



GLOBAL COM

NASA SEWP VI ORDERING GUIDE

Categories A & C

Version 2.0 | September 2026

Contract Information	Global Com, Inc.
Category A Contract	80TECH26D0584
Category C Contract	80TECH26D1386
Period of Performance	November 2026 - October 2036
SEWP Fee	0.34%
UEI	VRANB15MLFX4
CAGE	34NY8

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1. About Global Com and NASA SEWP VI

Global Com, Inc. provides Federal customers with Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services through NASA Solutions for Enterprise-Wide Procurement (SEWP) VI. Global Com holds SEWP VI awards in Category A and Category C.

NASA SEWP VI is a multiple-award Government-Wide Acquisition Contract (GWAC) available to Federal agencies and authorized Federal contractors. The vehicle provides access to a broad suite of ITC/AV products, solutions, and services while supporting competitive acquisition and supply chain risk management.

Global Com SEWP VI Contract Information

Contract Information	Global Com, Inc.
Legal Name	Global Com, Inc.
Category A	80TECH26D0584 - ITC/AV Solutions
Category C	80TECH26D1386 - Mission-Based ITC/AV Service Solutions
Contract Type	Government-Wide Acquisition Contract (GWAC)
Period of Performance	November 2026 - October 2036
SEWP Fee	0.34%
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CAGE	34NY8

What Global Com Can Provide

- Category A - ITC/AV hardware and software products, including cloud-based solutions, and associated product-based services such as installation, integration, testing, training, and maintenance.
- Category C - Mission-based ITC/AV services, including engineering and design, systems integration, telecommunications and network operations, data processing and analysis, hosting, IT management, consulting, digital government services, cybersecurity, training, operations, maintenance, and related services.

Scope Assistance

Customers who would like NASA SEWP to review whether a requirement is within SEWP VI scope may submit an overview of the requirement and/or Bill of Materials (BOM) to help@sewp.nasa.gov for review and feedback.

USING SEWP VI – QUICK REFERENCE

1. DEFINE THE REQUIREMENT

Identify the required ITC/AV products, solutions, or services, including applicable technical, security, delivery, warranty, licensing, and performance requirements.

2. REQUEST INFORMATION OR QUOTES

Use the NASA SEWP Quote Request Tool (QRT) to conduct market research or request competitive quotes from eligible SEWP VI Contract Holders.

3. EVALUATE RESPONSES

Evaluate responses in accordance with the agency's acquisition procedures and applicable Fair Opportunity requirements. The ordering agency determines best value and maintains its source-selection documentation.

4. ISSUE THE ORDER

Issue the Delivery Order or Task Order against the appropriate Global Com SEWP VI contract:

Category A — 80TECH26D0584

ITC/AV Solutions

Category C — 80TECH26D1386

Mission-Based ITC/AV Service Solutions

5. NASA SEWP VALIDATION

The order is processed through the NASA SEWP PMO for validation and assignment of a **SEWP Control Number (SCN)**.

6. GLOBAL COM FULFILLMENT

Following SEWP PMO processing and assignment of the SCN, Global Com fulfills the order and provides applicable order-status, delivery, installation, warranty, technical, and post-delivery support.

Important: Global Com does not begin order fulfillment until the order has been processed by NASA SEWP PMO and assigned a SEWP Control Number (SCN).

2. Global Com SEWP VI Program Support

Global Com provides program, quote, order, and post-delivery support to SEWP VI customers. The following contacts may be used for assistance with hardware, software, services, ordering procedures, delivery issues, warranty coordination, technical support, and problem resolution.

Role	Contact	Email	Phone
SEWP Program Manager	Levi Corbin	lcorbin@globalcomva.com	703-725-7231
SEWP Deputy Program Manager	Bob Deane	bdeane@globalcomva.com	703-532-6425
Corporate / General Inquiries	Global Com	inquiry@globalcomva.com	703-532-6425

3. Obtaining a Quote

The NASA SEWP Quote Request Tool (QRT) is the recommended method for Federal customers to conduct market research and obtain competitive quotes. Global Com responds to SEWP VI requests in accordance with the applicable SEWP contract and Contract Holder User Manual (CHUM).

Requests for Information (RFI)

RFIs may be used for market research. Global Com may identify products or solutions that are not yet available on its SEWP VI contract, provided those items are clearly identified as not currently available and Global Com submits the required Technology Refreshment (TR) request to add the products to its contract.

Market Research Requests (MRR) and Requests for Quote (RFQ)

For an MRR or RFQ, Global Com may respond only with products, solutions, and services currently available under the applicable Global Com SEWP VI contract. Quoted pricing will not exceed the applicable price in the SEWP database of record at the time the quote is issued.

Formal RFQs

Global Com will review each solicitation for scope, contract availability, technical requirements, delivery requirements, and other applicable terms before responding. Unless the RFQ specifically permits partial quotes, Global Com must be able to respond to the complete requirement. If sufficient contract offerings are not available to provide a complete response, Global Com will submit a No Bid.

Global Com will clearly state the validity period of each quote and will honor orders submitted within the stated quote-validity period.

Important Quoting Rule

If Global Com cannot respond to the entire formal solicitation and the customer has not permitted partial quotes, Global Com will provide a No Bid response for the opportunity.

4. Fair Opportunity

NASA SEWP VI is a multiple-award Government-Wide Acquisition Contract (GWAC). Ordering agencies are responsible for providing Fair Opportunity to eligible SEWP VI Contract Holders in accordance with FAR 16.505(b), as applicable.

The NASA SEWP Quote Request Tool (QRT) is the recommended method for conducting market research, requesting information, and soliciting competitive quotes from eligible SEWP VI Contract Holders. The ordering agency determines the appropriate acquisition strategy, establishes its evaluation criteria, evaluates responses, determines best value, and maintains the documentation supporting its Fair Opportunity and source-selection decisions.

Global Com will respond to SEWP VI requests in accordance with the applicable contract, category, scope, and ordering requirements.

For formal Requests for Quote (RFQs) and Market Research Requests (MRRs), Global Com will quote only products, solutions, and services available under the applicable Global Com SEWP VI contract and reflected in the SEWP database of record. Quoted prices will not exceed the applicable SEWP contract price.

If Global Com does not have sufficient contract offerings to fully respond to a formal RFQ, Global Com will submit a No Bid unless the solicitation specifically permits partial quotes.

Requests for Information (RFIs) may be used by agencies for market research. When permitted by the SEWP VI contract, Global Com may identify potential solutions during the RFI process that are not yet available on its SEWP VI contract, provided those items are clearly identified as not currently available and the applicable SEWP Technology Refreshment process is initiated before the items are offered in response to a formal RFQ or MRR.

Fair Opportunity Documentation: The ordering agency is responsible for maintaining its Fair Opportunity and source-selection documentation. Such documentation is not required to be submitted with the resulting SEWP order unless otherwise required by the ordering agency's procedures.

General SEWP Order Flow

End User or Contracting Officer		NASA SEWP PMO		Global Com	
1	1. Conducts market research and determines best value	2	1. Reviews and validates order	3	1. Receives and processes validated order
	2. Creates Delivery Order citing the applicable NASA SEWP VI contract number and Global Com as Contract Holder		2. Assigns SEWP Control Number (SCN)		2. Provides shipping, delivery, and order-status information to the SEWP PMO and customer
	3. Submits order to sewporders@sewp.nasa.gov		3. Forwards validated order to Global Com		3. Fulfills products and/or services
					4. Coordinates post-delivery support, as required
					5. Invoices the ordering agency in accordance with the order

5. Ordering Process

Each Federal agency establishes its own internal procurement procedures. The typical SEWP ordering process is summarized below:

1. The end user identifies the requirement and prepares the agency purchase request and supporting documentation.
2. The agency conducts market research and/or requests quotes through the SEWP QRT.
3. The ordering agency evaluates responses, determines best value, and issues a Delivery Order or Task Order against the appropriate Global Com SEWP VI contract.
4. The order is routed through the NASA SEWP PMO for validation and assignment of a SEWP Control Number (SCN).
5. Global Com does not begin fulfillment until the order has been processed by the SEWP PMO and assigned an SCN.
6. Global Com fulfills the order and provides required order-status, shipment, delivery, and post-delivery support.

Order Routing

SEWP VI orders and order modifications are processed through the NASA SEWP PMO. Customers should not rely on direct submission to Global Com as a substitute for SEWP PMO processing.

Information Required on an Order

- Date of order and unique agency order number.
- Authorized Government Ordering Official name and contact information.
- Issuing agency and ordering agency, if different.
- Applicable Global Com SEWP VI contract number.
- Appropriation/accounting data, billing method, billing point of contact name, address, phone number and email address.
- Shipping address.
- Delivery Point of Contact's name, address, phone number and email address.
- The End User's name, address, phone number and email address.
- SEWP CLINs and descriptions for the products/services being ordered.
- Total order amount.
- Applicable Statement of Work, terms and conditions, and period of performance for services.

6. Installation, Warranty, Technical and Software Support

Global Com provides or coordinates post-delivery support in accordance with the applicable quote, order, manufacturer terms, and SEWP VI contract requirements. Support may include installation, integration, configuration, testing, training, technical support, software support, warranty administration, maintenance, and other authorized post-delivery services.

Installation and Integration

When installation, integration, configuration, testing, or training is included in the customer requirement, the scope, schedule, location, responsibilities, and acceptance requirements will be identified in the Global Com quote and resulting order.

Basic and Extended Warranty

Warranty coverage varies by manufacturer, product, and selected support level. Global Com will identify applicable warranty information in the quote or supporting product documentation and will assist customers with warranty coordination when required.

Technical and Software Support

Technical support, software maintenance, licensing support, subscriptions, and extended support services will be provided or coordinated according to the solution purchased and the applicable manufacturer or publisher support terms.

Post-Delivery Support Contact

For installation, warranty, technical support, software support, or other post-delivery issues, contact Levi Corbin at lcorbin@globalcomva.com / 703-725-7231 or Bob Deane at bdeane@globalcomva.com / 703-532-6425.

7. Troubleshooting a Problematic Order

Customers experiencing a delivery, configuration, licensing, warranty, invoicing, service, or other order-related problem should contact Global Com as soon as possible. Global Com will coordinate internally and with the applicable OEM, distributor, service provider, ordering agency, and NASA SEWP PMO as necessary to resolve the issue.

1. Provide the agency order number, SEWP Control Number (if available), Global Com quote number, affected CLIN/part number, and a concise description of the issue.
2. Global Com will review and route the issue to the appropriate program, contracts, sales, logistics, technical, OEM, distributor, or service resource.
3. Time-sensitive or unresolved issues will be escalated to the SEWP Program Manager and Deputy Program Manager.
4. When NASA SEWP PMO assistance is appropriate, Global Com will coordinate with the PMO and the ordering agency to support resolution.

Escalation	Contact	Email	Phone
Primary	Levi Corbin, SEWP Program Manager	lcorbin@globalcomva.com	703-725-7231
Secondary	Bob Deane, SEWP Deputy Program Manager	bdeane@globalcomva.com	703-532-6425
NASA SEWP PMO	Customer Help Desk	help@sewp.nasa.gov	301-286-1478

8. Returns, Exchanges and RMAs

Returns, exchanges, repairs, and Return Material Authorizations (RMAs) are handled in accordance with the applicable manufacturer/distributor policy and the terms of the Government order. Customers should contact Global Com before returning equipment or software-related materials.

- Provide the order/quote number, affected part number, serial number (when applicable), quantity, and reason for the requested return or exchange.
- Global Com will coordinate eligibility, authorization, shipping instructions, replacement, repair, or credit with the applicable provider.
- Any non-cancellable/non-returnable restrictions, restocking charges, licensing limitations, or other provider-specific conditions will be handled in accordance with the applicable quote and order terms.

9. Pricing and SEWP Fee

Global Com quotes will comply with the applicable SEWP VI pricing requirements. The SEWP fee is 0.34% and is included in the quoted price; it is not shown as a separate line item. Order-specific pricing, discounts, delivery, warranty, travel, licensing, and other terms will be stated in the applicable quote and resulting order.

10. Customer and Program Resources

Contract Information	Global Com, Inc.
Global Com Website	www.globalcomva.com
Global Com SEWP VI Page	https://www.globalcomva.com/nasa-sewp-vi
NASA SEWP	www.sewp.nasa.gov
NASA SEWP Customer Help	help@sewp.nasa.gov 301-286-1478
NASA SEWP PMO Hours	Monday-Friday, 7:30 AM-6:00 PM ET

11. Ordering Guide Maintenance

Global Com maintains this Ordering Guide as an electronic customer resource suitable for downloading and printing. The guide will be available prior to placement of Global Com's first SEWP VI delivery order and will be reviewed and updated, as necessary, no later than 10 business days following each contract modification.

Questions regarding this guide or Global Com's SEWP VI contracts should be directed to the SEWP Program Manager or Deputy Program Manager listed in Section 2.

Global Com, Inc. | NASA SEWP VI Categories A & C