

NASA SEWP VI Ordering Guide



Category A: 80TECH26D1816

Category B: 80TECH26D1018

Category C: 80TECH26D0916



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DUNS 080911486 | CAGE 89A2

CONTRACT AT A GLANCE

Contract #:

Category A: 80TECH26D1816

Category B: 80TECH26D1018

Category C: 80TECH26D0916

Categories:

A, B, C

Contract Period:

11/2026 - 11/2036

NASA SEWP VI Contacts:

Helplines: help@sewp.nasa.gov | (301) 286-1478 | M-F,

7:30 AM - 6:00PM EST

sewporders@sewp.nasa.gov

SEWP VI Homepage: <https://www.sewp.nasa.gov/sewpvi/>

KNZ SOLUTIONS SEWP VI PROGRAM SUPPORT

Sales Representative:

Bethelihem Ayalew

sewp@knzsolutions.com

612-454-5458

9:00 AM - 5:00 PM EST

ORDER ISSUES AND POST-DELIVERY CONTACTS

Program Manager (PM):

Khaled Mussa

kmussa@knzsolutions.com

612-454-5458

Deputy Program manager (DPM)

Chris Price

cprice@knzsolutions.com

612-454-5458

*For KNZ SEWP
queries, reach out to:
sewp@knzsolutions.com*

About SEWP VI

SEWP (Solution for Enterprise-Wide Procurement) is a GWAC with a ceiling of 60 billion and a period of performance for ten (10) year IDIQ spanned across various categories covering areas such as IT, communications and ITC/AV product and solutions procurement. The program is self-funded through a usage fees 0.34%

Who could use NASA SEWP VI?

NASA, all Federal Agencies and authorized support service Federal Agency contractors.

Fair Opportunity Clause

All Request under NASA SEWP VI is subject to Fair and Opportunity Clause - FAR16.505(b)

FAR 16.505(b) (1) provides that each contractor shall be given fair opportunity to be considered for each order exceeding \$10,000 and issued under multiple award contracts. The FAR states that the method to obtain fair opportunity is at the discretion of Contracting Officer and that CO must document the rationale for placement and price of each order. Using the SEWP online Quote Request Tool is the recommended method to assist in this activity and to augment the required decision documentation. The SEWP Quote Request Tool (QRT) will automatically include the Contract Holders within a selected Group or based on a suggested source.

CATEGORY A

ITC/AV products, software, hardware, networking, cybersecurity, and communications solutions

CATEGORY B

Enterprise ITC/AV services for deployment, integration, management, optimization

CATEGORY C

Mission-focused ITC/AV services tailored to agency-specific objectives and requirements

KNZ Solutions Inc.

Your NASA SEWP VI Partner

KNZ Solutions is an 8(a) IT systems integrator that delivers secure, scalable technology solutions to federal agencies. Through NASA SEWP VI, we can simplify IT acquisition with access to leading cybersecurity, cloud, networking, communications, and IT infrastructure solutions.



Founder-led expertise with Dual CCIE certifications driving technical precision



Cybersecurity-focused, Zero Trust, compliance, and data governance built into every solution



In-house solutions lab



Federal contractor with \$30M+ in awarded projects and active GSA and NASA SEWP VI contracts



Clearance, certification and appraisal: Top Secret FCL, ISO 9001:2015 certified, CMMI ML 3 appraised

HOW TO OBTAIN A QUOTE:

Define Requirements:

Identify the IT products, solutions, or services needed.

Submit a Request:

Submit a RFQ, RFI, or Market Research Request (MRR) through the NASA SEWP Quote Request Tool (QRT).

Receive a Quote:

KNZ reviews the request and provides a response through the SEWP quoting system.

Place an Order:

Upon award, submit your delivery or task order to the NASA SEWP PMO with required order information mentioned below:

- Order Date
- Authorized Government Ordering Official Signature/Approval
- Government Ordering Official name & phone number
- Issuing Agency and Ordering Agency details (if different)
- Order Number
- Contractor Name and SEWP Contract Number
- Appropriation and Accounting Data
- Billing and Invoice Address

- Shipping Address
- SEWP CLINs and Product Descriptions
- Total Order Amount
- Applicable Terms and Conditions/Statement of Work
- Period of Performance for Associated Services

Upon receipt SEWP PMO review the order and assigns a case number.

Orders linked to an RFQ are verified and assigned a SEWP Control Number (SCN)*, as applicable.

Once verified, KNZ receives confirmation that the order has been entered by the SEWP PMO.

KNZ acknowledges receipt of the order within one (1) business day.

**SCN assignment is subject to successful CLIN verification. Any CLIN discrepancies must be corrected within one (1) business day.*

POST DELIVERY SUPPORT:

KNZ provides comprehensive post-delivery support to ensure a seamless customer experience throughout the product lifecycle.

Installation Support: Coordination of installation and implementation services in accordance with contract and delivery order requirements.

Manufacturer Warranty: Products are covered by the original OEM warranty, subject to manufacturer terms and conditions.

Technical Support: Assistance with technical and software support requests through OEMs and authorized service providers.

Returns & Replacements: Coordination of returns, repairs, and replacements in line with OEM warranty policies.

Extended Coverage: Optional extended warranties, maintenance, and support services available upon request.

Non-Conforming Items: Prompt resolution of reported defects, discrepancies, or warranty-covered product issues.

Customer Satisfaction: Ongoing communication, feedback collection, and proactive issue resolution to maintain high service quality.

ORDER TROUBLESHOOTING:

For order-related concerns, contact sewp@knzsolutions.com.

KNZ Resolution Process:

1-Hour Response: Escalations acknowledged within one business hour.

Issue Investigation: Our Order Management team reviews and coordinates with suppliers, distributors, or manufacturers.

Shipment Delays: We provide status updates, estimated delivery dates, and mitigation options when available.

Defective Products: KNZ manages OEM warranty, repair, replacement, and return processes on your behalf.

Resolution Follow-Up: We confirm issue resolution and address any remaining concern