

National Aeronautics and Space Administration (NASA)

**iCES Corporation NASA SEWP VI Ordering Guide
Category C: Mission-Based ITC/AV Service Solutions**

NASA SEWP VI Contract Number: 80TECH26D0270



iCES Corporation (SDVOSB)

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1. Executive Summary & iCES Corporate Overview

iCES Corporation is a Prime Contract Holder for the NASA Solutions for Enterprise-Wide Procurement (SEWP) VI Government-Wide Acquisition Contract (GWAC). As a designated Category C provider, iCES Corporation specializes in delivering Mission-Based Information Technology Communication (ITC) and Audio Visual (AV) Service Solutions. These services are tailored to mission-specific requirements rather than broad, enterprise-wide infrastructure.

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This guide provides Government Buyers with the necessary procedures to navigate the SEWP VI ecosystem, ensuring efficient acquisition of mission-critical services in full compliance with federal regulations and SEWP Program Management Office (PMO) policies.

2. SEWP VI Contract Scope & Category C Specifics

Category C is exclusively focused on Mission-Based ITC and AV Services under **NAICS 541512**. While Category B shares this NAICS for enterprise-wide solutions, Category C is reserved for specialized, mission-centric implementations.

The following table summarizes the core parameters of the iCES Corporation SEWP VI contract:

Parameter	Details
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Contract Type	GWAC / Indefinite Delivery/Indefinite Quantity (IDIQ)
Period of Performance (PoP)	November 1, 2026 – October 31, 2036 (10 years)
Year 1 Order Threshold	\$2,000,000
Year 2 Order Threshold	\$10,000,000
Administrative Fee	0.34% Agency Administrative Handling Fee
Primary NAICS	541512 (ITC and AV Mission-Based Services)

3. Step-by-Step Quoting Instructions for Government Buyers

To ensure compliance and maximize the value of the SEWP VI vehicle, buyers must follow these procedures:

1. **Requirement Definition:** Outline the specific technical parameters of the mission-based ITC/AV service.
2. **Market Research Requests (MRR):** Buyers are strongly encouraged to submit MRRs via the SEWP portal. This proactive step helps identify capable Category C vendors and allows for the refinement of requirements prior to formal solicitation, facilitating the "Fair Opportunity" process.
3. **Quote Request Tool (QRT):** All formal solicitations must be issued through the NASA SEWP **Quote Request Tool (QRT)**. This ensures the request is distributed to all eligible Category C contract holders.
4. **Fair Opportunity:** Per **FAR Part 16.505(b)**, the buyer must provide all contract holders in Category C a fair opportunity to be considered for orders exceeding the micro-purchase threshold, unless a formal exception is documented.

4. Order Placement & Processing Procedures

After vendor selection is finalized, the following mandatory steps apply:

- **Order Submission:** All finalized orders must be emailed to **sewporders@sewp.nasa.gov**.
- **SEWP Control Number (SCN) Workflow:** The SCN is generated by the SEWP PMO during their internal order verification process. **Buyers do not need to provide an SCN at the time of order submission.** iCES Corporation cannot fulfill an order until the PMO assigns the SCN to the order.
- **Administrative Fee:** A 0.34% fee must be included in all quotes. This fee is applied to the total order value; iCES Corporation collects this fee from the agency and remits it directly to the SEWP PMO (Section A.1.26).
- **Mandatory Invoice/Order Requirements:** Per **FAR 52.212-4(g)**, orders and invoices must include:
 - Contract number (**80TECH26D0270**) and Order number.
 - CLIN verification (Line-item numbers).
 - Description, quantity, unit of measure, unit price, and extended price.
 - Taxpayer Identification Number (TIN) and EFT banking information.

5. Post-Delivery Policies & Technical Support

iCES Corporation maintains rigorous standards for mission compliance and technical performance following award.

- **Acceptance Policies:**
 - **Fixed-Price Orders:** Acceptance is governed by **FAR 52.212-4(a)**, where the Government reserves the right to inspect/test all supplies and services.
 - **Time and Material (T&M) / Labor-Hour Orders:** Governed by **FAR 52.212-4 Alternate I**. Unless otherwise specified, services and materials are **presumed accepted 60 days after the date of delivery** (Section (a)(3)).
- **Warranty Provisions (Section A.1.20):**
 - Warranty coverage, reporting requirements, acceptance criteria, and implementation procedures are established by the applicable contract provisions and individual task order.
 - Software maintenance and extended warranties are classified as products under the contract.
- **Mission Compliance & Oversight:**
 - Submission of mandatory monthly progress reports.
 - Strict Period of Performance (PoP) tracking to ensure milestone adherence.
 - Customized installation procedures defined at the task order level.

6. Troubleshooting & Problem Resolution

Problematic Order Troubleshooting

If discrepancies in shipping, CLIN errors, or technical performance issues occur, buyers should utilize the following escalation path:

1. **Level 1: Administrative.** Contact the iCES Order Troubleshooting lead for CLIN and SCN tracking.
2. **Level 2: Management.** Escalate to the iCES Program Manager for performance or implementation concerns.
3. **Level 3: Program Office.** If the issue remains unresolved, contact the **NASA SEWP Help Desk** (helpline@sewp.nasa.gov) for PMO mediation.

Non-Conforming Supplies or Services

Per **FAR 52.212-4(a)**, the Government may require repair or replacement of non-conforming supplies or re-performance of non-conforming services at no increase in contract price. If these corrections are not possible, the Government may seek an equitable price reduction.

7. Mandatory Program Support Points of Contact

All correspondence must include the iCES SEWP VI Contract Number **80TECH26D0270** in the subject line.

iCES SEWP VI Support Team

Role	Responsibility	Contact Email
Program Manager	Primary lead for contract administration	sewp-pm@ices-corporation.com
Sales/Quotes Intake	QRT notifications and pricing inquiries	quotes@ices-corporation.com
Technical Support	Post-award service and implementation	support@ices-corporation.com
Order Troubleshooting	SCN tracking and CLIN verification issues	orders@ices-corporation.com

