NASA SEWP VI

Ordering Guide

Enterprise-wide and mission-based ITC/AV services

Small Business (SB) | MBE certified

NASA Solutions for Enterprise-Wide Procurement (SEWP) is a multiple-award Government-Wide Acquisition Contract (GWAC) for Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services. KMI holds Category B and Category C contracts.

B — **Enterprise-Wide ITC/AV Service Solutions**
80TECH26D0174

C — **Mission-Based ITC/AV Service Solutions**
80TECH26D0040

Ordering period	November 1, 2026 - October 31, 2036
Contract structure	5-year base + one 5-year option
Ceiling / minimum	$20 billion per contract | $25 minimum order
NASA SEWP fee	0.34%, included in quoted prices

Start with KMI

Lonnie Landers | Program Manager
703-795-2933 | lonnie@knowledgemanagement.com

For formal requests, use the NASA SEWP Quote Request Tool. KMI contacts and NASA support are on page 6.

Knowledge Management, Inc. (KMI) provides technology solutions and services for federal customers, including IT services, cloud and data center management, cybersecurity, data analytics, and program management. KMI is a Small Business (SB) and certified Minority Business Enterprise (MBE).

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Scope and eligibility

Choose the category that fits the requirement.

CATEGORY B

Enterprise-Wide ITC/AV Service Solutions

Customized services that improve ITC/AV infrastructure across an agency or enterprise.

- Enterprise-wide network services
- IT managed services
- Enterprise-wide innovation services
- IT service management
- Enterprise service program integration
- Information and data analytics services
- Application services and software development
- Cybersecurity services
- Cloud services
- Digital multimedia and technical communication services
- Program management and ancillary services and supplies

CATEGORY C

Mission-Based ITC/AV Service Solutions

Customized ITC/AV services for a mission or program. Category C is reserved for small businesses.

- Innovation services
- Information and data analytics services
- Application services and software development
- Cybersecurity services
- Cloud services
- Digital multimedia and technical communication services
- IT operations and maintenance, help desk, and call center support
- Network services
- Database services
- In-scope training
- Program management and ancillary services and supplies

> **Category C order limits.** Category C orders are limited to $2 million in the first year of contract performance and $10 million in the second year, including options. Restrictions are subject to removal beginning in the third year; confirm current limits with NASA SEWP.

KMI's awards cover Categories B and C. Supplies and ancillary services must be integral to the IT services effort. Product-only requirements belong in Category A. For a scope determination, send a requirement overview, statement of work, or bill of materials to help@sewp.nasa.gov. KMI can help you prepare the information for review.

Who may order

NASA, all federal agencies, and approved federal agency support service contractors may use SEWP VI. Contractor use requires the appropriate government authorization. Non-federal governments are not authorized unless mandated by Congress.

Contract types, NAICS, and ordering-period details are on page 6.

Request a quote

Use the SEWP Quote Request Tool or contact KMI for planning assistance.

Use the NASA SEWP Quote Request Tool (QRT) to issue a Request for Information (RFI), Market Research Request (MRR), or Request for Quote (RFQ). Select Category B or C and any applicable small-business set-aside. KMI receives requests distributed to the category and eligible group that includes its contract.

Pre-solicitation assistance. For capability discussions, budgetary estimates, or other pre-solicitation market research, contact Lonnie Landers or Sudhir Nidadavolu. Direct discussions support planning; the ordering agency remains responsible for its competition and award process.

Prepare your request

- Requirement overview, statement of work, performance work statement, specifications, or bill of materials
- Labor categories, skill levels, estimated hours, quantities, and required deliverables
- Period and place of performance, delivery dates, and acceptance criteria
- Security, cybersecurity, accessibility, facility-access, and other agency requirements
- RFQ or market research number, response deadline, and customer points of contact

Quote verification and validity

KMI responds to RFQs and MRRs with offerings available on its applicable contract, at or below the prices in the SEWP database of record, and provides the required quote verification file. Each quote states its validity period, and KMI honors orders submitted within that period.

Fair opportunity

Under FAR 16.505(b), the ordering contracting officer provides fair opportunity to eligible contract holders in the applicable scope category or authorized set-aside for orders exceeding the applicable micro-purchase threshold, unless an authorized exception applies. NASA's October 2026 training identifies the general threshold as $15,000. The contracting officer documents the award and price rationale; the issuing procurement office retains the records. The QRT is NASA's recommended tool.

No SEWP contract holder, including KMI, holds exclusive rights to any technology or service. End users are not confined to a particular contract holder. Award decisions remain with the ordering agency under applicable fair-opportunity and best-value procedures.

Place an order

A single sequence from requirement to fulfillment.

1. **Define the requirement**
   The agency identifies its need, confirms scope and category, and completes its purchase request and funding approvals.
2. **Request and evaluate quotes**
   Use QRT or another compliant process. KMI submits its quote and verification information. The agency evaluates responses and documents its fair-opportunity and best-value decision.
3. **Issue the task or delivery order**
   The authorized ordering official signs an agency order against the KMI quote and the applicable KMI contract number.
4. **Route the order through NASA SEWP**
   Send the signed order and supporting quote to sewporders@sewp.nasa.gov. The SEWP PMO reviews and processes the order, assigns a SEWP Control Number (SCN), and forwards it to KMI.
5. **Begin fulfillment and track performance**
   KMI begins fulfillment after SCN assignment, acknowledges the order within one business day, and maintains order status through completion.
6. **Route modifications through SEWP**
   Send order modifications through the SEWP PMO. Coordinate schedule, scope, funding, and other changes with the ordering contracting officer and KMI.

Include with the signed order

- Agency order number and date; applicable KMI SEWP VI contract number; KMI quote and RFQ number, when available
- Issuing agency and delivery/performance addresses; KMI mailing address and telephone number
- Contract type and NAICS; line items, descriptions, quantities, prices, and total amount
- Authorized official's signature, signature date, and telephone number
- Delivery or performance schedule; funding, accounting, invoicing, and acceptance information

Agency responsibility. Each agency controls its purchase requests, funding, order forms, approvals, and agency-specific requirements. NASA SEWP reviews, processes, and tracks orders; the ordering agency issues and administers them. No intermediary procurement office is required unless the agency's own policy requires one.

Strategic sourcing. SEWP VI supports Blanket Purchase Agreements (BPAs), Delivery Orders with Options (DOWOs), and strategic storefronts. These approaches can standardize recurring requirements, streamline ordering, and support consolidated pricing and reporting. Contact KMI or the NASA SEWP Help Desk to discuss an approach for your agency.

Delivery and support

KMI remains your point of contact throughout the order.

Delivery. Services and items are delivered within 30 calendar days of receipt and processing of the order by the SEWP PMO, unless an expedited or nonstandard schedule is agreed at quote time. If an item cannot meet its delivery date, KMI notifies the ordering contracting officer and SEWP PMO within two business days.

Order acknowledgment and status. KMI acknowledges each order received within one business day and maintains current delivery status, including expected and actual ship dates and tracking information, in the SEWP system. KMI submits monthly progress reports through the Contract Holder Only Page (CHOP) and provides ongoing customer and technical support.

Installation	When included in the order, KMI schedules installation with the customer's designated point of contact and confirms completion in writing.
Basic warranty	Products carry the original manufacturer's warranty stated in the quote. KMI facilitates warranty service between the customer and manufacturer for the life of the warranty.
Extended warranty / maintenance	Extended coverage is shown as separate line items and honored under the quoted terms. Coverage may be available for purchase through the end of the standard commercial warranty. KMI provides a renewal notice before expiration.
Technical and software support	Each quote identifies the support entitlement, whether delivered by KMI or the manufacturer, the coverage hours, and the support channel to use.

Payment and delivery terms. Payment terms are NET 30 under the Prompt Payment Act. KMI accepts Electronic Funds Transfer (EFT) and Government Purchase Card payment regardless of order size. Delivery terms are FOB Destination. Government purchase-card authority and agency ordering rules still apply.

Inspection and acceptance. The issuing contracting officer or authorized representative performs acceptance as specified in the order. For fixed-price orders, constructive acceptance occurs on the seventh day after delivery solely to calculate any Prompt Payment interest penalty.

Resolve an order issue

For delivery status, discrepancies, damaged goods, invoicing, modifications, warranty, or other post-delivery issues, contact KMI's SEWP VI Program Manager. KMI acknowledges the issue within one business day. The Program Manager owns resolution with KMI's suppliers and, when appropriate, the NASA SEWP PMO. The Deputy Program Manager is the alternate contact.

Provide the order number/SCN, affected item, issue details, supporting records, and your contact information.

Lonnie Landers | 703-795-2933
lonnie@knowledgemanagement.com | Full contacts: page 6

Contacts and contract terms

Quotes, order assistance, technical support, and escalation.

Lonnie Landers

SEWP VI Program Manager

703-795-2933
lonnie@knowledgemanagement.com

Primary contact for quotes, orders, troubleshooting, and post-delivery support.

Sudhir Nidadavolu

SEWP VI Deputy Program Manager

978-649-0123
sudhir@knowledgemanagement.com

Alternate contact for quotes, orders, troubleshooting, and post-delivery support.

KMI main office: 353 Middlesex Road, Suite 1, Tyngsboro, MA 01879
Phone: 978-649-0123 | **CAGE:** 1YKU5 | knowledgemanagement.com

NASA SEWP Program Management Office
Help Desk: 301-286-1478 | help@sewp.nasa.gov
Hours: Monday-Friday, 7:30 a.m.-6:00 p.m. Eastern
Orders and modifications: sewporders@sewp.nasa.gov
Order fax: 301-286-0317

Contract terms

Order types and NAICS. The ordering contracting officer selects the applicable NAICS code and authorized contract type at the order level. Available types: Firm-Fixed-Price; Time-and-Materials; Labor-Hour; Fixed-Price Award Fee; Fixed-Price Incentive Fee; Fixed-Price Economic Price Adjustment; or a hybrid of commercial contract types.

Ordering and performance. Five-year base period plus one five-year option. Orders issued within the ordering period may be performed up to 60 months after contract expiration.

Administrative fee. The current NASA SEWP administrative handling fee is 0.34%, included in quoted prices and not shown as a separate line item on quotes or orders. Consult NASA SEWP for the current rate.

Resources: KMI corporate website | NASA SEWP and Quote Request Tool | NASA SEWP contracting information | NASA SEWP ordering information | FAR 16.505 - Ordering

Accessibility. KMI is committed to accessible SEWP-related web content in accordance with Section 508 of the Rehabilitation Act and the Revised 508 Standards (36 C.F.R. Part 1194). Accessibility Conformance Reports (ACR/VPAT) for in-scope ICT are available on request. Contact KMI to report an accessibility issue or request an alternate format.

Guide maintenance. KMI maintains this guide in electronic form for downloading and printing. The guide is available before the first delivery order and is updated no later than 10 business days after each contract modification. The applicable SEWP VI contract, Contract Holder User Manual, NASA SEWP guidance, and issuing-agency requirements govern ordering.