



NASA SEWP VI Ordering Guide

Category C: Mission-Based ITC/AV Service Solutions | Contract 80TECH26D1793

Contract Information	
Contract Holder	Ankore Consulting, Inc.
SEWP VI Contract Number	80TECH26D1793
Category / Group	Category C, Group C1 (Small Business Set-Aside)
Contract Type	Government-Wide Acquisition Contract (GWAC), multiple award IDIQ
Ordering Period	November 2026 through October 2036
SEWP Fee	0.34%, included in quoted prices and not listed as a separate line
UEI / CAGE	JA2VE2RDPUD1 / 60XM7
Primary NAICS	541512, Computer Systems Design Services
Socioeconomic Status	Small Business, Small Disadvantaged Business, Woman-Owned Small Business (WOSB), HUBZone
Main Office	161 Fort Evans Rd NE, Suite 335-C, Leesburg, VA 20176
Website	https://ankoreinc.com

SEWP Overview

NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced "soup," provides the latest Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services to 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. SEWP has evolved over more than 30 years to meet customer needs, and the program is self-funded through a small usage fee. SEWP supports more than 50,000 orders a year across the Federal Government.

Fair Opportunity

FAR 16.505(b)(1) requires that each contractor be given a fair opportunity to be considered for each order exceeding \$10,000 under a multiple award contract. The method used to provide fair opportunity is at the discretion of the Contracting Officer, who must document the rationale for placement and price of each order. No order selection documentation needs to be submitted with the order; it is maintained by the issuing procurement office (SEWP VI clause A.1.13).

The SEWP online Quote Request Tool (QRT) is the recommended method to support fair opportunity and augment decision documentation. The QRT automatically includes the Contract Holders in a selected group or based on a suggested source.

About Ankore Consulting, Inc.

Ankore Consulting, Inc. is a woman-owned, HUBZone-certified small business that delivers information technology consulting and engineering services to federal agencies. Ankore's quality, information security, and IT service management systems are certified to ISO 9001:2015, ISO/IEC 27001:2022, and ISO/IEC 20000-1:2018.

Ankore bid and is qualified across all eleven Technical Areas within SEWP VI Category C:

- TA 1c - Innovation Services
- TA 2c - Information and Data Analytics Services (IDAS)
- TA 3c - Application Services and Software Development
- TA 4c - Cybersecurity Services
- TA 5c - Cloud Services
- TA 6c - Digital Multimedia and Technical Communications Services
- TA 7c - IT Operations and Maintenance, Help Desk and Call Center Support
- TA 8c - Network Services
- TA 9c - Database Services
- TA 10c - In-Scope Training
- TA 11c - Program Management and Ancillary Services and Supplies

What's in Scope for SEWP VI

SEWP provides a broad suite of ITC/AV solutions and services, and its processes let Contract Holders add new commercial technology and IT services as customers request them. SEWP VI is organized into three scope categories:

- Category A: ITC/AV Solutions
- Category B: Enterprise-Wide ITC/AV Service Solutions
- Category C: Mission-Based ITC/AV Service Solutions

Category C gives Federal agencies customized solutions at a mission or program level. Services may be performed at Government or contractor locations worldwide, as specified in each order. Product-only requirements are not in scope for Category C. Orders are limited to \$2 million per order (inclusive of options) in the first year of contract performance and \$10 million per order in the second year; these thresholds are subject to removal beginning in the third year.

To confirm whether a requirement is in scope, send an overview or bill of materials to help@sewp.nasa.gov for SEWP review.

How to Obtain a Quote

Agencies can request a quote from Ankore in either of these ways:

- Use the SEWP Quote Request Tool at www.sewp.nasa.gov and include Ankore Consulting, Inc. (Category C).
- Contact Ankore's SEWP team directly using the contacts below. Please include a statement of work or requirements summary, desired period of performance, place of performance, and the quote due date.

Every Ankore quote states how long it is valid, and Ankore honors any order submitted within that period. Quoted prices will not exceed the prices in the SEWP database of record at the time the quote is issued.

Ankore SEWP Contacts	
SEWP Program Manager	Sheo Jha sjha@ankoreinc.com 703-216-1160

SEWP Deputy Program Manager	Gitanjali Thakur gthakur@ankoreinc.com 703-298-3856
Quotes and Sales	Sheo Jha sjha@ankoreinc.com 703-216-1160

Ordering Process

Each agency's internal ordering process varies. The process and forms for Purchase Requests (PRs) and Delivery Orders (DOs) are defined by the issuing agency, not the NASA SEWP Program Management Office (PMO). Typically, an end user identifies a requirement and creates a PR, which goes with funding information to the agency's procurement office. That office issues the DO. Any valid Federal agency DO form and order number may be used.

The SEWP PMO does not issue DOs. It reviews, processes, and tracks issued DOs and forwards them to the Contract Holder. Any modification to an order must also be routed through the SEWP PMO.

Some agencies have special requirements for issuing IT orders. The issuing agency's Contracting Officers are responsible for knowing any agency-specific policies. SEWP does not require agencies to use intermediary procurement offices unless their own internal policies say so.

Agencies submit delivery orders directly to the SEWP PMO using the electronic commerce methods the PMO designates (SEWP VI clause A.1.8). The PMO reviews and processes the order and distributes it to Ankore by email.

Program Support and Post-Delivery Issues

Because Category C is a services category, Ankore's orders involve service delivery rather than delivery of hardware. Post-award support is handled as follows:

- Onboarding and kickoff: Ankore's Program Manager contacts the customer after order receipt to schedule a kickoff and confirm points of contact.
- Service quality and warranty: Ankore delivers services under its ISO 9001 quality management system and ISO/IEC 20000-1 service management system. Deficient deliverables are corrected at no additional cost, per the order terms.
- Technical and software support: provided according to each order's statement of work, including any service-level requirements.
- Any hardware or software incidental to a Category C services order carries the manufacturer's standard warranty, passed through to the Government.

For support, installation, warranty, and technical support questions, contact:

Support Contacts	
Order Support and Post-Delivery	Gitanjali Thakur gthakur@ankoreinc.com 703-298-3856
Escalation	Sheo Jha sjha@ankoreinc.com 703-216-1160

Troubleshooting a Problem Order

If an order has a problem, such as a delivery delay, invoicing question, or performance concern, please follow these steps:

- Contact Ankore's Deputy Program Manager (above) with the order number and a description of the issue. Ankore acknowledges the issue promptly.
- If the issue is not resolved, escalate to Ankore's Program Manager.
- At any point, the customer may also contact the SEWP PMO for help.

NASA SEWP Program Office	
Customer Help Desk	help@sewp.nasa.gov (301) 286-1478
Hours	Monday to Friday, 7:30 AM to 6:00 PM ET
Website	www.sewp.nasa.gov