

NASA SEWP VI ORDERING GUIDE

CATEGORY C CONTRACT HOLDER CONTRACT NO. **80TECH26D1688**

Your guide to easily obtaining innovative technology products and services through the NASA Solutions for Enterprise-Wide Procurement (SEWP VI) Government-Wide Acquisition Contract (GWAC).

	CONTRACT VEHICLE	NASA SEWP VI
	CONTRACT NUMBER	80TECH26D1688
	CONTRACT CATEGORY	Category C
	CONTRACT HOLDER	Integrated Computer Solutions (ICS), Inc.
	PROGRAM MANAGER / POC	Saket Havaladar Program Manager – NASA SEWP VI
	WEBSITE	www.icsinc.com



Delivering Innovative Technology Solutions to Federal Missions

PEOPLE • INTEGRITY • PERFORMANCE • EXCELLENCE

Integrated Computer Solutions (ICS), Inc.
Contract No. 80TECH26D1688 | NASA SEWP VI Category C

A simple path to predictable, measurable technology outcomes for Federal missions.

A practical customer reference for acquisition planning, Fair Opportunity, quote development, delivery order preparation, order routing, and post-award support through NASA SEWP VI.

Disclaimer: This guide is intended as a practical customer reference and does not supersede the Federal Acquisition Regulation, NASA SEWP contract terms, or agency-specific acquisition policy.

Prepared for Federal customers and authorized SEWP users

1. About ICS and NASA SEWP VI

Integrated Computer Solutions (ICS), Inc. is a NASA SEWP VI Category C contract holder supporting Federal customers with a streamlined acquisition path for mission-oriented Information Technology and Communications (ITC), audio-visual, cybersecurity, cloud, data, engineering, and digital government solutions.

ICS aligns established Federal delivery capabilities to the NASA SEWP VI Category C service-based scope, helping agencies design, operate, secure, modernize, and sustain mission technology environments from requirement definition through contract performance.

- Custom software, application modernization, digital government, integration, DevSecOps, workflow automation, user experience, and digital service delivery
- Cybersecurity, security engineering, cyber operations, continuous monitoring, zero trust, risk management, and compliance support
- Network operations, telecommunications, service desk, infrastructure monitoring, incident response, and mission communications
- Data processing, analytics, governance, visualization, automation, and mission-focused AI enablement
- Cloud, hosting, platform support, facility operations, sustainment, IT engineering, consulting, program management, documentation, and workforce training
- Related product-based and mission technology support, including installation coordination, software support, warranty, extended warranty, technical coordination, and post-delivery assistance

2. Who Can Use SEWP

NASA SEWP is available to NASA, all Federal agencies, and authorized Federal agency support service contractors when properly authorized by the ordering agency. Ordering officials should follow their agency's acquisition policies and applicable FAR requirements when using the contract vehicle.

3. What Is in Scope

SEWP VI Category C supports mission-oriented ITC/AV services and related technology solutions. Customers may use ICS to support requirements involving software, cybersecurity, network operations, telecommunications, data, cloud, engineering, program support, training, and post-delivery technical coordination. Customers should confirm scope at the requirement level and document any agency-specific compliance, security, accessibility, or approval requirements.

4. Quick Contract Information

The following information may be needed when preparing a quote request, delivery order, or internal acquisition package.

ICS customer and program support commitment includes:

- Dedicated NASA SEWP VI Program Office and primary point of contact for contract success
- Requirement intake, scope questions, acquisition planning, and quote coordination support
- Rapid RFQ response with coordinated OEM, technical, pricing, and availability input
- Order processing, electronic reporting, contract modification, and issue-resolution support
- Technical coordination for installation, software support, warranty, extended warranty, and post-delivery matters

- Problematic-order escalation for order status, invoice questions, performance concerns, modifications, troubleshooting, and customer support

Homepage positioning: ICS presents SEWP VI as a public resource center where customers can access contract details, ordering assistance, program support, Fair Opportunity guidance, and downloadable references in one place.

Quick Contract Information

Contract Holder	Integrated Computer Solutions (ICS), Inc.
Contract Vehicle	NASA Solutions for Enterprise-Wide Procurement (SEWP) VI — Multi-Award GWAC
Category	Category C — Mission-Oriented ITC/AV Services
Contract Number	80TECH26D1688
Program Manager	Saket Havaladar
Website	https://icsinc.com/

5. How to Obtain a Quote

The recommended method for requesting a quote is to use the NASA SEWP online Quote Request Tool. Customers should describe the mission objective, anticipated scope, timing, place of performance, security or performance requirements, staffing or delivery needs, evaluation basis, and any agency-specific requirements so ICS can coordinate a responsive, complete quote.

5.1 Quote Request Checklist

To help ICS provide a complete and timely quote, include the following information when available. Do not submit classified, controlled unclassified, procurement-sensitive, or personally sensitive information through public forms or unsecured channels.

- Agency, bureau, organization, or office name
- Customer point of contact, contracting point of contact, email, and phone number
- Mission need, anticipated scope, desired outcome, or requirement summary
- Product, service, manufacturer, part number, configuration, or technical assumptions when known
- Quantity, staffing, delivery location, place of performance, and schedule requirements
- Desired response date, estimated value when available, and evaluation or best-value considerations
- Applicable statement of work, bill of materials, terms, security, performance, or compliance requirements
- Warranty, maintenance, installation, training, software support, post-delivery, or technical coordination needs

5.2 Quote Verification and Compliance Preferences

When creating a request in the SEWP Quote Request Tool, customers may identify verification preferences or supporting documentation needs. These may include Section 508 accessibility documentation, Accessibility Conformance Reports, Supply Chain Risk Management preferences, authorized or approved reseller requirements, TAA compliance, EPEAT levels, brand-name requirements, cybersecurity requirements, or other agency-specific terms. Clearly stating these preferences supports faster quote coordination and better acquisition-file documentation.

6. Ordering Process

SEWP orders are issued by the customer's agency procurement office and must be routed through the NASA SEWP Program Office before the contract holder begins fulfillment. The SEWP Program Office reviews the order, assigns a SEWP Tracking Number, and forwards the order to ICS.

6.1 One-Page Ordering Workflow

Step	Customer / Ordering Office	NASA SEWP Program Office	ICS
1. Define Requirement	Identifies mission need, product/service requirements, delivery location, schedule, funding, and agency-specific approvals.	Provides SEWP tools, ordering guidance, and customer support resources.	Provides early market research support, OEM coordination, and product/service input when requested.
2. Request Quote	Uses the SEWP Quote Request Tool or approved agency process to request pricing and document fair opportunity.	Supports use of SEWP tools and helps customers understand ordering procedures.	Responds with pricing, availability, product details, compliance information, and related service support.
3. Evaluate & Select	Evaluates quotes for best value, compliance, schedule, and agency acquisition requirements.	Maintains SEWP marketplace and tool environment supporting acquisition documentation.	Clarifies quote details, OEM information, delivery assumptions, and support terms as needed.
4. Submit Order	Issues the delivery order and sends it to	Reviews the order, validates required information, assigns a	Waits for NASA SEWP order release before beginning fulfillment.

	sewporders@sewp.nasa.gov with required order details.	SEWP Tracking Number, and forwards the order to ICS.	
5. Fulfill Order	Receives delivery updates and coordinates acceptance in accordance with agency procedures.	Tracks the order through SEWP systems and supports order processing questions.	Processes the order, coordinates with OEM/distribution partners, manages delivery support, and invoices as applicable.
6. Support & Closeout	Requests help using the quote number, delivery order number, SEWP Tracking Number, and issue description.	Supports SEWP-related order routing, tool, and processing questions.	Assists with warranty, maintenance, technical support coordination, delivery issues, replacements, or OEM escalation.

Figure 1. ICS SEWP VI ordering workflow from requirement definition through fulfillment and post-delivery support.

6.2 Credit Card and Micro-Purchase Orders

For orders under the applicable micro-purchase threshold, Government customers may use SEWP micro-purchase processes or the SEWP Quote Request Tool, in accordance with agency policy. Fair opportunity generally does not apply below the micro-purchase threshold. For credit card or other orders above the micro-purchase threshold, customers should use the SEWP Quote Request Tool and provide fair opportunity unless an authorized exception applies.

SEWP does not collect customer credit card information or perform the financial transaction. For credit card orders, the selected contract holder coordinates directly with the customer after the SEWP process requirements are met.

- Delivery order number or procurement instrument identifier
- Date of order and contracting officer signature
- Ordering agency and issuing office information
- Bill-to and ship-to addresses
- Contract holder name and SEWP VI contract number
- Quote number, RFQ number, line items, pricing, and total order value
- Appropriation and accounting data, when required
- Period of performance for related services, when applicable
- Any mutually agreed terms, statement of work, or special instructions

7. Delivery Order Information

Delivery orders should include the information needed by NASA SEWP to validate, track, and forward the order for fulfillment. Missing information may delay processing.

The SEWP Program Office assigns a **SEWP Tracking Number (STN)** before forwarding the order to ICS for processing.

7.1 Order Submission

All delivery orders, including credit card orders when required by SEWP guidance, should be routed to the NASA SEWP Program Office for processing. The preferred submission method is email to sewporders@sewp.nasa.gov. The selected contract holder may be copied, but ICS cannot begin fulfillment until NASA SEWP assigns a SEWP Tracking Number.

7.2 SEWP Surcharge / Fee

NASA SEWP applies an administrative surcharge or fee in accordance with SEWP Program Office guidance and contract terms. Customers should confirm the current applicable fee during quote and order preparation. The fee is handled through the SEWP ordering process and should be reflected consistently with the quote and contract requirements.

7.3 Order Modifications

Any delivery order changes, modifications, or cancellations should also be routed through the NASA SEWP Program Office. Customers should include the original delivery order number, SEWP Tracking Number, affected line items, and a clear description of the requested change.

8. Fair Opportunity and Compliance Notes

For orders above the applicable micro-purchase threshold, ordering officials must provide Fair Opportunity in accordance with FAR 16.505 unless an authorized exception applies and is properly documented. Customers should use the NASA SEWP Quote Request Tool when appropriate, clearly describe the services and evaluation basis, allow a reasonable response period, and document the competition, selection rationale, and best-value decision in the acquisition file.

Customers remain responsible for complying with internal acquisition policy, funding rules, cybersecurity requirements, accessibility requirements, supply-chain risk management requirements, and other agency-specific controls. ICS supports requirement clarification, quote coordination, scope questions, ordering assistance, and documentation needs, but the ordering agency retains responsibility for procurement decisions and compliance determinations.

9. Post-Delivery Support and Troubleshooting

ICS provides direct help before, during, and after an order, including quote coordination, technical coordination, order processing support, installation coordination, software support, warranty assistance, extended warranty support, OEM escalation, issue resolution, and problematic-order escalation.

If an issue occurs, customers should gather the quote number, delivery order number, SEWP Tracking Number, shipping information, affected line items, invoice information when applicable, and a short description of the issue. ICS will coordinate with the customer, OEM, distributor, or NASA SEWP Program Office as appropriate to help resolve the matter.

- Requirement intake, scope questions, quote coordination, and ordering assistance
- Order status, tracking questions, invoice questions, modifications, and customer support
- Delivery delays, shipping discrepancies, installation coordination, and acceptance support
- Software support, warranty, extended warranty, maintenance, and technical support coordination
- Performance concerns, troubleshooting, replacements, returns, or OEM escalation support
- Questions involving SEWP order routing, SEWP tools, contract performance, or process improvement

10. Contact Information

ICS SEWP VI Program Office

Program Manager: Saket Havaladar

Contract Holder: Integrated Computer Solutions (ICS), Inc.

Contract Number: 80TECH26D1688

Category: Category C — Mission-Oriented ITC/AV Services

Website: <https://icsinc.com/>

Contracting Support: saket.havaladar@icsinc.com | 877-427-4629

Technical/Post-Delivery Support: info@icsinc.com | 877-427-4629

Corporate Address: 445 Dexter Avenue, Suite 4050, Montgomery, AL 36104

NASA SEWP Program Office:

Order Submission: sewporders@sewp.nasa.gov

Customer Support: help@sewp.nasa.gov | 301-286-1478

Office Hours: Monday–Friday, 7:30 a.m.–6:00 p.m. Eastern

Online Support: Customers should use the official NASA SEWP customer support resources for order routing, ordering tools, policy questions, and SEWP-specific processing guidance.