NASA SEWP VI / CATEGORY C / 01

Ordering Guide

FAAZ Consulting LLC
Category C - Mission-Based ITC/AV Service Solutions

A customer guide to requesting quotations, placing orders, obtaining support, and resolving issues under FAAZ Consulting's NASA SEWP VI Category C award.

Contract holder	FAAZ Consulting LLC
SEWP VI contract number	80TECH26D1134
Category	C - Mission-Based ITC/AV Service Solutions
UEI / CAGE	CNPUC3ELKZD1 / 7HVK3
Ordering period	November 1, 2026, through October 31, 2036
Contract vehicle	Multiple-award Government-Wide Acquisition Contract (GWAC)
Business status	Woman-Owned Small Business; SBA 8(a) participant
Office	1765 Greensboro Station Place, Suite 900 McLean, VA 22102
General contact	301-360-4365 | info@faazconsulting.com
Company website	www.faazllc.com

Updated October 26, 2026
NASA SEWP VI Contract 80TECH26D1134

Download the FAAZ NASA SEWP VI Ordering Guide for quotation requests, ordering procedures, support and issue resolution.

Company & service scope

About FAAZ Consulting

FAAZ Consulting LLC is a NASA SEWP VI Category C - Mission-Based ITC/AV Service Solutions contract holder. We help federal agencies meet mission needs through application modernization, cloud and infrastructure services, cybersecurity, data analytics, enterprise applications, IT operations and program management.

Category C focus

FAAZ's Category C award supports mission-based Information Technology, Communication, and Audio-Visual (ITC/AV) service requirements. Each request must fall within FAAZ's executed contract and authorized offerings. The capabilities below describe FAAZ's experience; availability for a particular order requires confirmation against the contract and SEWP database of record.

Applications & modernization	Application development and maintenance; web systems; system integration; Agile delivery and DevSecOps.
Cloud & infrastructure	Cloud planning, migration, integration, administration, infrastructure support, and operational improvement.
Cybersecurity	Security engineering, assessment support, vulnerability management, and protection of mission systems and data.
Data & analytics	Data integration, database support, reporting, business intelligence, analytics, and AI/ML solutions.
Enterprise applications	ERP and business-system support, including PeopleSoft, Workday, Oracle, SharePoint, and Microsoft 365.
IT operations & support	Service desk, end-user support, systems administration, maintenance, and technical services.
Program delivery	IT project and program management, PMO support, business analysis, testing, and quality assurance.

Scope and pricing controls

FAAZ will confirm that proposed services and labor categories are authorized before responding. Any ancillary hardware or software must be permitted by the Category C contract and support the ordered service requirement. Standalone product purchases should be evaluated under the appropriate SEWP category.

For an official scope review, customers may send a requirement summary to NASA SEWP at help@sewp.nasa.gov. Order types, dollar limits, applicable fees, and other restrictions are governed by FAAZ's current contract. Confirm any Category C phased order limits before solicitation or award.

Request a quotation

Pre-solicitation assistance

Contact FAAZ at **info@faazconsulting.com** or **301-360-4365** for capability information and assistance coordinating with the designated SEWP sales representative. Preliminary discussions help clarify service scope, delivery assumptions, and the information needed for a quotation. A preliminary inquiry does not constitute an order.

Recommended request package

• Agency and ordering-office name, customer point of contact, response deadline, and SEWP request number, if available.

• Statement of Work (SOW) or Performance Work Statement (PWS), mission objectives, tasks, deliverables, performance measures, and acceptance criteria.

• Place and period of performance, anticipated start date, option periods, staffing needs, required labor qualifications, travel, and Government-furnished resources.

• Security, clearance, privacy, data handling, facility access, accessibility, and agency-specific requirements.

• Requested order type, pricing instructions, evaluation factors, service levels, dependencies, and submission instructions.

• Any ancillary product requirements, including why the products are necessary to the service solution.

Solicitation and quotation

The ordering agency should use NASA's Quote Request Tool (QRT) or the method authorized by NASA and the solicitation to request responses. During an active solicitation, use the designated question-and-answer channel and follow all communication instructions. FAAZ will submit its response through the prescribed channel.

FAAZ quotations will identify the offered solution, price, quote validity, applicable assumptions, deliverables, and support terms. Prices and offerings must comply with the contract and SEWP database of record. The applicable NASA program fee will be reflected in accordance with current NASA instructions; any FAAZ-specific charges will be identified in the quotation.

Fair opportunity

The ordering Contracting Officer is responsible for applying FAR 16.505(b), documenting the selection decision, and following applicable agency rules. NASA's QRT assists with reaching eligible contract holders. FAAZ will provide a complete response when required; partial quotations are submitted only when expressly allowed by the request.

Ordering & administration

1. Define and validate the requirement

The agency identifies its need and confirms scope, funding, order type, competition requirements, and any Category C limitations. FAAZ and NASA can assist with scope questions.

2. Issue the request and evaluate responses

The agency solicits quotations through the authorized process, evaluates responses, and maintains the required acquisition records.

3. Prepare the agency order

The authorized agency official issues the order using the agency's applicable form. Identify FAAZ Consulting LLC, the correct Category C contract number, selected quotation, funding, and performance requirements.

4. Route the order through NASA SEWP

Submit the order and required supporting documents using NASA's current procedures. NASA SEWP processes and tracks agency-issued orders and forwards them to the contract holder; NASA does not issue the agency's order.

5. Coordinate performance with FAAZ

After receipt of the properly processed and authorized order, FAAZ coordinates kickoff, customer contacts, schedules, personnel, access, deliverables, acceptance, and reporting.

6. Manage changes and closeout

Route order modifications through NASA SEWP as required. Changes to scope, funding, price, schedule, or options require the appropriate written authorization. FAAZ coordinates invoicing, acceptance records, and closeout with the agency.

Order package checklist

Include the agency order number; correct FAAZ contract number and legal name; selected quotation and SEWP request reference; issuing and billing office contacts; total amount and line-item pricing; authorized signature; SOW/PWS; performance dates and locations; deliverables and acceptance standards; and security, accessibility, invoicing, and other applicable terms.

Controlling documents

FAAZ's executed contract, incorporated requirements, applicable law and regulation, current NASA procedures, and the authorized order control if this guide conflicts with them. No commitment in this guide expands the awarded scope or creates support coverage beyond the contract and order.

Support & issue resolution

Installation & transition	When ordered, FAAZ coordinates deployment, configuration, integration, migration, testing, access, and transition activities with the customer.
Basic warranty	Warranty or service-correction obligations follow the contract and order. For permitted ancillary products, applicable manufacturer/provider coverage is identified in the quotation.
Extended warranty	Optional extended coverage is available only when offered and authorized. Coverage duration, cost, exclusions, and support channels are stated in the quotation and order.
Technical support	Support channels, hours, severity levels, response targets, and remote or on-site assistance follow the order. FAAZ coordinates diagnosis, corrective action, and customer updates.
Software support	Ordered maintenance and support may include patches, updates, vendor coordination, and license assistance. Development, customization, and integration are separately defined services.
Post-delivery issues	Report acceptance, performance, delivery, warranty, or invoice concerns to FAAZ. Product returns require applicable authorization and provider terms.
Accessibility	Applicable Section 508 requirements are addressed in the ordered solution and deliverables. Contact FAAZ if an alternate format of this guide is needed.

FAAZ program contacts

Program Manager	Fatima Ali | Head of Operations Fatima@faazconsulting.com | 667.803.0157
Deputy Program Manager	Mindy Jones | Subcontracts Administrator mindy@faazconsulting.com | 301.360.4365
Sales / quotation contact	Fatima Ali | 667.803.0157 Fatima@faazconsulting.com
Technical / software / post-delivery support	Mindy Jones | 301.360.4365 mindy@faazconsulting.com

General Inquiries: info@faazconsulting.com

Escalation & resources

Troubleshoot a problematic order

Report the issue

Contact the designated FAAZ support representative. Include the agency order number, SEWP Control Number, quotation/request reference, affected deliverable, issue description, date identified, mission impact, urgency, and requested resolution. Use an approved secure channel for sensitive information.

Coordinate corrective action

FAAZ coordinates issue assessment, assigns a responsible contact, and works with the customer and relevant delivery partners on resolution. Applicable response commitments and remedies are those in the order.

Escalate within FAAZ

If operational support does not resolve the concern, escalate to the designated FAAZ Program Manager; use the Deputy Program Manager when the PM is unavailable. Provide prior correspondence and the unresolved impact.

Seek NASA assistance

For unresolved contract-vehicle, processing, or program issues, contact NASA SEWP Customer Assistance. Continue to coordinate contractual decisions with the agency's authorized Contracting Officer.

NASA SEWP Program Management Office

Customer assistance	301-286-1478 | help@sewp.nasa.gov
Order processing	sewporders@sewp.nasa.gov
Published support hours	Monday-Friday, 7:30 AM-6:00 PM Eastern Time
Official website	www.sewp.nasa.gov
FAAZ SEWP webpage	https://www.faazllc.com/about-1#nasasewp

Guide maintenance and references

FAAZ will maintain a downloadable electronic guide on its SEWP webpage. The guide is maintained with reference to the executed Category C contract and the current Contract Holder User Manual. Updates following contract modifications will be made available within the timeframe required by the contract.

NASA SEWP ordering-guide example

NASA SEWP official resources

FAAZ company and contact information

How to contact SEWP

SEWP PMO Hours: Mon-Fri, 7:30 AM – 6 PM (ET)

Email: help@sewp.nasa.gov

Customer Help Desk: (301) 286-1478

Website: www.sewp.nasa.gov

Customer service & order troubleshooting

For assistance with order status, delivery, technical support, software support, invoicing, or post-delivery issues, contact the FAAZ team below.

Primary customer service / order troubleshooting

Mindy Jones
Deputy Program Manager | Subcontracts Administrator
Phone: 301.360.4365
Work email: mindy@faazconsulting.com

Escalation contact

Fatima Ali
Program Manager | Head of Operations
Phone: 667.803.0157
Work email: Fatima@faazconsulting.com

Reporting and escalating an issue

Include your agency order number, SEWP Control Number, quotation reference, issue description, mission impact, and urgency. Contact Mindy Jones for initial assistance. If the issue remains unresolved, escalate to Fatima Ali. Use an approved secure channel for sensitive information.

General Inquiries: info@faazconsulting.com