NASA SEWP VI Ordering Guide

Peniel Solutions, LLC

Contract 80TECH26D2143 | Category B | Version 1.1 — October 30, 2026

Contract at a Glance

Item	Information
Contract vehicle	NASA Solutions for Enterprise-Wide Procurement (SEWP) VI, a multiple-award Government-Wide Acquisition Contract (GWAC)
Contract number	80TECH26D2143
Contract holder	Peniel Solutions, LLC
Category	Category B — Enterprise-Wide ITC/AV Service Solutions
Group	Group B2 — Small Business set-aside
Business size and status	Small Business; Service-Disabled Veteran-Owned Small Business (SDVOSB)
Ordering period	November 1, 2026 through October 31, 2036
Category value	Not to exceed $20 billion
SEWP fee	0.34% Agency Administrative Handling Fee, included in all quoted prices and never listed separately (see SEWP Fee below)
NAICS	541512 (Computer Systems Design Services). The ordering contracting officer assigns the NAICS for each order from those listed in contract Section A.1.34.
Payment terms	Net 30
UEI / CAGE	RL1GEPFF8NW5 / 1RYE3
Address	3473 Satellite Blvd., Suite 221N, Duluth, GA 30096
Main telephone	404-867-1994
Website	www.penielsolutions.com

Contracting officers should confirm size and socioeconomic status for any set-aside order in SAM.gov and, for SDVOSB status, in the SBA veteran certification system.

About Peniel Solutions

Peniel Solutions, LLC (PSL) is a service-disabled veteran-owned small business that delivers enterprise information technology services to federal agencies as a prime contractor. Under SEWP VI Category B, PSL supports enterprise-wide requirements in:

- Records and information management, including electronic records management systems

- FedRAMP-authorized cloud solutions on AWS GovCloud (US)
- Application development, modernization, and integration
- Cybersecurity and compliance support
- Artificial intelligence and machine learning services
- IT service management and program management

Credentials

Credential	Scope
FedRAMP Moderate authorization	TransAccess GovCloud Records (GCR) platform, FedRAMP package FR2500967834. The authorization covers the GCR system boundary.
CMMI Level 3	Appraised organizational process maturity
ISO 9001:2015	Quality management system, certified by Certification Partner Global (JAS-ANZ accredited)

Each offering proposed under this contract must fall within PSL's awarded Category B scope and be listed in the SEWP database of record.

Program Contacts

Role	Name	Telephone	Email
Program Manager; quotes, orders, and customer support	Jeremy McGriff	770-715-5502	jeremy.mcgriff@penielsolutions.com
Deputy Program Manager; implementation, warranty, and technical support	Jarred Aultman	618-531-3248	jaultman@penielsolutions.com
Executive escalation (CEO & President)	James McGriff	404-867-1994	jmcgriff@penielsolutions.com
General inquiries	Peniel Solutions	404-867-1994	info@penielsolutions.com

Requesting a Quote

Requests for quotes (RFQs), market research requests (MRRs), and requests for information (RFIs) are issued through NASA's SEWP request tools. Preliminary discussions with PSL are not a SEWP quote response, an accepted order, or authorization to begin work.

1. **Define the requirement.** Identify the services, objectives, deliverables, place of performance, schedule, and applicable statement of work or technical requirements.
2. **Confirm scope and eligibility.** PSL's award is Category B. Select the category and any set-aside designation that applies under current NASA guidance.

3. **Issue the request through SEWP.** Use NASA's RFQ, MRR, or RFI tools, observing fair-opportunity requirements.
4. **Ask questions.** Contact the Program Manager about PSL's offerings or requirement interpretation. PSL responds in accordance with the NASA SEWP Contract Holder User Manual (CHUM).
5. **Review the quote.** Check scope, deliverables, pricing, quote validity period, schedule, acceptance criteria, and any support coverage before ordering.

PSL quote commitments

- PSL reviews every SEWP request it receives and indicates its intent in the SEWP quote tool (Plan to Quote, Would Quote, or No Bid) so customers know where PSL stands.
- Every quote states how long it is valid, and PSL honors any order submitted within that period.
- PSL quotes only items available on its SEWP contract, at prices no greater than those in the SEWP database of record.
- All quoted prices include the SEWP fee. No separate fee line is added to quotes or invoices.

Quote contact: Jeremy McGriff, Program Manager — 770-715-5502 — jeremy.mcgriff@penielsolutions.com

SEWP Fee

Under contract Section A.1.26, an Agency Administrative Handling Fee (the SEWP fee) of 0.34% applies to all orders under SEWP VI. The fee is included in the price of every PSL quoted offering, including labor, travel, and other direct costs, and is not listed as a separate line item on quotes, orders, or invoices. PSL invoices the ordering agency for the full order amount and remits the fee to the NASA SEWP Program Office; the ordering agency makes no separate payment. NASA posts the current fee percentage on the SEWP website and may adjust it; PSL will update this guide when the rate changes.

Fair Opportunity

Contract Section A.1.13, Fair Opportunity and Requests for Quotes

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.

Placing and Tracking an Order

The ordering agency issues its delivery or task order under its own procurement procedures and follows NASA's current SEWP instructions for routing, review, and processing. Email sent directly to PSL does not replace required SEWP processing.

Before issuing an order, confirm:

- The order cites PSL's contract number, 80TECH26D2143.
- The requirement is within PSL's Category B scope and listed SEWP offerings.
- The quote is still valid and the order matches the quoted requirement.
- Funding, line items, place of performance, and terms are complete.
- NASA's required routing and validation steps have been followed.

Order status

Contact the Program Manager with the agency order number, the SEWP Control Number if assigned, the quote reference, affected line items, relevant dates, and a brief description of the question. Jeremy McGriff — 770-715-5502 — jeremy.mcgriff@penielsolutions.com

Changes, Invoices, and Acceptance

Invoicing, payment, inspection, and acceptance follow the contract's commercial terms (FAR 52.212-4) and the instructions in each order. Payment terms are Net 30. Invoiced amounts reflect the quoted prices, which already include the SEWP fee. Changes to an order must be authorized by the ordering contracting officer through a written modification; informal discussions do not change an order.

Information Handling

Do not send classified information, Controlled Unclassified Information (CUI), credentials, private keys, or sensitive technical attachments by ordinary email or through a public website form. Contact the Program Manager to arrange an authorized method of transfer.

Implementation, Warranty, and Support

Implementation

Implementation, configuration, integration, testing, transition, and training are performed as defined in the applicable quote, statement of work, and order, including customer prerequisites, access, schedule, deliverables, and acceptance criteria.

Basic warranty

Services and deliverables are covered by the inspection, acceptance, and warranty terms of the contract and the order. Where an order includes third-party commercial software or cloud subscriptions, the manufacturer's or provider's terms also apply. To report a deficiency, provide the order reference, the affected service or deliverable, and a description of the issue; PSL will identify the applicable coverage and coordinate correction.

Extended warranty and enhanced support

Extended warranty, enhanced support, or service-level commitments apply only when purchased or expressly included in the order. The order defines the coverage period, exclusions, and responsible provider.

Technical and software support

Provide the order reference, affected service or product, software version where relevant, and a description of the issue. Support hours, response commitments, maintenance, and update rights are governed by the support terms in the order.

Support contact: Jarred Aultman, Deputy Program Manager — 618-531-3248 — jaultman@penielsolutions.com

Resolving a Problem Order

1. **Report the issue.** Contact the Program Manager with the order and quote references, affected line items, a factual description, and relevant dates.
2. **Route the issue.** The Program Manager coordinates order issues and brings in the Deputy Program Manager for implementation, warranty, or technical matters.
3. **Review the terms.** PSL confirms the ordered scope, acceptance criteria, and coverage before proposing a remedy, and arranges any required authorization for changes.
4. **Escalate within PSL.** If the issue is not resolved, escalate to the Deputy Program Manager and then to PSL's CEO & President.
5. **Seek NASA assistance if needed.** Use the NASA SEWP customer helpdesk for program or ordering-process questions. NASA assistance does not replace the authority of the ordering contracting officer.

Level	Contact	Telephone	Email
1	Jeremy McGriff, Program Manager	770-715-5502	jeremy.mcgriff@penielsolutions.com
2	Jarred Aultman, Deputy Program Manager	618-531-3248	jaultman@penielsolutions.com
3	James McGriff, CEO & President	404-867-1994	jmcgriff@penielsolutions.com

NASA SEWP Customer Assistance

Resource	Contact
Customer helpdesk	301-286-1478
Email	help@sewp.nasa.gov
NASA SEWP website	www.sewp.nasa.gov
SEWP VI information	www.sewp.nasa.gov/sewpvi

Governing Documents and Version Control

The executed contract and its modifications, the applicable order, the current Contract Holder User Manual, and current NASA SEWP instructions govern. This guide is an aid to ordering; it does not expand PSL's awarded scope, establish eligibility for any set-aside, or modify contract terms.

Item	Detail
Version	1.1
Effective date	October 30, 2026
Guide owner	PSL SEWP Program Office (Program Manager)
Approved by	James McGriff, CEO & President
Updates	Updated no later than 10 business days after any contract modification, and when contacts or procedures change.

Revision history

Version	Date	Change
1.0	October 1, 2026	Initial release.
1.1	October 30, 2026	Added SEWP fee (0.34%, included in quoted prices) to Contract at a Glance, quote commitments, invoicing, and a new SEWP Fee section. Aligned quote-response commitment with the Contract Holder User Manual. Updated company address and website.