NASA SEWP VI Ordering Guide

Hekima Business Solutions, LLC

Category C | ITC/AV Mission-Based Services

Active and available for quote requests and orders through NASA SEWP VI.

Version 1.3 | October 28, 2026

Contract number: 80TECH26D0187

This guide contains Hekima contract information, ordering instructions, and customer support contacts.

Company website: hekima.com
700 12th Street NW, Suite 700
Washington, DC 20005
877-405-9540

Contract information

Item	Information
Contract holder	Hekima Business Solutions, LLC
Contract vehicle	NASA SEWP VI - a multiple-award Government-Wide Acquisition Contract (GWAC)
Contract number(s)	80TECH26D0187
Awarded category / group	Category C - ITC/AV Mission-Based Services; Group C1 - Small Business Set Aside (per supplied terms)
Contract period and ordering period	10-year ordering period from the effective date; eligible orders may continue up to 60 months beyond expiration.
Ordering status	Active and available for quote requests and orders through NASA SEWP VI.
Business size / socioeconomic status	Small business
Unique Entity ID / CAGE code	GMAMQRT49X78 / 820B7
Business address	700 12th Street NW, Suite 700, Washington, DC 20005
Company website	https://hekima.com/
Guide version / last updated	Version 1.3 / October 28, 2026

Category C scope and ordering limits

Hekima's award identifies Category C: ITC/AV Mission-Based Services. The supplied terms describe customized solutions at a mission or program level. Product-only requirements are outside Category C scope.

The supplied terms set a limit of **$2 million per order, inclusive of options, in the first year of contract performance**, and **$10 million per order in the second year**. Restrictions are subject to removal beginning in the third year; removal must be confirmed rather than assumed. Apply current modifications and confirm the contract-performance year before ordering.

Hekima capabilities

Hekima can help customers define requirements in the following areas:

- **Identity and access management:** identity governance, account lifecycle management, single sign-on, multifactor authentication, privileged access management, and public key infrastructure.

- **Migration and consolidation:** Active Directory, Entra ID, Microsoft 365, domains and tenants, servers, workstations, and related application dependencies.

- **Cybersecurity and infrastructure:** security architecture, networks, servers, endpoint management, and implementation and operational support.

- **Engineering and transition:** discovery, architecture, implementation planning, testing, deployment, documentation, and transition to operations.

These are company capabilities. Our SEWP team will confirm which requested products or services are available under the applicable Hekima SEWP VI contract before quoting. Quotes will identify applicable approved contract line items, pricing, scope, and delivery or performance terms.

How to request a quote

1. **Define your requirement.** Include your agency, customer contact, required products or services, quantities, delivery location, desired schedule, and any statement of work or performance work statement. For services, identify deliverables, period of performance, security requirements, and acceptance criteria. Include accessibility and other applicable acquisition requirements.

2. **Use the NASA SEWP Quote Request Tool.** Access the current customer tools through the NASA SEWP website. Select the applicable category, group, and contract holders in accordance with your requirement and the applicable ordering procedures.

3. **Submit the request and supporting documents.** Specify the response deadline and evaluation requirements. Use the tool's authorized question-and-answer process for clarifications during an open request.

4. **Evaluate responses.** Hekima will review Category C scope and approved contract-line-item availability and submit its response through the required SEWP process. The ordering agency determines its selection and documents its acquisition decision.

For help understanding Hekima's capabilities or preparing a requirement, contact the sales representative below. General discussions do not replace the SEWP quoting process or the ordering agency's competition obligations.

Sales representative: Allen Firouz
Telephone: 877-405-9540
Email: Sales@Hekima.com

Fair opportunity

SEWP VI is a multiple-award GWAC. Ordering agencies must follow the fair-opportunity requirements and applicable exceptions established by the contract and applicable acquisition rules.

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.

How to place an order

After completing the applicable acquisition and selection process, the authorized ordering official prepares the order using the selected quote and applicable contract terms. The order should identify the correct Hekima contract number, agency order number, selected quote, line items, quantities, prices, total value, delivery or performance requirements, and appropriate customer and billing contacts. Include the required signature, date, and supporting documents.

Submit the order through NASA SEWP's current authorized order-submission process. Orders must be routed through the SEWP Program Management Office for required processing before Hekima accepts and fulfills them. Hekima will confirm the assigned SEWP Control Number and coordinate fulfillment after the required processing is complete.

Changes to ordered scope, quantities, schedule, or pricing must follow the applicable order-modification process. A request to our support team alone does not amend an order.

Installation, warranty, and post-delivery support

Installation and implementation. Installation, configuration, migration, integration, testing, and training are provided when included in the awarded order. The quote and order define responsibilities, prerequisites, schedule, deliverables, and acceptance criteria. Contact the support representative below for scheduling and coordination.

Basic warranty. Product warranty coverage follows the applicable manufacturer or provider warranty and the awarded contract and order terms. Ask our support team to confirm coverage, entitlement, and the steps for opening a warranty case for the specific item. Obtain any required return authorization before returning equipment.

Extended warranty. Section A.1.20 of the supplied terms requires an extended warranty purchasable during the standard commercial warranty period, including at its end, with coverage based on that commercial warranty period. At the Government's discretion, monthly maintenance may be ordered at a Discounted Monthly Extended Warranty amount instead. Our team will confirm applicability, approved line items, coverage, and pricing for the specific service-based requirement. Extended coverage is not automatically included.

Technical support. Contact our support representative with the order reference, affected item, description of the issue, and business impact. Hekima will review the request and coordinate with the responsible delivery team or manufacturer/provider as appropriate. Support hours, response commitments, and service levels are those specified in the applicable contract, order, and purchased support entitlement.

Software support. For licensing, activation, subscription access, updates, or maintenance questions, provide the product name, license or subscription reference, and order number. Our support team will help confirm the entitlement and route the issue to the responsible provider when required. Do not send passwords or sensitive credentials by email.

Other post-delivery issues. Report missing items, shipment damage, incorrect products, invoice questions, or acceptance concerns to our order-support contact. Returns, replacements, credits, and corrective work are handled under the applicable contract and order terms; obtain instructions before shipping a return.

Technical / software / warranty support representative: Levi Weerts
Telephone: 877-405-9540
Email: Support@hekima.com
Support hours and time zone: 9:00 a.m.-5:00 p.m. EST

Troubleshooting an order

For a delayed delivery, missing license, incorrect item, billing discrepancy, or unresolved service issue:

1. Contact the named order-support representative below.

2. Provide the agency order number, Hekima contract number, SEWP Control Number if available, quote reference, affected line item, and a description of the problem. Include your contact information and the operational impact.

3. Hekima will review the order, identify the responsible party, and communicate the next steps and available status information.

4. If the issue remains unresolved, escalate to Hekima's Program Manager. The Deputy Program Manager is the backup escalation contact. NASA SEWP program assistance is available through the official SEWP website.

Order-support representative: Marlon Cole
Telephone: 877-405-9540
Email: orders@hekima.com

Hekima SEWP VI program contacts

Role	Name	Telephone	Email
Deputy Program Manager	Allen Firouz	202-964-6016	Allen.Firouz@hekima.com
Program Manager	Marlon Cole, CEO	202-455-4234	Marlon.Cole@hekima.com
Sales / quote assistance	Allen Firouz	877-405-9540	Sales@Hekima.com
Technical, software, and warranty support	Levi Weerts	877-405-9540	Support@hekima.com
Order support	Marlon Cole	877-405-9540	orders@hekima.com

Resources and ordering-guide download

- NASA SEWP website and customer tools

- Hekima corporate homepage

- NASA SEWP VI customer ordering guidance

This electronic guide is suitable for downloading and printing. To request assistance accessing the guide or obtain another format, contact Levi Weerts at 877-405-9540 or Support@hekima.com.

The awarded contract, order, and current NASA SEWP guidance govern each transaction. Hekima maintains this guide and updates it within 10 business days following each contract modification.