



## NASA SEWP VI ORDERING GUIDE

### InquisIT LLC | Categories B and C

Customer ordering, quote, support and contract information

#### Category B - Enterprise-Wide ITC/AV Service Solutions

Contract 80TECH26D0840

#### Category C - Mission-Based ITC/AV Service Solutions

Contract 80TECH26D0165

### Contract Information

| Item              | Information                                                  |
|-------------------|--------------------------------------------------------------|
| Contract holder   | InquisIT LLC                                                 |
| UEI               | SCH4S45JMLC6                                                 |
| Category B        | 80TECH26D0840 - Enterprise-Wide ITC/AV Service Solutions     |
| Category C        | 80TECH26D0165 - Mission-Based ITC/AV Service Solutions       |
| Contract type     | Multiple-award Government-Wide Acquisition Contract (GWAC)   |
| Ordering period   | November 1, 2026 - October 31, 2036                          |
| SEWP fee          | 0.34%                                                        |
| Corporate office  | 44679 Endicott Dr., Suite 201, Ashburn, VA 20147             |
| Main office       | 703-738-4447                                                 |
| Corporate website | <a href="http://www.inquisitllc.com">www.inquisitllc.com</a> |

### SEWP VI Overview

NASA SEWP VI (Solutions for Enterprise-Wide Procurement) is a multiple-award Government-Wide Acquisition Contract (GWAC) available to Federal agencies and approved contractors for Information

Technology, Communications and Audio/Visual (ITC/AV) solutions and services. SEWP VI is organized into three scope categories. InquisIT holds awards in Category B and Category C.

Category B covers ITC/AV services that provide an enterprise-wide solution and may support an agency's mission needs. Ancillary products may be included when they support the overall enterprise-wide services requirement.

Category C covers ITC/AV services supporting a particular mission need. Ancillary products may be included when they support the mission-based services requirement.

## InquisIT Capabilities by Category

| Category | Scope                                    | Representative InquisIT Capabilities                                                                                                                                                                                                                                             |
|----------|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>B</b> | Enterprise-wide ITC/AV service solutions | Enterprise IT operations and service management; cloud, infrastructure and network services; cybersecurity and Zero Trust; application and software services; data and analytics; service desk/help desk/contact center; digital multimedia and technical communications.        |
| <b>C</b> | Mission-based ITC/AV service solutions   | Mission-focused IT operations; mission application and software services; cybersecurity and Zero Trust; cloud and mission infrastructure; data, analytics, AI and machine learning; service desk/help desk/call center support; digital multimedia and technical communications. |

## How to Request a Quote

Federal customers may issue requests through the NASA SEWP Quote Request Tool in accordance with their agency procedures and FAR 16.505(b). InquisIT responses to requests issued through the SEWP online system will be submitted through the Contract Holder Only Page (CHOP) quote tool in accordance with the Contract Holder User Manual.

**InquisIT sales / quote contact:** Ben Keethler, SEWP Program Manager | 703-731-4831 | BKeethler@InquisITllc.com

**General inquiries:** 703-738-4447 | info@inquisitllc.com

## Fair Opportunity and Requests for Quotes

### 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 (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 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.

## Ordering Process

1. The customer determines its requirement, applicable SEWP category, NAICS code, business size and any agency-specific requirements.
2. The issuing agency conducts fair opportunity in accordance with FAR 16.505(b) and its own acquisition procedures. The SEWP Quote Request Tool may be used for this process.
3. The issuing agency issues a delivery order or task order using an authorized Federal agency order form. NASA SEWP PMO does not issue agency delivery/task orders.
4. The order is routed through the SEWP PMO for review, processing and assignment of a SEWP control number before fulfillment, except as permitted for qualifying micro-purchase credit card orders.
5. InquisIT performs the order in accordance with the master contract, the issued order and any applicable agency-specific requirements.

## Order Support and Post-Delivery Issues

| Support Area                      | InquisIT Procedure                                                                                                                                                                                                                                          |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Installation</b>               | Installation requirements will be addressed in the applicable InquisIT quote and order. Installation may be performed by InquisIT or an approved SEWP provider/subcontractor as applicable to the ordered solution.                                         |
| <b>Basic Warranty</b>             | Product and software warranty terms will be identified in the applicable quote and order and will reflect the approved offering and applicable manufacturer, publisher, or service-provider warranty.                                                       |
| <b>Extended Warranty</b>          | Where available and approved under the applicable InquisIT SEWP VI contract, extended warranty and maintenance options may be quoted in response to the customer's requirement.                                                                             |
| <b>Technical Support</b>          | Technical-support requirements and applicable support coverage will be identified in the quote and order. InquisIT will coordinate with applicable manufacturers, publishers, service providers, and subcontractors as required to resolve support matters. |
| <b>Software Support</b>           | Software licensing, maintenance, subscription, renewal, and technical-support terms will be identified in the applicable quote and order.                                                                                                                   |
| <b>Other Post-Delivery Issues</b> | Customers should contact the InquisIT SEWP VI support team regarding delivery discrepancies, damaged or defective products, service-performance questions, warranty matters, returns, repairs, licensing issues, or other post-delivery concerns.           |

### Problematic Order / Escalation Procedure

For an order issue, provide the order number, SEWP control number (if available), agency/customer point of contact, affected CLIN/service, description of the issue, relevant dates and the requested outcome. The Program Manager will coordinate internal and provider resources, keep the customer informed, and escalate unresolved issues to the Deputy Program Manager as appropriate.

**Primary:** Ben Keethler, SEWP Program Manager | 703-731-4831 | BKeethler@InquisITllc.com

**Escalation:** Mike Metcalf, SEWP Deputy Program Manager | 703-856-4334 | MMetcalf@InquisITllc.com

## NASA SEWP Program Support

|                                |                                   |
|--------------------------------|-----------------------------------|
| <b>SEWP Customer Help Desk</b> | 301-286-1478                      |
| <b>Email</b>                   | help@sewp.nasa.gov                |
| <b>Hours</b>                   | Monday-Friday, 7:30 AM-6:00 PM ET |
| <b>NASA SEWP website</b>       | www.sewp.nasa.gov                 |

## Related Web Resources

- [InquisIT NASA SEWP VI page](#)
- [InquisIT corporate website](#)
- [NASA SEWP](#)

## Document Control

Version 1.0 | September 30, 2026

This ordering guide will be updated as required following contract modifications and changes to SEWP procedures or InquisIT program contacts.