

KECH

Category C - ITC/AV Mission-Based Services

NASA SEWP VI Ordering Guide

NASA



TABLE OF CONTENTS

01 Contract Information 3
02 Purpose and Use of This Guide 3
03 About NASA SEWP VI 3
SEWP Mission 3
SEWP Vision 4
04 Fair Opportunity and Requests for Quotes 4
05 KECH Company Overview 5
06 Category C Scope: Mission-Based ITC/AV Service Solutions 5
07 Ordering Process 7
08 KECH Program Management Contacts 7
09 How to Contact NASA SEWP 7



01 Contract Information

Item	Details
Contract Holder	KECH, Inc.
Contract Vehicle & Type	NASA Solutions for Enterprise-Wide Procurement (SEWP) VI Government-Wide Acquisition Contract (GWAC)
Contract Number	80TECH26D0279
Category	Category C - ITC/AV Mission-Based Services
KECH UEI	YJDXMH6KC6E5
Period of Performance	November 2026 – October 2036
Category	Category C - ITC/AV Mission-Based Services
Business Size / Socioeconomic Status	Small Business
SEWP Surcharge	0.34%

02 Purpose and Use of This Guide

This KECH SEWP VI Ordering Guide is intended to help Federal agencies and authorized Federal support contractors understand how to request quotes, coordinate ordering support, and contact KECH for services available under KECH's NASA SEWP VI contract. This guide is designed for use as a downloadable and printable customer resource on the KECH SEWP VI webpage.

This guide should be used together with official NASA SEWP Program Management Office (PMO) resources and agency-specific acquisition procedures. Federal agencies remain responsible for following applicable procurement regulations, local policy, and fair opportunity requirements.

03 About NASA SEWP VI

NASA SEWP VI – The NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced "soup", provides the latest Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services for all Federal Agencies and their approved contractors. Created in 1993, SEWP I was the first Government-Wide Acquisition Contract (GWAC) in the federal acquisition space. Originally, the contract vehicle provided only technology products for NASA and all other agencies. SEWP has continually evolved over the past 30 years, expanding its scope to meet the requests of its customers.

The SEWP vehicle represents acquisition innovation within the Federal Government. The program is self-funded through usage fees (0.34%) and provides all Federal agencies with acquisition support - more than 50,000 orders a year.

SEWP Mission

The SEWP Program enables NASA and all Federal Agencies to efficiently and effectively acquire mission critical Information Technology, Communication and Audio Visual (ITC/AV) solutions and services via a

03 About NASA SEWP VI *continued...*

suite of contracts encompassing a diversity of business sizes and offerings. SEWP's customized reporting, streamlined procurement processes, innovative applications, premier customer service, acquisition insight and Government/Industry partnership deliver the Best-in-Class value for the Federal Government.

SEWP Vision

SEWP is the Pre-eminent World-class Leader utilizing a broad range of comprehensive and intuitively accessible processes and methodologies to manage, inform, display and acquire state-of-the-art technology solutions via the visionary SEWP Marketplace and Agency Storefronts.

04 Fair Opportunity and Requests for Quotes

In accordance with NASA SEWP VI Contract Clause A.1.13

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 Page | 44 80TECH24R0001- SEWP VI RFP

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 the 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.

05 KECH Company Overview

KECH is an award-winning, HUBZone-certified Woman-Owned Small Business (WOSB) with extensive experience delivering mission-critical technology, operational, and professional services solutions to Federal, state, and commercial organizations. We combine innovative technologies, operational excellence, and a customer-focused approach to help agencies solve complex challenges, improve performance, and achieve measurable mission outcomes.

Our multidisciplinary team of consultants, engineers, analysts, cybersecurity professionals, trainers, and support personnel delivers scalable solutions across the full lifecycle of technology and business transformation initiatives. From digital modernization and cloud adoption to cybersecurity, advanced analytics, application development, workforce development, customer experience, and operational improvement, KECH provides integrated solutions tailored to each client's mission requirements.

KECH has successfully supported a diverse portfolio of government programs and mission environments, providing services that improve operational efficiency, strengthen security and compliance, enhance customer service, optimize workforce performance, and enable data-driven decision-making. Our experience supporting high-visibility programs and complex operational environments allows us to rapidly deploy solutions, mitigate risk, and deliver sustainable results.

Through our integrated service portfolio, including KECH OPTIMIZE, KECH COMMIT, KECH DIGITAL, KECH PROTECT, KECH ENGAGE, and KECH PULSE, we help agencies modernize operations, leverage emerging technologies, improve organizational effectiveness, and enhance mission readiness while maintaining a strong commitment to quality, innovation, and continuous improvement.

As a trusted Federal partner, KECH is committed to delivering responsive support, exceptional customer service, and innovative solutions that create lasting value for the agencies and communities we serve.

Whether supporting technology modernization, cybersecurity initiatives, analytics programs, workforce development efforts, service desk operations, or enterprise transformation initiatives, KECH delivers the expertise, agility, and commitment agencies need to achieve mission success through the NASA SEWP VI contract vehicle.

06 Category C Scope: Mission-Based ITC/AV Service Solutions

KECH's Category C services are organized through KECH FLEX, a modular solution framework that aligns KECH capabilities to customer mission requirements.

The Category C scope provides Federal agencies with customized Solutions at a Mission/Program level that improve and enhance a ITC/AV infrastructure through methodologies including but not limited to custom computer programming services, telecommunication services including network operations, IT, AV, and Communications based engineering and design services, data processing and analysis services, hosting, and related services, IT and network operation and computer facilities, ITC and AV management services, IT consulting and educational services, digital government services, and cybersecurity and security systems services. Services may be performed at Government and/or Contractor locations worldwide, as specified in each Order. Product only requirements are not in scope for this category.

Category C has a threshold restriction of $2 million per order (inclusive of options) for the 1st year of contract performance and $10 million per order in the 2nd year of contract performance. Category C threshold restrictions are subject to removal beginning in the 3rd year of contract performance.



06 Category C Scope: Mission-Based ITC/AV Service Solutions

Category C Technical Area	KECH FLEX Alignment	Category C Technical Area Summary Examples
Innovation Services	KECH OPTIMIZE / KECH LABS	Continuous improvement, process optimization, automation, emerging technology evaluation, and mission-focused innovation support.
Information & Data Analytics Services	KECH COMMIT	Data analytics, reporting, performance management, business intelligence, data science, AI/ML support, and insight generation.
Application Services / Software Development	KECH DIGITAL	Application assessment, design, development, testing, integration, deployment, maintenance, APIs, portals, and workflow solutions.
Cybersecurity Services	KECH PROTECT	Cybersecurity architecture, engineering, continuous monitoring, threat detection, incident response, vulnerability management, and compliance-aligned support.
Cloud Services	KECH DIGITAL	Cloud strategy, migration, modernization, implementation, integration, governance, hosting, security, compliance, resiliency, and ongoing cloud operations support across government, hybrid, and multi-cloud environments.
Digital Multimedia & Technical Communications	KECH ENGAGE	Website and digital platform support, content development, technical documentation, multimedia production, graphic design, social media operations, communications strategy, accessibility/Section 508 support, and content governance for mission, stakeholder, and public-facing communications
IT Operations, Maintenance, Help Desk & Call Center Support	KECH PULSE	IT operations, infrastructure support, system administration, service desk, help desk, call center operations, and continuous service improvement.
Network Services	KECH DIGITAL	LAN/WAN support, network operations, voice/data communications, unified communications, service management, and mission network support.
Database Services	KECH DIGITAL	Database creation, administration, monitoring, performance tuning, optimization, security, and cloud/on-premises database support.
In-Scope Training	KECH OPTIMIZE	Training needs assessment, curriculum development, competency-based training, technical training, workforce development, and knowledge transfer.
Program Management / Ancillary Services and Supplies	KECH OPTIMIZE / Program Support	Program management, transition support, procurement coordination, logistics, financial management, security management, and ancillary support when integral to an IT services-based solution.

07 Ordering Process

The internal ordering process of each Agency varies. The process and accompanying forms for Purchase Requests (PR) and Delivery Orders (DO) that are issued against a SEWP contract is defined by the issuing agency, not the NASA SEWP Program Management Office (PMO). The typical process is for an end-user to determine a requirement and generate a Purchase Request (PR).

The PR along with any necessary funding information is sent to that Agency's procurement office which results in the issuance of a DO. Any valid Federal Agency DO form , and the associated Delivery Order number may be used. The NASA SEWP PMO does not issue DOs – these must be issued through the issuing Agency's procurement office. The SEWP PMO reviews, processes and tracks issues DOs and forwards them to the Contract Holder(s).

Some Agencies have special requirements for issuing IT DOs. It is the Issuing Agency's Contracting Officers' (COs/KOs) responsibility to be aware of any Agency-specific policies regarding issuing orders via an existing contract vehicle and Government-Wide Acquisition Contracts. There are no requirements under the SEWP Contracts for issuing Agencies to use other intermediary procurement offices, except as directed through their own internal policies.

If modifications are made to any order, these modifications must also route through the SEWP PMO.

08 KECH Program Management Contacts

Corporate Website	www.kechco.com
Project Management Office	Lisa Smith, KECH NASA SEWP VI Program Manager lisa.smith@kechco.com Joy Hughes, KECH NASA SEWP VI Deputy Program Manager joy.hughes@kechco.com
Sales / Quote Contact	Chris Carpenter, CEO sewp@kechco.com Jamie Gregory, Proposal/Content Development Manager sewp@kechco.com
KECH Customer Support	(844) 410-1300 sewp@kechco.com

For policy and procedural information regarding installation, basic warranty, extended warranty, technical support, software support, and other post-delivery issues, contact sewp@kechco.com – (844) 410-1300.

To troubleshoot a problematic order, contact sewp@kechco.com – (844) 410-1300.

09 How to Contact NASA SEWP

SEWP PMO Hours: Mon-Fri, 7:30 AM-6 PM (ET)

Email: help@sewp.nasa.gov

Customer Help Desk: (301) 286-1478

Website: www.sewp.nasa.gov