



NASA SEWP VI ORDERING GUIDE

PNA SEWP JV, LLC
Category B — Enterprise-wide ITC/AV Service Solutions

Federal acquisition support for enterprise IT, communications, audiovisual, cybersecurity, cloud, data, engineering and digital modernization services.

Contract	80TECH26D1584	Vehicle	Multiple-Award GWAC / IDIQ
Ceiling	\$20 Billion NTE	Period of Performance	November 1, 2026 – October 31, 2036

1. Quick Contact

Role	Name	Phone	Email
PNA SEWP JV Program Manager	Ms. Swati Patil	(443) 708-6053	swati@pnasewpjb.com
PNA SEWP JV Senior Executive	Mr. Nitin Baviskar	(410) 409-6730	nitin@pnautomation.com
PNA SEWP JV Deputy PM	Mr. Joshua Rosenthal	(410) 205-5577	josh@pnasewpjb.com
NASA SEWP Helpline (M–F, 7:30 AM–6:00 PM ET)	SEWP PMO	(301) 286-1478	help@sewp.nasa.gov

2. SEWP VI Overview

NASA Solutions for Enterprise-Wide Procurement (SEWP), pronounced “soup,” is a Government-Wide Acquisition Contract (GWAC) that provides Federal agencies and approved contractors access to Information Technology, Communications, and Audio-Visual (ITC/AV) solutions and services. SEWP has supported broad Federal technology acquisition needs since 1993.

SEWP VI is organized into scope categories, including Category A — ITC/AV Solutions; Category B — Enterprise-wide ITC/AV Service Solutions; and Category C — Mission-Based ITC/AV Service Solutions. **PNA SEWP JV, LLC is a Category B contract holder.**

Contract Holder	PNA SEWP JV, LLC
SEWP VI Contract Number	80TECH26D1584

Scope Category	Category B — Enterprise-wide ITC/AV Service Solutions
Contract Type	Multiple-Award GWAC / IDIQ
Contract Ceiling	\$20 Billion NTE
Period of Performance	November 1, 2026 – October 31, 2036
UEI / CAGE	Z8N7JKCNE4C6 / 07T42
SEWP Fee / Surcharge	0.34% (verify against current NASA SEWP guidance)

The \$20 billion maximum is the SEWP VI contract-level maximum value applicable to each contract. It is not an individual or guaranteed award value for PNA SEWP JV, LLC.

3. About PNA SEWP JV, LLC

PNA SEWP JV, LLC is a Maryland limited liability company formed on July 1, 2024 to combine complementary Federal technology, engineering, software, data, cybersecurity and program-management capabilities for NASA SEWP VI. Customers engage the joint venture as the Prime Contractor; the JV coordinates the capabilities and resources of its member companies to meet individual task-order requirements.

Member Company	Role	Ownership
Pn Automation, Inc.	Managing Venturer	51%
Cogent People, Inc.	Member	25%
Cyquent, Inc.	Member	24%

4. Program Support & Escalation

Support Level	Scope	Contact
Level 1 — Quote, Ordering & Program Support	Quotes, availability, scope and ordering questions; task-order performance, delivery, technical issues and contract administration.	Ms. Swati Patil (443) 708-6053 swati@pnautomation.com
Level 2 — Executive Escalation	Mission-critical issues requiring senior management attention.	Mr. Nitin Baviskar (410) 409-6730 nitin@pnautomation.com
NASA SEWP Helpline / PMO Desk	SEWP process, scope, QRT or PMO-level assistance.	SEWP PMO (301) 286-1478 help@sewp.nasa.gov

Escalation path

- Routine quote, scope, ordering or delivery question: contact the PNA SEWP JV Program Manager.
- Problematic order, delivery, acceptance, warranty or post-delivery issue: contact the Program Manager and include the Delivery Order number, agency, issue description, required resolution date and supporting documentation.
- SEWP process, scope, QRT or PMO-level assistance: contact the NASA SEWP Helpline / PMO Desk.

- Unresolved or time-critical matter: escalate to the PNA SEWP JV Senior Executive and, where appropriate, concurrently to the NASA SEWP PMO.

5. How to Obtain a Quote

Federal customers may request pricing for in-scope services and integrated solutions through the NASA SEWP Quote Request Tool (QRT) or the ordering agency’s authorized acquisition process. Provide sufficient technical and acquisition information to permit an accurate, compliant response.

Step	Action	What to do
1	Define the requirement	Identify the mission need, technical requirements, performance period, locations, security constraints and required delivery schedule.
2	Use the SEWP QRT / agency process	Issue the RFQ or market research request in accordance with agency procedures and applicable SEWP rules.
3	Engage PNA SEWP JV	Contact the Program Manager for clarification, solution shaping, scope questions and quote coordination.
4	Receive and evaluate the quote	PNA SEWP JV identifies the quoted services, pricing, assumptions, quote validity period and applicable terms.
5	Issue the Delivery Order	The ordering agency’s procurement office issues the Delivery Order. NASA SEWP PMO reviews, processes, tracks and forwards issued orders to the Contract Holder.

Recommended request information

Include, as applicable: agency and contracting office; technical point of contact; requirement description or statement of work; labor categories or service descriptions; quantities; performance locations; required delivery or performance dates; security and access requirements; acceptance criteria; funding/CLIN structure; and any agency-specific ordering instructions.

6. Fair Opportunity

SEWP VI is a multiple-award contract. Ordering agencies are responsible for applying fair opportunity requirements at the individual order level, as appropriate under FAR 16.505(b). The NASA SEWP online Quote Request Tool is the recommended mechanism for soliciting eligible Contract Holders and supporting the ordering agency’s acquisition process.

For formal RFQs, PNA SEWP JV will respond with services available under its SEWP VI Category B contract and in accordance with the Contract Holder User Manual. If a solicitation does not permit partial quotes, the response will address the full requirement or PNA SEWP JV will submit a No Bid.

The Fair Opportunity provision of the executed PNA SEWP JV SEWP VI contract governs. This summary is provided for customer convenience and does not modify the contract.

7. What Is in Scope Under Category B?

PNA SEWP JV’s award is under Category B — Enterprise-wide ITC/AV Service Solutions. Within the awarded scope and SEWP database and process requirements, the JV supports enterprise technology services including:

- **AI & Emerging Technology** — artificial intelligence, generative and agentic AI, machine learning, computer vision, intelligent automation, edge AI, predictive analytics and decision intelligence.
- **Enterprise Software** — custom software, application modernization, web and mobile applications, microservices, APIs, workflow automation, DevSecOps and CI/CD.
- **Data Modernization** — enterprise data platforms, data engineering and integration, data lakes and warehouses, analytics, dashboards, governance and AI-ready data architectures.
- **Cybersecurity** — Zero Trust, Risk Management Framework support, security engineering, IAM, vulnerability management, continuous monitoring and cloud security.
- **Cloud & Infrastructure** — cloud migration, hybrid cloud, infrastructure modernization, data center services, compute and storage, networking and platform engineering.
- **Enterprise Networking & Communications** — LAN/WAN, network modernization, secure connectivity, unified communications and collaboration.
- **Audiovisual & Collaboration** — conference-room modernization, command-center AV, video conferencing, display systems and integrated AV.
- **Systems Engineering & Integration** — systems architecture, requirements engineering, solution design, integration, test and validation, and implementation.
- **IT Operations & Support** — operations and maintenance, service desk, application and infrastructure support, IT service management and monitoring.
- **Program Management** — program and project management, Agile delivery, PMO support, risk and configuration management, quality assurance and performance reporting.

Scope assistance: if an agency would like NASA SEWP to assess whether a requirement is within scope, send an overview and/or statement of work to help@sewp.nasa.gov.

8. Ordering Process

Each Federal agency establishes its internal Purchase Request (PR) and Delivery Order (DO) procedures. The NASA SEWP PMO does not issue Delivery Orders. The ordering agency's procurement office issues the DO; the SEWP PMO reviews, processes, tracks and forwards issued DOs to the applicable Contract Holder.

- End user defines the requirement and prepares the Purchase Request.
- Agency procurement office conducts market research / fair opportunity and solicits quotes using the SEWP QRT or another authorized agency process.
- Agency evaluates responses and documents its order decision in accordance with applicable FAR and agency procedures.
- Agency procurement office issues the Delivery Order using a valid Federal agency DO form and order number.
- The order routes through the NASA SEWP PMO for processing and tracking, then to PNA SEWP JV.
- PNA SEWP JV acknowledges the order, validates requirements, coordinates kickoff and performs in accordance with the Delivery Order.

Order modifications

Modifications to SEWP Delivery Orders must follow the ordering agency's modification process and route through the NASA SEWP PMO. Customers should coordinate proposed changes with the PNA SEWP JV Program Manager

before execution when the change affects scope, schedule, delivery, acceptance or pricing.

9. Installation, Warranty, Technical Support & Post-Delivery

The specific installation, warranty, extended warranty, software support, technical support, maintenance, training and other post-delivery terms applicable to an order will be identified in the Delivery Order, the PNA SEWP JV quote, the statement of work and/or manufacturer or software publisher terms, as applicable. Technical support contacts are provided at the time of Task Order Contract Award.

Issue type	Primary action
Installation / deployment	Coordinate site access, implementation schedule, prerequisites, acceptance criteria and installation responsibilities defined by the order.
Warranty or extended warranty	Provide the DO number, affected service or product, license information if applicable, failure description and requested resolution.
Software / technical support	Provide environment, version, error details, mission impact, troubleshooting performed and logs or screenshots where appropriate.
Delivery discrepancy	Identify missing, incorrect, delayed or nonconforming items or services and provide receiving documentation.
Acceptance / invoice issue	Identify the CLIN, deliverable, acceptance status, invoice reference and the specific discrepancy.

Problematic order troubleshooting

For rapid resolution, send the Delivery Order number, ordering agency, contracting or ordering officer contact, affected CLIN or deliverable, description of the issue, operational impact, actions already taken, desired resolution and required-by date. PNA SEWP JV will coordinate internally and, when necessary, with its member companies, manufacturers, software publishers, subcontractors and the NASA SEWP PMO.

10. Guide Administration & Compliance

This ordering guide is intended to satisfy the SEWP VI requirement for an electronic guide suitable for downloading and printing. PNA SEWP JV will maintain the guide as a customer-facing contract resource and update it following contract modifications in accordance with applicable SEWP VI requirements.

The guide should be used together with the NASA SEWP VI contract, the Contract Holder User Manual (CHUM), the ordering agency's acquisition procedures and the specific terms of each Delivery Order. If a conflict exists, the contract and order terms govern.

11. Customer Quick Reference

Need	Contact / action
Request a quote or solution clarification	Ms. Swati Patil — (443) 708-6053 — swati@pnautomation.com
Task-order performance or contract administration	Ms. Swati Patil — (443) 708-6053 — swati@pnautomation.com

Mission-critical escalation	Mr. Nitin Baviskar — (410) 409-6730 — nitin@pnautomation.com
SEWP scope, QRT or PMO process question	NASA SEWP Helpline — (301) 286-1478 — help@sewp.nasa.gov
Contract reference	PNA SEWP JV, LLC — [SEWP VI CATEGORY B CONTRACT NUMBER] — Category B

Web resources: PNA SEWP JV NASA SEWP VI Category B page | NASA SEWP (www.sewp.nasa.gov) | Pn Automation | Cogent People | Cyquent

All services offered through PNA SEWP JV are subject to the scope, terms, ordering procedures, technology refresh requirements and applicable NASA SEWP VI contract documentation. Values shown in brackets are pending verification against NASA's official contract-holder record prior to publication.