



NASA SEWP VI CONTRACT HOLDER

ICBAI LLC Ordering Guide

Category B: Enterprise-Wide ITC/AV Service Solutions | Category C: Mission-Based ITC/AV Service Solutions

SEWP OVERVIEW

NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced "soup," provides the latest Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services to all Federal agencies and their approved contractors. Created in 1993, SEWP was the first Government-Wide Acquisition Contract (GWAC) in the federal acquisition space. The program is self-funded through a 0.34% usage fee and supports more than 50,000 orders a year.

ICBAI LLC holds SEWP VI contracts in Category B and Category C. Each is one of multiple awards under the SEWP VI multi-award GWAC, administered by the NASA SEWP Program Management Office (PMO) in Greenbelt, Maryland.

FAIR OPPORTUNITY

FAR 16.505(b)(1) provides that each contract holder shall be given a fair opportunity to be considered for each order exceeding the micro-purchase threshold issued under multiple-award contracts. The method used to provide fair opportunity is at the discretion of the Contracting Officer (CO), who documents the rationale for placement and price of each order.

The SEWP online Quote Request Tool (QRT) is the recommended method to support this process and the required decision documentation. The QRT automatically includes the contract holders in a selected group or a suggested source. No documentation of the order selection needs to be submitted with the order; it is maintained by the issuing procurement office.

ABOUT ICBAI LLC

ICBAI LLC is a joint venture bringing together highly specialized companies to deliver full-spectrum IT, cybersecurity, cloud, and mission support services to Federal agencies. ICBAI is an SBA-approved WOSB 8(a) joint venture.

Visit ICBAI on the web: <https://icbsite-web-ai-dcgajbgcphrc8a7.z02.azurefd.net/>

ICBAI LLC

Category B Contract
80TECH26D2037

Category C Contract
80TECH26D0828

Contract Type: GWAC

PoP: November 2026 to October 2036

SEWP Fee: 0.34%

UEI: LEFKSKTDKQG7

CAGE: 9DH99

Main Office

44330 Premier Plaza, Suite 100

Ashburn, VA 20147

Phone: 703-795-9838

SEWP VI Program Office

Order Issues and Post-Delivery Contacts

Patrick Eager

Program Manager

Patrick.Eager@ICB.AI

703-795-9838

Krista Goff

Deputy Program Manager

Krista.Goff@ICB.AI

817-821-9733

SEWP Helpline

help@sewp.nasa.gov

(301) 286-1478

SEWP PMO Hours: Mon to Fri,

7:30 AM to 6:00 PM (ET)

www.sewp.nasa.gov

WHAT ICBAI PROVIDES UNDER SEWP VI

SEWP VI provides a broad suite of ITC/AV solutions and services across three scope categories. ICBAI LLC holds contracts in the two services categories:

Category B: Enterprise-Wide ITC/AV Service Solutions (80TECH26D2037)

Enterprise-wide strategic solutions that improve and enhance an agency's ITC/AV infrastructure, including cloud services, managed services, and shared services such as agency-wide help desk and ticketing systems.

Category C: Mission-Based ITC/AV Service Solutions (80TECH26D0828)

Mission-based technology services, including custom computer programming, network operations, ITC/AV engineering and design, data processing and analysis, hosting, ITC/AV management services, consulting and training, digital government services, and cybersecurity and security systems services.

ICBAI's services and labor categories are listed in the SEWP database of record at www.sewp.nasa.gov. To confirm whether a requirement is within SEWP VI scope, send an overview or bill of materials to help@sewp.nasa.gov and the SEWP PMO will review it.

HOW TO OBTAIN A QUOTE

- 1. Submit a Request for Quote through the SEWP QRT** at www.sewp.nasa.gov, selecting Category B or Category C, or naming ICBAI LLC as a suggested source. This is the recommended method and supports your fair opportunity documentation.
- 2. Ask questions during the open period** through the QRT Question and Answer feature, or contact the ICBAI sales team below for market research and pre-RFQ discussions.
- 3. Receive ICBAI's quote.** ICBAI quotes only services and labor categories on its SEWP VI contract, at prices no greater than those in the SEWP database of record. Every quote states how long it is valid, and ICBAI honors any order submitted within that period.

ICBAI Sales Contacts

Role	Name	Phone	Email
SEWP Quote Desk	Patrick Eager	703-795-9838	Patrick.Eager@ICB.AI

ORDERING PROCESS

Each agency's internal ordering process varies. The process and forms for Purchase Requests (PRs) and Delivery Orders (DOs) issued against a SEWP contract are defined by the issuing agency, not the SEWP PMO. Typically, an end user identifies a requirement and generates a PR, which is sent with funding information to the agency's procurement office. That office issues the DO.

- Any valid Federal agency DO form and associated DO number may be used.
- The SEWP PMO does not issue DOs. It reviews, processes, and tracks issued DOs and forwards them to ICBAI.
- Contracting Officers are responsible for any agency-specific policies on issuing orders through GWACs. SEWP requires no intermediary procurement office unless the agency's own policies direct otherwise.
- All order modifications must also route through the SEWP PMO.
- ICBAI acknowledges each new order within one business day and confirms the kickoff schedule with the ordering office.

PAYMENT

ICBAI accepts payment by Electronic Funds Transfer (EFT) and by Government Purchase Card or other agency-approved card, regardless of order size. Credit card surcharge: 3.5%. When a surcharge applies, it is stated on the quote under the PURCHASECARD-Z CLIN. Payment terms are Net 30 unless otherwise stated in the order.

POST-DELIVERY SUPPORT

Service Start-Up

After award, ICBAI holds a kickoff with the ordering office within 5 business days, confirms points of contact, and begins performance according to the order's statement of work and schedule. Where a transition is required, ICBAI delivers a transition plan with the kickoff.

Service Quality and Corrective Action

ICBAI performs all services in accordance with the order's performance requirements. Services that do not conform are corrected or re-performed at no additional cost, consistent with FAR 52.212-4(a). The ICBAI Program Office monitors performance on each order and addresses customer concerns through the support and escalation contacts in this guide.

Technical Support

Technical support for services delivered under an order is available Monday through Friday, 8:00 AM to 4:00 PM ET, through the ICBAI support contacts below. Support levels or extended hours required by a specific order are defined in that order's statement of work.

ICBAI Support Contacts

Role	Name	Phone	Email
Program Manager	Patrick Eager	703-795-9838	Patrick.Eager@ICB.AI
Deputy Program Manager	Krista Goff	817-821-9733	Krista.Goff@ICB.AI

TROUBLESHOOTING A PROBLEM ORDER

If an order has a problem, such as a discrepancy in the order, a performance or schedule concern, an invoicing question, or a needed modification, use the path below. Have your DO number and SEWP order number ready.

- 1. Contact the ICBAI Program Office.** Email or call the ICBAI Program Office using the ICBAI Support Contacts above. ICBAI acknowledges within one business day and provides a resolution plan.
- 2. Escalate to the ICBAI Program Manager** if the issue is not resolved within three business days.
- 3. Contact the SEWP PMO at any time** at help@sewp.nasa.gov or (301) 286-1478. The PMO can help resolve order issues, and all order modifications must route through the PMO.

RELATED LINKS

- NASA SEWP home page: www.sewp.nasa.gov
- SEWP VI contract holder directory: www.sewp.nasa.gov/sewp6public/contractholders
- ICBAI LLC home page: <https://icbsite-web-ai-dcgjajbgcphrc8a7.z02.azurefd.net/>

This ordering guide is updated within 10 business days of each contract modification. Version 1.1, 10-01-2026.