KPMG LLP NASA SEWP VI ORDERING GUIDE

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1. NASA SEWP VI 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 - more than 50,000 orders a year.

2. NASA SEWP VI Program Support information:

a. How to obtain Sales Inquiries / Quote Requests:

If there is a requirement for KPMG to provide a quote under the NASA SEWP VI contract, please reach out to KPMG's designated points of contact responsible for sales inquiries and quote requests:

- General inbox: us-fwgovprimecont@kpmg.com
- Copy (cc) the following POCs:
  - Michelle Brooke, Federal Contracts Director
    Tel: 571.695.5019| M: 571.732.5758
    Email: mbrooke@kpmgfederal.us
  - Coleen Quintana, NASA SEWP VI, Program Manager
    Tel: 571-695-5246| M: 771-241-2902
    Email: coleenquintana@kpmgfederal.us
  - Larkin Nixon, NASA SEWP VI, Deputy Program Manager
    Tel: 843-872-7728
    Email: lnixon@kpmgfederal.us

b. Post-Delivery Support and Technical Questions:

Points of contact for policy, procedural, and technical matters related to:

- Installation and implementation
- Basic and extended warranties
- Technical support
- Software support
- Other post-delivery issues

- General inbox: us-fwgovprimecont@kpmg.com
- Copy (cc) the following POCs:
  - Michelle Brooke, Federal Contracts Director
    Tel: 571.695.5019| M: 571.732.5758
    Email: mbrooke@kpmgfederal.us

  - Coleen Quintana, NASA SEWP VI, Program Manager
    Tel: 571-695-5246| M: 771-241-2902
    Email: coleenquintana@kpmgfederal.us

  - Larkin Nixon, NASA SEWP VI, Deputy Program Manager
    Tel: 843-872-7728
    Email: lnixon@kpmgfederal.us

c. Order Issue Escalation and Troubleshooting

Points of contact responsible for resolving order-related issues, escalations, and other procurement concerns.

- General inbox: us-fwgovprimecont@kpmg.com
- Copy (cc) the following POCs:
  - Michelle Brooke, Federal Contracts Director
    Tel: 571.695.5019| M: 571.732.5758
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  - Coleen Quintana, NASA SEWP VI, Program Manager
    Tel: 571-695-5246| M: 771-241-2902
    Email: coleenquintana@kpmgfederal.us

  - Larkin Nixon, NASA SEWP VI, Deputy Program Manager
    Tel: 843-872-7728
    Email: lnixon@kpmgfederal.us

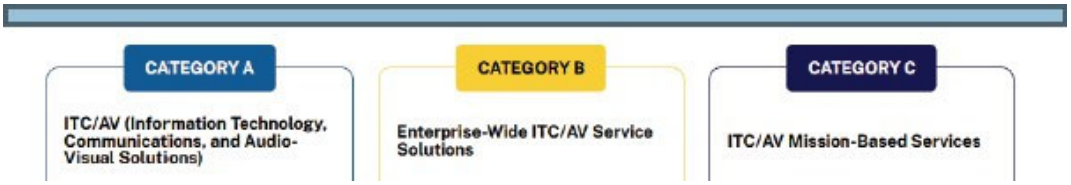
3. What is in scope for SEWP VI

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 our Contract Holders to add new commercial technology and IT services to their contract daily, as requested by our customers. The focus on SEWP is on the full suite of technology offerings that simplify Governmental access and Industry offerings across the entire IC/AV solutions and services landscape. SEWP is composed of three (3) scope categories detailed below.

Ordering Guide for NASA SEWP VI

The SEWP Contracts were awarded by scope category; the three categories are:

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



KPMG wins category B1 - Unrestricted:

Out of the three categories, KPMG LLP was awarded under Category B1-Unrestricted.

Category B- Enterprise-wide ITC/AV Service Solutions

- **NAICS:** 541512
- **Group B1:** Unrestricted

The Category B scope provides Federal agencies with customized Enterprise-Wide Strategic Solutions. Enterprise-wide is defined as a large-scale requirement involving multiple departments, locations, customers, and/or field offices for a given agency. These Enterprise-Wide Strategic Solutions improve and enhance the Agency ICT/AV infrastructure through

methodologies including managed services such as computer or printer services; and shared services such as Agency-wide help desk ticketing systems, enterprise-wide IT security, and application 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.

The sample list of representative service areas is not meant to be all-inclusive but are indications of types of in-scope services-based solutions. Other services which adhere to the definition of ITC/AV services and encapsulate an enterprise-wide solution, are within scope and may be provided to meet an agency's particular mission needs. Note that while the general service areas of Category B services in some cases overlap with Category C, Category B is only intended to be utilized for large agency/enterprise-wide implementations.

Technical Area 1b: Enterprise-Wide Network Services

Manage a single end-to-end service provisioning organization that combines and streamlines LAN and WAN communications services for both corporate and mission networks. The enterprise model is to improve the planning and delivery of enterprise-wide IT services and to obtain cost efficiencies resulting from the consolidated delivery structure. Improve the consistency of infrastructure services built and operated in multiple locations (e.g., LANs and WAN management) to better enable intra-Agency collaboration, user mobility, and Cybersecurity. Tasks, defined at the

task order level, may include, but are not limited to: Provide continuity of service for legacy custom data network solutions for point-to-point network connections and point-to-point copper and fiber optic circuits; provide Corporate Network Services, Corporate Voice Services, Corporate Data Services, Corporate Collaboration Services, Corporate Management and Operations, Mission Services, Mission Management and Operations, Customer Relationship Management, Service Management, Strategy Generation, Cybersecurity Support, Cable Plant Services, and Unified Communications and Collaboration (UCC).

Technical Area 2b: IT Managed Services

Provide, manage, secure, and maintain IT services across the Agency/Enterprise including but not limited to: End-User Compute Device Management, End-User Software Management, Mobile Device Management, Print Device Management, Messaging/Collaboration, Infrastructure Services, Enterprise Service Desk (ESD), Local Service Desks, End-User Standards, and IT Security. The types of support needed for the End User Services Program could include (but are not limited to) desktop engineering, project management support, transformation and operation support, continual service improvement and communications, and other program support functions.

Technical Area 3b: Enterprise-Wide Innovation Services

Enterprise-Wide Innovation Services that include both Innovation efforts of continuous improvement and innovation. Continuous improvement is defined as the ongoing effort to enhance the efficiency and effectiveness of the IT services. Innovation is defined as the process to identify and implement new ideas and break-through solutions that change and/or enhance the services and results in additional Business and/or IT value.

Technical Area 4b: IT Service Management

Enterprise-wide Standardization of IT Service Management (ITSM) refers to process, tools, and the way services are delivered to improve IT efficiency, effectiveness, customer experience, and reduce costs. Support and enable the service delivery ITSM in order to support necessary integration and cooperation with other service delivery programs and contactors. Utilize cloud-based platforms to provide end users with tools to submit and track service requests, incidents, and feedback, take customer satisfaction surveys, search the knowledge base, and run reports.

Technical Area 5b: Enterprise Service Program Integration

Support Enterprise IT Services strategy which spans the following services: Network Communications, Cybersecurity support, Data Center, End-user Services, Enterprise Applications, Web Services, and other enterprise-wide services. Work within and proactively collaborate across independent Enterprise and non-Enterprise service contracts to ensure integration of a seamless IT service delivery environment and capability across an agency. The Contractor shall provide services that facilitate strategic decisions for an organization with respect to its current and future IT structure and program integration. This includes conducting a systematic assessment and redesign of the key technologies, business processes, activity-based costing and organizational structures; streamlining processes, properly aligning the organization to reflect the way work is accomplished and deploying proven supporting technologies where appropriate. The outcome of future studies and assessments may contribute to an overarching IT strategy, aligned with business goals, objectives, and healthcare and benefits initiatives that leverage innovation to define new opportunities for success. The outcome of studies and assessments may also serve as a critical input into designing a set of metrics, which are measurable objectives related to the overall IT

strategy and operations.

Technical Area 6b: Enterprise-Wide Information and Data Analytics Services (IDAS)

The Information and Data Analytics team is a virtually distributed, hybrid team of analysts, data scientists, developers, and technologists working together across an agency to rapidly prototype, develop and deploy solutions to address the most pressing analytic challenges. Provide support for IDAS, including Data Science, Data Modeling, Big Data and Advanced Analytics, Artificial Intelligence, Machine Learning Methods and Practices to the Agency. Support improving the use, management, and application of data by rapidly prototyping, developing, deploying, and maintaining solutions to address the most pressing analytic challenges.

Technical Area 7b: Enterprise-Wide Application Services/Software Development

Perform assessment, planning, design, development, testing, integration, administration, maintenance, operational support, decommission, and documentation for new and existing applications defined at the order level for Agency/Enterprise-wide Applications. Track current technologies and trends as they relate to the desktop (native), server, web, Cloud as a Service, and mobile application environment support. Application development may require expertise in various areas including, but not limited to: agile development practices; front and back-end development; automated (unit/integration/end-to-end) testing; Continuous Integration and Continuous Deployment; Application programming Interface (API) development and documentation; Cloud deployment; Product management and strategy; Visual design; Building and testing public-facing sites and tools; etc.

Technical Area 8b: Enterprise-Wide Cybersecurity Services

Cybersecurity standards, architecture and engineering include assisting in designing and developing cybersecurity architecture and engineering in order to improve an Agency's cybersecurity posture, take advantage of modern technologies such as cloud, meet Federal requirements, and enhance the user experience. Cybersecurity and privacy services include providing services for continuous monitoring and threat detection, incident response and management, vulnerability management, cyber forensics and analysis, implementation of the National Institute of Standards and Technology (NIST) risk management framework, and cybersecurity posture assessment.

Technical Area 9b: Enterprise-Wide Cloud Services

Evaluate, recommend, implement and support the Agency's adoption of various cloud technologies such as cloud environments (e.g., AWS GovCloud, Azure Government Cloud, Salesforce Government Cloud); cloud services (e.g., Amazon Web Services, iSite, Snowflake); and cloud service models (e.g., IaaS, PaaS, SaaS). Examples of Cloud services include but are not limited to: Application Integration Services; Cloud Governance, Security and Compliance; Cloud Strategy and Planning; Cloud Storage and Hosting; X as a Service (XaaS).

Technical Area 10b: Enterprise-Wide Digital Multimedia and Technical Communications Services

This category includes but is not limited to: Agency-wide Television and Broadcasting services; Agency web site and social media operations; digital communications; institutional audiovisual support; publishing support; and foundational work in graphic, visual, electronic and broadcast arts. Provide multimedia and communication products, systems, and services to support meeting

institutional, programmatic and mission requirements (e.g., still and motion imagery in support of center events; multimedia engineering, imagery acquisition and video operations in support of engineering analysis; and mission operations).

Technical Area 11b: Program Management/Ancillary Services and Supplies

The Contractor may provide ancillary support as necessary to offer an IT services-based solution. The ancillary support described here may only be included in a task order when it is integral to and necessary for the IT services-based effort. Ancillary support may include, but is not limited to:
Clerical support Data entry services
Program Management / Integration services financial management services
Logistics services
Phase-In/transition management services Procurement services
Physical and Cyber security management services Facilities Management services
Ancillary ITC/AV products
Minor alteration, and repair to real property services

4. 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 Program Management Office (PMO) does not issue DOs - these must be issued through the issuing Agency's procurement office. The SEWP Program Management Office (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 Program Management Office (PMO).

5. Fair Opportunity

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 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.

(End of text)

6. About KPMG

KPMG LLP is a recognized professional services leader supporting Federal agencies in advancing mission performance through technology-enabled transformation. As the U.S. member firm of the global KPMG organization, we operate from **80+ offices** with more than **36,000 professionals** across the country—bringing deep Federal experience, advanced technical capabilities, and a multidisciplinary approach to every engagement.

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Within NASA SEWP's broad Information Technology, Communications, and Audio-Visual (ITC/AV) scope, KPMG delivers solutions that help agencies modernize infrastructure, enhance cybersecurity, strengthen data governance, and accelerate cloud and emerging-technology adoption. Our teams are experienced in delivering full-suite technology offerings, consistent with SEWP's mission to provide federal agencies with best-value IT products, services, and integrated solutions that support automation, interoperability, and mission agility.

KPMG's advisory, cyber, data, and technology specialists collaborate seamlessly with agency stakeholders to address complex requirements—from market research and solution design to implementation, integration, and ongoing optimization. Our commitment to quality, transparency, and customer support aligns with SEWP's objectives to streamline acquisition, minimize administrative burden, and provide timely, cost-effective access to modern IT capabilities.
As one of the world's leading professional services firms, KPMG brings the scale, technical depth, and innovative mindset needed to help NASA and other federal agencies meet evolving mission needs while advancing operational excellence in an increasingly dynamic technology landscape.
