



UVS InfoTech, LLC
CATEGORY C
IT Mission-Based Services

**SEWP Contract
Number:**
80TECH26D0124

**SBA Certified 8(a)
Small Business**
UEI: JH5UJ5A4MHH6
CAGE Code: 6VSZ5

Program Manager:
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ABOUT UVS

UVS InfoTech LLC is an SBA 8(a)-certified technology systems integrator headquartered in Laurel, Maryland, serving federal, state and local government, higher education, healthcare, and commercial organizations. UVS provides IT consulting, implementation, managed services, and technology solutions spanning AI/ML, intelligent automation and RPA, cybersecurity, identity and access management, cloud, enterprise applications, custom development, and digital accessibility.

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Category : C – IT Mission Based Services
UEI : JH5UJ5A4MHH6
Socioeconomic Status : SBA Certified 8(a), Small Disadvantaged Business, Small Business

UVS SEWP VI Service Areas

Custom Computer Programming Services
Custom Application Development & Integration; Software Development; Website & CMS Implementation; Enterprise Portal Development; RPA/Automation Development

Telecommunication Services, including Network Operations
NOC & SOC Automation; Network Operations; Managed IT Services

ITC/AV-based Engineering and Design Services
IT Systems Integration; Technology Implementation; Custom Solutions & Integration

Data Processing and Analysis Services
Data Management, Data Analytics & Data Visualization; AI/ML; Power BI; Tableau; Data Governance; Data Architecture; Data Security & Observability

Hosting, and Related Services
Cloud Migration & Hosting; Website Hosting; Cloud Services

ITC/AV Management Services
IT Managed Services; IT Service Management; ERP Support Services

ITC/AV Consulting and Educational Services
IT Strategy & Management Consulting, Implementation & Development Services

Digital Government Services
AI Chatbot / Virtual Assistant; Enterprise Portal; Accessibility Compliance; Digital Process Automation; Government-focused IT solutions

Cybersecurity
Identity, Credential, and Access Management, Vulnerability Assessment, Risk Management



NASA SEWP VI

SEWP Program Management Office

Phone:

(301) 286 - 1478

Email:

help@sewp.nasa.gov

Scope: Information
Technology,
Communication, Audio-
Visual Products,
Solutions, Services

ABOUT SEWP VI

NASA SEWP (Solutions for Enterprise-Wide Procurement) VI is a multi-award Government-Wide Acquisition Contract (GWAC) using Indefinite Delivery/Indefinite Quantity (IDIQ) terms for allowing government vendors including the Department of Defense purchase IT, Communication and Audio Visual Products (ITC/AV) products and services. SEWP has a \$60 billion program ceiling and allows agencies to issue orders to SEWP contract holders who have already been vetted and are considered “Best in Class”.

Category C

Category C covers ITC/AV mission-based services, including professional services such as custom computer programming services, telecommunication services including network operations, ITC/AV based engineering and design services, data processing and analysis services, hosting, and related services, ITC/AV and network operation and computer facilities, ITC/AV management services, ITC/AV consulting and educational services, digital government services, and cybersecurity and security systems services.

Fair Opportunity

Under FAR 16.505(b)(1), each contract holder must be provided a fair opportunity to be considered for orders exceeding the applicable micro-purchase threshold issued under a multiple-award contract, subject to the exceptions specified in the FAR. The method used to provide fair opportunity is at the discretion of the Contracting Officer (CO), who is also responsible for documenting the rationale for the placement and price of each order. The SEWP online Quote Request Tool (QRT) is the recommended method for supporting this process and the required decision documentation. The QRT automatically identifies Contract Holders within the selected Group or based on a suggested source.

UVS InfoTech | NASA SEWP VI Ordering Guide

How to Obtain a Quote

Federal agencies interested in obtaining IT services and solutions from UVS InfoTech LLC (UVS) through NASA SEWP may contact a UVS representative to discuss their requirements and request a quote.

The process for obtaining a quote from UVS follows the steps below.

Step 1: Identify the Requirement

Identify the IT services, technology, or solution required and develop a description of the agency's needs.

Providing sufficient information about the requirement allows UVS to determine how it can support the agency's needs and prepare an appropriate quotation.

Step 2: Submit a Quote Request through the SEWP Quote Request Tool

Submit your RFP or RFI on using the SEWP Quote Request Tool (SQRT) and provide all necessary information.

Depending on the requirement, useful information may include:

- Description of the required services or solution
- Technical requirements or specifications
- Scope of Work, SOO, PWS, or other requirements documentation, if applicable
- Deliverables and milestones
- Period/Place of performance
- Quantity or level of effort, as applicable
- Any applicable agency-specific requirements

Step 3: UVS Reviews the Requirement on the Portal

UVS will review the agency's requirement to understand the requested services or solution and determine the appropriate response.

Step 4: UVS Provides a Quote

UVS will prepare and provide a quotation based on the agency's stated requirements.

The quote will identify the proposed services or solutions, applicable pricing, and other relevant information needed by the agency to evaluate UVS's response. The quote should be reviewed by the agency for consistency with its requirements and applicable acquisition procedures.

Step 5: Agency Completes Its Acquisition Process

The agency proceeds with its applicable procurement process, including any required market research, competition/fair-opportunity procedures, evaluation, and best-value determination.

Step 6: Agency Issues the Order

If UVS is selected, the agency's authorized Contracting Officer issues the applicable Delivery Order in accordance with the agency's acquisition procedures. *(continued on next page)*

How to Obtain a Quote

Step 6: Agency Issues the Order (continued)

The agency must cite the specific SEWP contract number, prime contract holder, and include UVS' verified quote. Ensure the DO includes required details like line items, pricing, issuing/shipping office addresses, and a Contracting Officer's signature. The Delivery Order must be submitted to the NASA SEWP Program Management Office (PMO) at sewporders@sewp.nasa.gov.

The NASA SEWP Program Management Office (PMO) reviews and processes the order, assigns a SEWP tracking/control number, and forwards the order to UVS.

Feel free to contact UVS representatives if you need assistance with this process.

Program Manager:

Paul Randhawa
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Post - Delivery Support

Installation Coordination

UVS manages coordination activities associated with the installation of products and services provided through SEWP VI task orders. This may include coordinating installation schedules, providing site-preparation instructions, and arranging on-site or remote installation assistance, as outlined in the applicable delivery order.

Technical Support

UVS delivers technical assistance for products, services, and solutions provided under SEWP VI task orders. This support can include troubleshooting, configuration assistance, and operational or maintenance guidance for delivered products and services.

Software Support

For software provided through SEWP VI, UVS supports activities associated with installation, licensing, software updates, and compatibility concerns. UVS also coordinates with software publishers regarding license administration, renewals, and issues requiring escalated support.

Post-Delivery Contact

For all post-delivery support matters, contact:

Program Manager:

Paul Randhawa
Paul@uvsit.net
(410) 218-7656

Deputy Program Manager:

Surendra Singh
Sam@uvsit.net
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Troubleshooting

Order Troubleshooting and Escalation

UVS maintains a structured order troubleshooting and escalation process to ensure that issues are identified promptly, assigned to the appropriate personnel, actively managed, and resolved with minimal disruption to the customer. Upon notification of an order issue, UVS will assess the nature and urgency of the issue, identify the responsible party, coordinate the required corrective action, and maintain communication with the customer through resolution.

Delivery Status

For questions regarding the status of an open order, customers may contact the UVS Order Management Point of Contact. UVS will review the current order status and provide an update, including any known changes to the expected delivery date.

Order Modifications

When an authorized change to an existing order is required, UVS coordinates with the ordering Contracting Officer and applicable SEWP processes to ensure the modification is properly addressed. UVS reviews the revised requirements, coordinates with affected suppliers or manufacturers, and updates applicable order documentation to maintain alignment with the authorized order.

Incorrect, Missing, or Damaged Deliverables

UVS promptly investigates reports of incorrect, incomplete, or damaged deliverables. UVS verifies the issue against the applicable delivery order requirements and coordinates with the manufacturer, supplier, or service provider to arrange the appropriate corrective action, which may include replacement, return, repair, or other resolution. UVS maintains ownership of the issue and tracks corrective action through completion.

Billing and Invoice Issues

For billing, invoicing, payment, or pricing discrepancies, UVS reviews the applicable order and invoice documentation to identify and resolve the issue. When additional information or action is required from a supplier, manufacturer, or other party, UVS coordinates the resolution and communicates the status to the customer.

Technical and Product Issues

UVS evaluates technical issues involving products or services delivered under SEWP VI and routes each issue to the appropriate technical resource. Depending on the nature of the issue, UVS may provide troubleshooting and configuration assistance or coordinate with the applicable manufacturer or software publisher for additional technical support. Issues requiring external escalation are monitored by UVS through resolution.

Escalation Management

UVS uses a defined escalation path to ensure unresolved or time-sensitive issues receive appropriate management attention. Issues that cannot be resolved through normal order-management or technical-support channels are escalated to the UVS Program Manager. The Program Manager coordinates the appropriate UVS resources and, when necessary, engages manufacturers, suppliers, or other responsible parties to drive the issue toward resolution.

Troubleshooting

UVS will maintain ownership of the customer communication throughout the escalation process and will provide status updates as appropriate based on the nature and urgency of the issue. Once corrective action has been completed, UVS will confirm resolution and close the issue after the appropriate parties have been notified.

Order Troubleshooting Contact

For all order-related questions or issues, contact:

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