NASA **SEWP VI**

Solutions for Enterprise-Wide Procurement

Contract Holder

SEWP Overview

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 for more than 50,000 orders a year.

Fair Opportunity

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 the Contracting Officer (CO) and that the 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.

About Kentro

Kentro is a federal IT solutions company headquartered in McLean, VA, serving national security, federal civilian, and health agencies.

Visit our website: www.kentro.us

KENTRO

Category B Contract

(Enterprise-Wide ITC/AV Service Solutions)

80TECH26D0405

PoP: 11/1/2026 – 10/31/2036

MAIN OFFICE ADDRESS

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SEWP VI Program Support

SALES CONTACT

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CUSTOMER SUPPORT CONTACT

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SEWP Helpline

help@sewp.nasa.gov
(301) 286-1478
SEWP PMO Hours:
M-F, 7:30 AM – 6 PM (ET)
www.sewp.nasa.gov

What's in Scope for SEWP VI?

SEWP is designed to provide a broad suite of Information Technology, Communication and Audio Visual (ITC/AV) solutions and services. Technology is ever-evolving and for that reason SEWP's processes enable Contract Holders to add new commercial technology and IT services to their contracts daily, as requested by customers. The focus of SEWP is on the full suite of technology offerings that simplify Governmental access and Industry offerings across the entire ITC/AV solutions and services landscape. SEWP is composed of three (3) scope categories detailed below. To have SEWP determine if a requirement is within scope of the SEWP VI contract, send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov. SEWP will quickly review and provide feedback.

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 issued DOs and forwards them to the Contract Holder(s).

Some Agencies have special requirements for issuing IT Delivery Orders. 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.

Obtaining Quotes

The NASA SEWP Quote Request Tool (QRT), accessible through the official SEWP website, is the recommended method for obtaining quotes under SEWP. Customers may use QRT to submit their requirements to the appropriate SEWP contract holders, including Kentro. QRT supports the ordering agency's fair opportunity process and provides documentation to support its procurement decision.

Troubleshooting Procedures / Problematic Orders

For order status, delivery delays or discrepancies, billing issues, or service concerns, contact Kentro Customer Support listed in this guide with the contract and order numbers, issue description, and supporting information. Kentro will investigate, coordinate corrective action, and provide status updates. Escalate unresolved issues to PM Chris Huang (chris.huang@kentro.us) or DPM Jackie Hughes (jackie.hughes@kentro.us). For SEWP ordering or tool assistance, contact the NASA SEWP PMO at help@sewp.nasa.gov or (301) 286-1478. Order modifications require the ordering agency Contracting Officer's authorization and routing through the SEWP PMO under applicable procedures.