

MKS2 Technologies SEWP Ordering Guide

NASA Solutions for Enterprise-Wide Procurement (SEWP)

MKS2 Technologies, Inc.

Effective Date	9/17/2026
Contract Numbers	80TECH26D0706, 80TECH26D0891
Website	www.mks2.com

1. Introduction

Welcome to the MKS2 Technologies NASA Solutions for Enterprise-Wide Procurement (SEWP) Ordering Guide. This guide is intended to assist Federal Government customers in obtaining quotes, placing orders, receiving support, and resolving issues related to products and services provided under the MKS2 SEWP contract.

MKS2 is committed to delivering responsive customer service, quality solutions, and exceptional support throughout the acquisition lifecycle.

2. Company Overview

About MKS2 Technologies

MKS2 Technologies is a Service-Disabled Veteran-Owned Small Business (SDVOSB) providing information technology, engineering, cybersecurity, cloud, professional services, and mission support solutions to federal agencies nationwide.

MKS2 combines deep federal contracting experience with proven technical expertise to support customer missions through innovative and cost-effective solutions.

Core Capabilities

- Information Technology Services
- Cybersecurity & Compliance
- Cloud Solutions
- Software & Licensing
- Infrastructure Modernization
- Program Management
- Engineering Services
- Managed IT Support Services

Corporate Information

MKS2 Technologies, Inc.

Website: www.mks2.com

3. SEWP Program Overview

NASA's Solutions for Enterprise-Wide Procurement (SEWP) Government-Wide Acquisition Contract (GWAC) provides Federal agencies with a streamlined acquisition vehicle for Information Technology products, solutions, and services.

SEWP provides:

- Rapid procurement capabilities
- Competitive quotations
- Value-added reseller support
- IT products and services
- Federal acquisition compliance
- Simplified ordering procedures

MKS2 participates in the SEWP program to provide customers with access to a broad range of technology solutions and services.

4. Requesting a Quote

MKS2 provides timely and competitive quotations for all SEWP-eligible products and services.

Hardware, Software, and Services Quotes

To request a quote, customers may submit requirements via email or phone.

Primary SEWP Sales Contact

SEWP Program Manager
MKS2 Technologies
Phone: (732) 543-5221
Email: davidl@mks2.com

Alternate Sales Contact

Business Development Team
Phone: (719) 208-2055
Email: elfonzo@mks2.com

Information Required for Quotations

Please provide:

- Agency Name
- Contracting Office
- Point of Contact
- Product or Service Requirements
- Desired Delivery Date
- Contract Number (if applicable)
- Quantities
- Delivery Location

Quote Response Times

MKS2 strives to provide:

- **Standard Quotes:** Within 1-3 business days
- **Complex Solutions:** As coordinated with the customer
- **Urgent Requirements:** Expedited upon request

5. Ordering Procedures

Orders may be placed through the SEWP ordering portal or through authorized government acquisition channels in accordance with SEWP ordering procedures.

Customers should:

1. Obtain a quote from MKS2.
2. Review pricing and technical solutions.
3. Submit an award through SEWP.
4. Receive order confirmation from MKS2.
5. Coordinate delivery and implementation activities.

6. Installation and Implementation Support

MKS2 provides support for installation and implementation activities based on the products or services ordered.

Installation Support

For installation assistance, contact:

Technical Services Team
Phone: (732) 543-5221
Email: davidl@mks2.com

Support may include:

- Product deployment coordination
- Configuration assistance
- Implementation planning
- Technical consultation

7. Warranty Support

Manufacturer Warranty

All products are covered by applicable manufacturer warranties unless otherwise specified.

Warranty coverage is governed by:

- Original equipment manufacturer's warranty terms
- Product-specific warranty documentation
- Contract-specific provisions

For warranty requests, contact:

Warranty Support Team
Phone: (732) 543-5221
Email: davidl@mks2.com

8. Extended Warranty Services

Where available, MKS2 can provide options for:

- Extended hardware warranty coverage
- Enhanced technical support plans
- Maintenance agreements
- Manufacturer support renewals

For information regarding extended warranties, contact:

Warranty Services Coordinator
Phone: (732) 543-5221
Email: davidl@mks2.com

9. Technical Support

MKS2 provides customer support throughout the product lifecycle.

Technical Support Contact

MKS2 Help Desk

Phone: (732) 543-5221

Email: helpdesk@mks2.com

Support Hours

Monday-Friday

8:00 AM – 5:00 PM EST

Support Services

- Product troubleshooting
- Technical issue resolution
- Escalation management
- Coordination with manufacturers
- Implementation support

10. Software Support

Software support includes assistance with:

- Licensing questions
- Subscription management
- Software activation
- Vendor coordination
- Maintenance renewals

Software Support Contact

Phone: (732) 543-5221

Email: davidl@mks2.com

11. Order Issue Resolution Process

MKS2 is committed to resolving order-related issues quickly and efficiently.

Examples include:

- Incorrect shipments
- Missing items
- Damaged products
- Delivery delays
- Order status inquiries
- Invoice questions

Customer Service Contact

Phone: (732) 543-5221

Email: davidl@mks2.com

Escalation Contact

SEWP Program Manager

Phone: (732) 543-5221

Email: davidl@mks2.com

12. Troubleshooting a Problematic Order

If you experience an issue with your order:

Step 1: Gather Information

Provide:

- Purchase Order Number
- SEWP Order Number
- Contract Number
- Agency Name
- Description of Issue

Step 2: Contact Customer Support

Phone: (732) 543-5221

Email: davidl@mks2.com

Step 3: Escalation

If unresolved within an appropriate timeframe, issues will be escalated to the SEWP Program Manager for immediate review and corrective action.

Step 4: Resolution

MKS2 will coordinate with manufacturers, distributors, and logistics providers as necessary to resolve issues and provide status updates.

13. Additional Customer Support Resources

General Information

Website: www.mks2.com

Contract Administration

Phone: (732) 543-5221
Email: davidl@mks2.com

Finance and Invoicing

Phone: (719) 208-2055
Email: elfonzo@mks2.com

14. Commitment to Customer Success

MKS2 Technologies is dedicated to delivering exceptional service, responsive support, and innovative solutions that help Federal agencies accomplish their missions successfully.

Our team is committed to:

- Responsive customer service
- Competitive pricing
- On-time delivery
- Quality assurance
- Continuous communication
- Long-term customer satisfaction

MKS2 Technologies, Inc.

“Mission Focused. Technology Driven. Customer Committed.”

Version	Date	Description
1.0	09/17/2026	Initial SEWP Ordering Guide