



NASA SEWP VI Ordering Guide

Category C, Mission-Based ITC/AV Services | Contract 80TECH26D0915

Contract Holder	Ignitec, Inc.	UEI / CAGE	KLHRNT5GPFH5 / 88CY6
Contract Number	80TECH26D0915	NAICS	541512, Computer Systems Design Services
Category	C, Mission-Based ITC/AV Services	Business Size	Small Business; SDB; Minority-Owned
Contract Type	Multiple-award GWAC, IDIQ	Period of Performance	November 1, 2026 to October 31, 2036
SEWP Fee	0.34 percent, included in all pricing	Website	www.ignitecinc.com/sewp

1. Program Support Contacts

Role	Name	Telephone	Email
Program Manager	Jacob Kolasch	571-336-2815	jacobk@ignitecinc.com
Deputy Program Manager	Howard Huang	571-523-9166	howieh@ignitecinc.com

Quotes and market research, post-award and technical support, and order issue resolution: contact the Program Manager. The Deputy Program Manager serves as alternate.

NASA SEWP Customer Help Desk: help@sewp.nasa.gov | (301) 286-1478 | Monday through Friday, 7:30 AM to 6:00 PM ET | www.sewp.nasa.gov

2. SEWP VI Overview

NASA SEWP (Solutions for Enterprise-Wide Procurement) is a Government-Wide Acquisition Contract program that provides federal agencies and their authorized contractors with information technology, communications, and audio-visual (ITC/AV) solutions and services. SEWP VI is a multiple-award GWAC organized into three scope categories. Ignitec holds a Category C contract only and does not hold a Category A or B contract. The program is funded through a 0.34 percent administrative fee that is included in every quoted price and never listed separately.

Ignitec, Inc. is a small, minority-owned federal IT and professional services company certified to ISO 9001:2015 and ISO/IEC 27001:2022 and appraised at CMMI Maturity Level 3.

3. What Is in Scope

Category C provides customized ITC/AV services at the mission and program level, performed at government or contractor locations as specified in each order. Representative technical areas: Innovation Services; Information and Data Analytics; Application Services and Software Development; Cybersecurity; Cloud Services; Digital Multimedia and Technical Communications; IT Operations and Maintenance, Help Desk, and Call Center; Network Services; Database Services; In-Scope Training; and Program Management and Ancillary Services. Other services meeting the definition of ITC/AV are within scope. Product-only requirements are not.

Category C orders are limited to \$2 million per order, inclusive of options, in the first year of contract performance and \$10 million in the second year. The limit is subject to removal beginning in the third year.

4. Fair Opportunity

SEWP VI is a multiple-award GWAC. Clause A.1.13 is reproduced from contract 80TECH26D0915 without change.

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 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.

5. How to Order

Each agency's process for purchase requests and delivery orders is defined by the issuing agency, not the SEWP Program Office. The typical path:

- Define the requirement and select Category C with the applicable NAICS and small business designation. Category C is reserved for small business, so every Category C request is a set-aside by default.
- Issue the request through the SEWP Quote Request Tool at www.sewp.nasa.gov and select Ignitec, Inc. or all eligible Contract Holders. The tool supports RFIs, Market Research Requests, and RFQs.
- Receive quotes through the SEWP system. Every Ignitec quote states its validity period and includes the 0.34 percent fee.
- Evaluate and select under FAR 16.505(b). Fair opportunity and best-value determinations are made by the ordering Contracting Officer.
- Issue the order on any valid federal order form and send it to sewporders@sewp.nasa.gov, or to Ignitec for forwarding. The SEWP Program Office assigns a SEWP Control Number (SCN). Performance begins only after the SCN is issued. Modifications follow the same path.

Payment

Ignitec accepts Electronic Funds Transfer and Government Purchase Card. Ignitec does not require third-party payment platforms.

Post-Award Support and Order Issues

Performance standards, service levels, deliverables, and support are defined in each order. Product installation and warranty terms do not apply to Category C services. For every order, Ignitec provides a single point of accountability to the ordering Contracting Officer and COR, a phase-in plan, monthly progress reporting, and a close-out report. Report any order issue to the Program Manager; Ignitec acknowledges every issue and identifies a path to resolution. Unresolved issues may also be raised with the NASA SEWP Customer Help Desk.