

Ordering Guide

Bridges System Integration LLC



About NASA SEWP VI

NASA SEWP (Solutions for Enterprise-Wide Procurement, pronounced "soup") provides information technology, communications, and audiovisual (AV) solutions and services to all federal agencies and their approved contractors. Created in 1993, SEWP I was the first Government-Wide Acquisition Contract in federal acquisition. The program is self-funded through a usage fee of 0.34% and processes more than 50,000 orders a year.

About Bridges System Integration

Bridges System Integration is a prime contractor delivering secure enterprise solutions to the federal government: secure collaboration, conference and briefing spaces, video teleconferencing across enclaves, command and control environments, and classified spaces. Founded in 2010 and headquartered in Sterling, Virginia, our delivery teams include personnel holding active Top Secret clearances, and we deliver design, construction, integration and sustainment as one accountable scope.

Through customized technology solutions that foster safe and secure collaboration, we enable and protect our world's most vital communications.

Fair opportunity

Fair opportunity is provided at the individual order level under FAR 16.505(b), including through the SEWP quote tools. Selection documentation is retained by the issuing procurement office. The contract language is reproduced on page 4.

Certifications and clearance

CMMC Level 2 (C3PAO), UID L200001524, conforming to NIST SP 800-171 Rev 2 · ISO 9001:2015, certificate 0184933 · ISO/IEC 27001:2022, certificate 0227424 · ISO/IEC 20000-1:2018, certificate 0227423, all by Intertek · O-TTPS / ISO/IEC 20243 self-assessed conformance, The Open Group · appraised at CMMI-SVC Maturity Level 3, appraisal 73228, Federal Portfolio, by The H and W Group. Delivered by personnel holding active Top Secret clearances, TS/SCI-eligible where a program requires it.

CONTRACTS HELD

Category A · IT Solutions
80TECH26D0252

Category B · Enterprise-wide IT services
80TECH26D1019

Category C · IT mission-based services
80TECH26D0307

Period of performance
November 2026 – October 2036

MAIN OFFICE

Bridges System Integration LLC
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Sterling, VA 20164
Phone 703-229-0100
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CAGE 5W7R0 · UEI V7L5MN65VCX3
NAICS 541519 · PSC R425

www.bridges-si.com

QUOTES AND PROGRAM QUESTIONS

sewp@bridges-si.com

Program mailbox, monitored by the SEWP team

PROGRAM ROLES AND ORDER SUPPORT

Joe Graziano
SEWP Program Manager, Partner
703-229-0091
joe.graziano@bridges-si.com

Megan Henshaw
SEWP Deputy Program Manager
Sales Representative
703-344-1310
megan.henshaw@bridges-si.com

What is in scope for SEWP VI

SEWP provides a broad suite of information technology, communications, and audiovisual solutions and services. Contract holders may add new commercial technology and IT services to their contract as customers request them. The contracts were awarded by scope category. Bridges System Integration holds all three, so a single requirement spanning products and services does not need to be split across vehicles.

CATEGORY A IT solutions Displays, fiber matrix transport, control processors, codecs, and the balance of the product bill of materials.	CATEGORY B Enterprise-wide IT services Design, engineering, integration, commissioning, programming, and sustainment delivered as a service.	CATEGORY C IT mission-based services Mission-tied program support, including embedded sustainment inside accredited and continuity facilities.
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To have SEWP confirm whether a requirement is in scope, send an overview or bill of materials to help@sewp.nasa.gov.

How to obtain a quote

Submit a request through the SEWP Quote Request Tool at www.sewp.nasa.gov, or contact our sales representative directly. We return a SEWP-formatted quote that states its validity period, and we honor any order submitted within that period. Requirements involving classified spaces, multiple enclaves, or an accreditation boundary are best discussed before the request for quote closes rather than after award.

Megan Henshaw Sales Representative Deputy Program Manager, SEWP VI 703-344-1310 · fax 703-229-0070 megan.henshaw@bridges-si.com	Government purchase card Accepted. Any card surcharge is quote-specific and stated on the quote. SEWP surcharge 0.34%, applied by the SEWP program office.
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Ordering process

Delivery orders are submitted to NASA at sewporders@sewp.nasa.gov, not to Bridges. Any order received by Bridges directly will be forwarded to the SEWP Program Office, which only delays it. Bridges publishes no order-submission address of its own.
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Each agency defines its own purchase request and delivery order forms; the SEWP Program Management Office does not. An end user identifies the requirement, the agency’s procurement office issues the delivery order on any valid federal form, and the Program Office reviews, processes and tracks it before forwarding it to us.

Some agencies have special requirements for issuing IT delivery orders. It is the issuing contracting officer’s responsibility to be aware of agency-specific policies regarding orders placed against Government-Wide Acquisition Contracts. There are no requirements under the SEWP contracts for issuing agencies to use intermediary procurement offices except as directed by their own internal policies. Modifications to any order must also route through the SEWP PMO.

Installation, warranty, and technical support

Installation is scheduled with the ordering activity after order acceptance and coordinated with facility security where the work occurs inside an accredited space. Manufacturer basic warranty passes through to the government at the terms published by the manufacturer. Extended warranty and full service agreements are quoted as line items and administered by us for the life of the coverage.

Technical and software support is provided during business hours, Monday through Friday, 8:00 AM to 5:00 PM Eastern, excluding federal holidays, with a web-based ticket system for creation, tracking, and escalation. Service levels are audited under ISO/IEC 20000-1 rather than self-reported. Every project is delivered with complete record documentation, so the government owns what it paid for and the next competition is a real one.

Troubleshooting a problematic order

If an order is delayed, incorrect, or stalled, contact our SEWP Program Manager directly. He is a partner in the firm, so the escalation path and the ownership are the same call. There are no regional offices to route through and no escalation tiers to climb.

SEWP PROGRAM OFFICE help@sewp.nasa.gov www.sewp.nasa.gov
For questions about the SEWP program itself.

QUOTES AND GENERAL PROGRAM QUESTIONS
sewp@bridges-si.com
Program mailbox, monitored by the SEWP team. Start here for a quote request or any question about scope, delivery or status. Main line 703-229-0100.

QUOTES AND ORDERS
Megan Henshaw
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Deputy Program Manager
703-344-1310
fax 703-229-0070
megan.henshaw@bridges-si.com

POST-DELIVERY SUPPORT
Mike McConnell
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ORDER ESCALATION
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Partner
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Fair opportunity and quoting, contract language

Reproduced from the contract for the record. The buyer-facing summary is on our SEWP VI page.

Contractors will be provided a fair opportunity at the individual order level as appropriate per FAR Part 16.505(b), including the SEWP RFQ tools. No documentation for the order selection is required to be submitted with the order. All such documentation is to be maintained by the issuing procurement office.

The Contractor shall not market, quote or otherwise offer for sale, any IT Solutions not listed under this contract, until the said solutions are included in the SEWP database of record, and available to all Government end-users.

If the Government issues a Request For Information (RFI) as part of market research, the Contractor may provide items not yet listed on their SEWP contract as part of a market research quote if: (1) all such items are clearly marked as not yet available on their SEWP contract; and (2) the contractor submits a technology refreshment request to add those products to their contract.

If the Government issues a Request For Quote (RFQ) or a Market Research Request (MRR), the Contractor may only respond with items available on their Contract and the price of each item shall be no greater than the price in Attachment F SEWP database of record at the time the quote is issued. If the Contractor has insufficient items on their contract to fully respond to the Formal RFQ, the Contractor must respond with a No Bid. Unless the RFQ specifically allows for partial quotes, the Contractor must respond fully to all requirements specified in the RFQ.

When submitting a quote to a government end-user, the contractor must clearly state the length of time the quote is valid. The contractor shall honor any order submitted within the stated time period of a quote.

When responding to an RFI or RFQ issued from the NASA SEWP RFQ on-line quoting system, the Contractor must respond as outlined in Attachment C: Contract Holder User Manual (CHUM).

Contract Holders are prohibited from using Government information posted on the NASA SEWP Contract Holder Only Page, such as RFQs, RFIs, etc., for purposes other than proposing on SEWP requirements. This includes Contract Holders providing third parties with SEWP information and requirements for the purpose of assisting companies, that are not SEWP Contract Holders, with providing unsolicited proposals to meet agency requirements already posted to the NASA SEWP RFQ on-line quoting system.

Marketing and quoting restrictions

We do not market, quote, or offer for sale any IT solution that is not listed under our SEWP contract until that solution is included in the SEWP database. In response to a request for information issued as market research, we may provide items not yet listed, identified as such. In response to a request for quote or market research request, we respond only with items available on our contract at or below the contract price. Government information posted on the SEWP Contract Holder Only Page is used solely to respond to that requirement.

References

NASA SEWP: www.sewp.nasa.gov

SEWP VI contract holders:

www.sewp.nasa.gov/sewp6public/contractholders

Bridges System Integration: www.bridges-si.com

Document control

Updated versions are published no later than ten business days following each contract modification.