligibility and the applicable repair, replacement, or other remedy. Obtain written return or service instructions before shipping an item.

Extended warranty

Policy: Extended warranty or maintenance is not automatic. Its duration, coverage, price, provider, and renewal terms must be identified in the accepted quote and awarded order when required.
Procedure: Request an extension or renewal through the program team with the current entitlement, covered assets, desired term, and required support level. Confirm coverage and any gap before relying on the extension. Obtain an authorized order modification when a change to the awarded order is required.

Technical support

Policy: Technical assistance is provided within the service scope and support terms of the order. Hours, service levels, and any manufacturer support dependencies are order-specific.
Procedure: Contact the program team with the affected system, configuration, symptoms, error messages, business impact, and troubleshooting already completed. Share sanitized logs through an approved channel. Confirm the assigned support owner and next steps; obtain contracting-officer authorization for any out-of-scope work.

Software support

Policy: Software licensing, subscription, maintenance, updates, and publisher support depend on the purchased entitlement and order terms. Updates, upgrades, or renewal rights must be confirmed, not assumed.
Procedure: Supply the product name, version/build, operating environment, license or subscription identifier, error details, and entitlement dates. Contact the program team to confirm coverage and coordinate publisher assistance if needed. Use approved software sources and follow agency change-control requirements before applying fixes.

Named post-delivery support contacts

Kailaigh Hutchens · (401) 241-4761 · kutchens@linchpinsolutions.com
Manny Martinez · (424) 202-4713 · emartinez1@linchpinsolutions.com

04 / ORDER ISSUES + CUSTOMER SERVICE

Resolve a problematic order

Use the same named SEWP program team for order status, missing or incorrect items, performance concerns, billing discrepancies, and post-delivery issues.

1. **Identify and document the problem**
   Review the signed order, quote, shipping or delivery records, and acceptance documentation. Identify the affected CLIN, expected versus actual quantity or service, relevant dates, and mission impact. For damage or malfunction, retain packaging and collect photographs, serial numbers, error messages, and sanitized logs as applicable.
2. **Contact the program team**
   Email or call Kailaigh Hutchens or Manny Martinez using the details below. Include the contract and order numbers, issue summary, supporting records, actions already taken, and requested resolution. For time-sensitive mission impact, call the direct number and follow up in writing.
3. **Agree on next steps and escalate if needed**
   Request written acknowledgement, a responsible point of contact, and the proposed correction or next update. Confirm return, repair, replacement, delivery, service, or invoice instructions before acting. If the issue remains unresolved, escalate to the Program Manager and involve the agency contracting officer for changes to scope, price, schedule, or acceptance.
4. **Document resolution and authorized changes**
   Confirm that the correction meets the order's requirements and retain the correspondence and acceptance record. Only the authorized contracting officer can modify the order. Route signed modifications through NASA SEWP. Contact the NASA Helpline for QRT, scope, or PMO order-processing questions.

Your sales, support, and order-troubleshooting team

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NASA SEWP customer assistance

Helpline + scope/tool questions
(301) 286-1478
help@sewp.nasa.gov
support.sewp.nasa.gov

Signed orders + modifications
sewporders@sewp.nasa.gov
Fax: (301) 286-0317
www.sewp.nasa.gov/sewpvi

Download, print, and revision availability

This electronic guide is formatted for download and printing on US Letter paper. The SEWP ordering-guide requirement is to make the guide available before placement of the first delivery order and publish updated versions no later than **10 business days following each contract modification**. The mandatory information must be complete and current both on the SEWP webpage and in the downloadable guide at review; deferred or placeholder content does not meet that requirement. Use the revision date in the footer to identify this version.

References

[1] Linchpin Solutions — NASA SEWP VI Category C webpage. Contract facts, scope, service areas, and direct team contacts.
[2] Linchpin Solutions — Company. Contractor overview.
[3] NASA SEWP VI. Vehicle overview and customer support.
[4] NASA SEWP VI — Ordering Information. Agency order process and required order fields.
[5] SEWP PMO ordering-guide review guidance supplied by Linchpin Solutions; original SEWP ordering-guide requirements supplied with this task.
Web sources reviewed November 4, 2026. Support coordination procedures are governed by the specific order and applicable provider terms.