Matlock NASA SEWP VI Ordering Guide

Contract information

Matlock & Associates LLC holds NASA SEWP VI Category C contract **80TECH26D1023** for Mission-Based Information Technology, Communication and Audio-Visual Service Solutions. NASA SEWP VI is a Government-Wide Acquisition Contract (GWAC). This guide helps customers contact the program team, request a quote and obtain help with an order. Confirm current ordering availability through NASA SEWP before placing an order.

Period of performance

Contract period of performance: November 1, 2026–October 31, 2036.

Fair Opportunity

Orders under SEWP VI follow the Fair Opportunity requirements in FAR 16.505(b). The ordering contracting officer provides eligible contract holders a fair opportunity to be considered, unless an applicable exception is properly documented. Use NASA's Quote Request Tool to reach the appropriate contract holders.

Program contacts

Program Manager: Andrew Chilcoat
410-790-0370 | andrew.chilcoat@matlockllc.com
Deputy Program Manager: John Matlock
571-344-5014 | john.matlock@matlockllc.com
Direct quote, order and service questions to the Program Manager. The Deputy Program Manager is the backup and escalation contact.

Company contact

Matlock & Associates LLC
425 Town Plaza Ave, Ponte Vedra, FL 32081
877-862-8562 | info@matlockllc.com
https://matlockllc.com/

Request a quote

Use NASA's Quote Request Tool, available through https://www.sewp.nasa.gov/sewpvi/, or contact the program team for assistance. Include the agency and point of contact, requirement, performance location, desired schedule, and solicitation or order reference. Confirm an approved handling channel before sharing restricted information.

Category C scope

Category C addresses mission-level ITC/AV service needs. NASA describes innovation, data analytics, software development, cybersecurity, cloud, technical communications, IT operations and help desks, networks, databases, training and program management. These are the vehicle's scope areas. Discuss the specific requirement with Matlock to confirm proposed delivery coverage and approved offerings. Product-only orders are outside Category C.

Pricing

Request a written quotation for the specific requirement. The ordering agency evaluates labor-price reasonableness at the order level. NASA's 0.34% SEWP fee is included in quoted prices and is not a separate quote line. This guide is not a rate card or quotation.

Ordering and Customer Support

Place or modify an order

The agency's procurement office issues the order under its own procedures. NASA SEWP reviews and processes orders and forwards them to the contract holder; order modifications also route through NASA SEWP. Identify Matlock contract 80TECH26D1023 and include the written quote, order number and date, applicable NAICS code and contract type, customer and destination details, line-item pricing, total, and contracting officer signature and contact information. Follow NASA's current ordering instructions for the complete requirements.

Installation and transition

Direct installation, access, scheduling, transition and acceptance questions to Andrew Chilcoat. Installation responsibilities, prerequisites, deliverables and any charges are specified in the applicable written quote or order.

Basic and extended warranty

Ask Andrew Chilcoat about the warranty or service-remediation terms applicable to the proposed solution. Any basic or extended warranty, coverage period, exclusions and claim procedure are specified in the applicable written quote or order. This guide does not add a warranty or extend an existing warranty.

Technical and software support

Direct technical and software-support questions to Andrew Chilcoat. Support coverage, hours, software licensing, maintenance, third-party responsibilities and any response commitments are specified in the applicable written quote or order. Contact John Matlock for backup or escalation.

Issues after delivery

For a discrepancy, invoice question, corrective work, return where applicable, or other order issue, contact Andrew Chilcoat with the order or quote reference, a description of the issue, its effect and a callback contact. Use an approved channel for protected details. Escalate unresolved matters to John Matlock. The applicable order governs remedies and changes.

How to Contact SEWP

For questions about NASA SEWP, ordering or SEWP tools, contact the SEWP Help Desk:
Email: help@sewp.nasa.gov
Help Desk: 301-286-1478
Official website: NASA SEWP VI.

Guide updates

Contact John Matlock about corrections to this guide. Current NASA information:
https://www.sewp.nasa.gov/sewpvi/.
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