

● NASA SEWP VI · CATEGORY C

T3C NASA SEWP VI Ordering Guide

How federal agencies get a quote, place an order, and get support from T3C Technologies, LLC under NASA SEWP VI contract 80TECH26D0212.

VERSION	EFFECTIVE DATE	LAST UPDATED
1.2	November 1, 2026	October 8, 2026

1. Contract overview

Contract holder	T3C Technologies, LLC
Contract vehicle	NASA Solutions for Enterprise-Wide Procurement (SEWP) VI, a Government-Wide Acquisition Contract (GWAC)
Contract number	80TECH26D0212
Category	Category C: ITC/AV Mission-Based Service Solutions
Set-aside	Small Business
Primary NAICS	541512, Computer Systems Design Services
Ordering period	November 1, 2026 to October 31, 2036
UEI / CAGE	DFCXN3WWAWS4 / 7ZMG6
Eligible customers	All federal agencies and authorized federal contractors
Contract access fee	The NASA SEWP fee is built into T3C's quoted price. Agencies do not pay it separately.

2. Category C scope

T3C's award is under **Category C, ITC/AV Mission-Based Service Solutions**. Orders placed with T3C on this contract must be for **services**: information technology, communications, and audio-visual work that supports an agency's mission.

Products are limited to ancillary support of a service requirement. Hardware, software, or subscriptions may be included in an order only when they are needed to perform the services and are not the main purpose of the order. Product-only requirements are outside the scope of T3C's Category C award.

T3C provides the following Category C service areas under this contract:

- **Cloud Services:** mission cloud migration, landing zones, operations, and cost management.
- **Cybersecurity Services:** Zero Trust architecture, DevSecOps, and continuous ATO support for mission systems.
- **Information and Data Analytics Services:** data strategy, governance, pipelines, and analytics that support mission decisions.
- **Application Services/Software Development:** iterative, user-centered delivery of mission applications.
- **Innovation Services:** agentic AI, secured and governed from day one.
- **Network Services:** secure connectivity for mission systems and Zero Trust initiatives.
- **Database Services:** design, migration, tuning, and administration of mission databases.
- **IT Operations and Maintenance/Help Desk/Call Center Support:** operations, sustainment, and user support for the systems we deliver.
- **Digital Multimedia and Technical Communications Services:** dashboards, technical documentation, and stakeholder communications.
- **In-Scope Training:** training for users and administrators on the systems and services we deliver.

3. How to obtain a quote

1. **Submit your requirement through the NASA SEWP Quote Request Tool (QRT).** The QRT is NASA's recommended method for requesting and receiving quotes from SEWP contract holders. Sign in from the [NASA SEWP website](#).
2. **Select Category C** and include **T3C Technologies, LLC** among the contract holders invited to respond.
3. **Attach your requirement documents**, such as a statement of work or performance work statement, the period of performance, place of performance, security requirements, and evaluation criteria.
4. **T3C responds through the QRT** by the due date in your request, with pricing and any required verification documents.

Need help before you post a request? T3C can answer scope questions, give a rough order of magnitude estimate for budgeting, or brief your team on our capabilities. Contact Raghu V, T3C's Chief Growth Officer and primary SEWP contact, at [\(313\) 574-8147](tel:3135748147) or raghu.vr@t3c.io. The NASA SEWP Quote Request Tool is the recommended method for soliciting and receiving formal quotes. Regardless of how the requirement is initially communicated, resulting orders and modifications must be routed through the NASA SEWP Program Office.

4. Fair opportunity

SEWP VI is a multiple-award contract. Under **FAR 16.505(b)(1)**, orders above the applicable threshold generally require that each eligible contract holder be given a fair opportunity to be considered, unless a documented exception under FAR 16.505(b)(2) applies.

The ordering contracting officer decides how to provide fair opportunity and documents the basis for the award. The NASA SEWP QRT supports this process. It distributes the request to eligible contract holders within the selected category, or as otherwise permitted by the contracting officer's documented fair-opportunity approach, and keeps a record of the request and responses for your contract file.

5. Placing an order

Ordering steps

- 1. Purchase request.** The end user identifies the requirement and creates a Purchase Request (PR) with funding information.
- 2. Procurement office.** The PR goes to the ordering agency's procurement office, which requests quotes, typically through the QRT.
- 3. Delivery order.** The agency contracting officer issues a Delivery Order (DO) on a valid federal ordering form. NASA's SEWP Program Office does not issue delivery orders.
- 4. Route the order through the SEWP Program Office.** The agency sends the DO to the NASA SEWP Program Office, which reviews, processes, and tracks it, then forwards it to T3C.
- 5. Kickoff.** T3C confirms receipt and contacts the contracting officer and contracting officer's representative to schedule a kickoff.

Who does what

PARTY	RESPONSIBILITIES
Ordering agency	Defines the requirement, provides funding, runs fair opportunity, selects the contract holder, and issues and administers the delivery order. Some agencies have additional internal requirements for IT orders.
NASA SEWP Program Office	Manages the SEWP VI contract, provides the QRT, reviews and processes delivery orders and modifications, tracks orders, and helps resolve problem orders.
T3C	Responds to quote requests, performs the work in the order, reports status, and resolves support issues.

Include on every delivery order

- Contract number **80TECH26D0212** and contract holder **T3C Technologies, LLC**
- The SEWP quote or QRT request number
- Period and place of performance
- Funding and accounting information
- Names and contact details for the contracting officer and the contracting officer's representative

Modifications

However a requirement was first communicated, the resulting delivery order and all modifications to it, including changes to funding, scope, or period of performance, must be routed through the NASA SEWP Program Office. T3C cannot act on a modification sent directly to us that has not been processed by SEWP.

6. T3C points of contact

ROLE	NAME AND TITLE	PHONE	EMAIL
Primary SEWP contact and sales representative	Raghu V, Chief Growth Officer	(313) 574-8147	raghu.vr@t3c.io
Secondary contact (alternate and escalation)	Gopal Kollengode, President and CEO	(410) 440-6017	gopal.kollengode@t3c.io
Main office	T3C Technologies, LLC 300 E Lombard Street, Suite 840 Baltimore, MD 21202	(443) 436-2595	info@t3c.io

7. Post-award support

For any support need after award, contact Raghu V, T3C's primary SEWP contact (see [section 6, T3C points of contact](#)). If Raghu is unavailable, contact Gopal Kollengode. Include your delivery order number in every request. T3C acknowledges support requests within one business day.

TYPE OF ISSUE	HOW T3C HANDLES IT
Technical support for delivered services	The T3C delivery lead for your order triages the issue by mission impact, assigns staff, and reports status to the contracting officer's representative until it is resolved.
Software support	For software T3C develops or configures under the order, T3C corrects defects as part of the services. For third-party software provided as an ancillary item, T3C opens and manages the case with the manufacturer under the manufacturer's support terms.
Installation and configuration issues	Where installation or configuration is part of the order, T3C corrects problems with its own work. Where the cause is an ancillary product, T3C coordinates the fix or replacement with the manufacturer.
Performance, staffing, or deliverable concerns	Raise these with the primary SEWP contact. T3C proposes a corrective action plan, agrees on dates with the contracting officer's representative, and reports progress until the issue is closed.
Invoicing and administrative questions	Contact the primary SEWP contact, or the main office at info@t3c.io .

8. Warranty

Product warranties do not apply to Category C services. T3C's services are governed by the inspection and acceptance terms of the delivery order. If services do not conform to the order, T3C will re-perform them at no added cost to the government, as the order and applicable FAR clauses provide.

Ancillary products included in an order carry the manufacturer's standard commercial warranty, which passes through to the ordering agency. T3C is the agency's single point of contact for warranty claims: we open the claim with the manufacturer, track returns and replacements, and keep the contracting officer's representative informed.

9. Problem-order escalation

Report a delayed, incorrect, or disputed order as soon as you notice it. Include the delivery order number, the SEWP order or quote number, what is wrong, and the outcome you need.

- 1. **Level 1: Raghu V, Chief Growth Officer (primary SEWP contact).** [\(313\) 574-8147](tel:3135748147), raghu.vr@t3c.io. Responds within one business day.
- 2. **Level 2: Gopal Kollengode, President and CEO (secondary contact).** [\(410\) 440-6017](tel:4104406017), gopal.kollengode@t3c.io. Use if Level 1 has not resolved the issue within two business days.
- 3. **Level 3: NASA SEWP Program Office.** help@sewp.nasa.gov or [\(301\) 286-1478](tel:3012861478). Use for unresolved disputes; see [section 10, NASA SEWP Program Office](#).

You may contact the NASA SEWP Program Office at any time about a problem order, without waiting for Levels 1 and 2. The Program Office tracks every SEWP order and can help resolve issues between agencies and contract holders.

10. NASA SEWP Program Office

Hours	Monday to Friday, 7:30 a.m. to 6:00 p.m. Eastern Time
Email	help@sewp.nasa.gov
Help desk	(301) 286-1478
Website and Quote Request Tool	www.sewp.nasa.gov

11. Revision history

T3C updates this guide after contract modifications or changes to points of contact. The current version is always available on the [T3C NASA SEWP VI Ordering Guide page](#).

VERSION	DATE	CHANGES
1.2	October 8, 2026	Added titles for T3C points of contact
1.1	October 8, 2026	Category C service areas aligned to SEWP VI terminology; QRT described as the recommended quoting method; fair-opportunity wording clarified
1.0	October 8, 2026	First release, effective November 1, 2026