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NASA SEWP VI · CATEGORY C

Ordering Guide

ISTREAM SOLUTIONS

CONTRACT NUMBER	CATEGORY	NAICS	REVISION
80TECH26D1736	C — ITC/AV MISSION-BASED SERVICES	541512	1.0



(https://www.sewp.nasa.gov/sewpvi/)

Visit the NASA SEWP VI Program site (https://www.sewp.nasa.gov/sewpvi/)

Awarded a NASA SEWP VI contract by the SEWP Program Office.

1. About iStream Solutions

iStream Solutions Inc., based in Ashburn, Virginia, is a renowned and dependable IT consulting firm with over 19 years of experience. We have over 150+ professionals, specialized in modernizing, integrating, and supporting mission-critical systems across different industries. We are globally excelling through our strategic partnerships and impeccable IT solutions. We have a robust staff augmentation model that involves rigorous vetting and ongoing training, ensuring that our consultants deliver innovative expertise and value to every client engagement.

2. About the SEWP VI contract

This contract is one of several awarded under NASA SEWP VI, a multi-award Government-Wide Acquisition Contract. Ordering activities must provide each awardee a fair opportunity to be considered for orders, as set out in the Fair Opportunity Clause.

What's in scope for SEWP VI

Customised solutions at mission and programme level that improve and enhance ITC/AV infrastructure — including custom computer programming, telecommunications and network operations, engineering and design, data processing and analysis, hosting, IT and network operations, management services, consulting and educational services, digital government services, and cybersecurity. Services may be performed at Government or Contractor locations worldwide, as specified in each order.

The technical areas below are representative rather than exhaustive. Other services meeting the ITC/AV definition are within scope and may be provided to meet a particular mission need. Requirements for products alone are not within Category C scope.

- 1C: Innovation Services
- 2C: Information & Data Analytics Services
- 3C: Application Services & Software Development
- 4C: Cybersecurity Services
- 5C: Cloud Services
- 6C: Digital Multimedia & Technical Communications
- 7C: IT Operations & Maintenance / Service Desk
- 8C: Network Services
- 9C: Database Services
- 10C: In-Scope Training
- 11C: Program Management & Ancillary Services

Who may order

- Federal civil servants across all agencies
- Government on-site and near-site contractors
- Government off-site contractors
- Principal investigators and universities under grants or cooperative agreements
- Government-Owned Contractor-Operated (GOCO) organisations

Fair Opportunity

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.

3. How to obtain a quote

Quotes for mission-based ITC/AV services available under our NASA SEWP VI Category C contract. Quotes are provided free of charge to all SEWP customers.

1. Share your requirement. Send us the statement of work, performance work statement or a description of the mission need. Requirements for products alone are not within Category C scope, so tell us where services sit in the requirement.
2. We acknowledge and assign a reference. Every request is logged and given a reference number you can quote in any follow-up correspondence. (Same business day)
3. Solution and staffing review. We map the requirement to the applicable technical areas, propose an approach, and identify the labour mix and level of effort. Work may be performed at Government or Contractor locations as the order specifies.
4. Quote issued. Priced against current SEWP contract rates, with the proposed approach, staffing and period of performance stated. Quotes are valid for 30 days unless the quote states otherwise, and we honour any order placed within that period.

Sales representatives

Role	Name	Telephone	Email
Capture Lead	Elizabeth Wilkinson	301-412-9440	Elizabeth.Wilkinson@istream-solutions.com (mailto:Elizabeth.Wilkinson@istream-solutions.com)
Sales — Civilian Agencies	Elizabeth Wilkinson (BD and Capture Director)	301-412-9440	Elizabeth.Wilkinson@istream-solutions.com (mailto:Elizabeth.Wilkinson@istream-solutions.com)
Sales — Defense & Intelligence	Samuel Foster (Director Proposal Management)	240-678-6922	Samuel.foster@istream-solutions.com (mailto:Samuel.foster@istream-solutions.com)

Support services provided free of charge

- Timely and accurate quotes. Based on current SEWP offerings and prices.
- Ordering guides, electronic or printed. Download the current guide, or request a printed copy be sent to you.
- Technical specifications on request. Commercially available specifications for any product on our contract, online or in hard copy.
- Configuration analysis. Review of suitability, correctness and availability of our offerings against your requirement.

4. Post-delivery policy and procedure

Service transition and onboarding

How a new task order is stood up: onboarding, access, and transition from an incumbent where applicable. Each task order begins with a transition period agreed at award, covering personnel onboarding, security processing, access provisioning and knowledge transfer.

Where we are succeeding an incumbent, we agree a transition-in plan with the Contracting Officer's Representative before performance begins.

Service levels and acceptance

How delivered work is accepted, and the performance standards that apply during the period of performance.

Services are performed to the standards set out in each task order. Acceptance criteria and any service level measures are defined at the order level.

Any concern about scope, schedule, personnel or performance is handled through our Quality Assurance process and directed to the Deputy Program Manager as necessary.

Continuing support and option periods

How support continues beyond the base period, and how deliverables are maintained once accepted.

Requests to enhance or change scope go through the same Quality Assurance process with the Deputy Program Manager. A change in scope is made formal by the Contracting Officer.

Option periods are exercised at the Government's discretion under the terms of the task order.

Where a task order delivers a product or licence alongside services, the manufacturer's warranty applies to that item and is stated on the quote.

Technical support

Support for systems and infrastructure we operate or maintain under a task order.

Where a task order includes operations and maintenance or service desk functions, support hours, response targets and escalation are defined in that order.

Outside an active task order, contact the programme office and we will direct your enquiry.

Application support

Support for applications we develop, deploy or maintain, including defect correction and documentation.

Applications delivered under Technical Area 3C are supported to the terms of the task order, including defect correction, documentation and handover.

Third-party licences procured in support of a task order carry the publisher’s own terms, which we identify on the quote.

Other post-delivery matters

Invoicing, closeout, deliverable handover and anything not covered above.

Closeout and the handover of deliverables follow the terms of the task order.

Invoicing and payment questions are handled by the programme office.

Support staff

Role	Name	Telephone	Email
Technical Support	Samuel Foster	240-678-6922	Samuel.foster@istream-solutions.com (mailto:Samuel.foster@istream-solutions.com)
Application Support	Samuel Foster	240-678-6922	Samuel.foster@istream-solutions.com (mailto:Samuel.foster@istream-solutions.com)
Service Level & Quality	Elizabeth Wilkinson	301-412-9440	Elizabeth.Wilkinson@istream-solutions.com (mailto:Elizabeth.Wilkinson@istream-solutions.com)
Service Transition & Onboarding	Samuel Foster	240-678-6922	Samuel.foster@istream-solutions.com (mailto:Samuel.foster@istream-solutions.com)

5. Troubleshooting a problematic order

A performance concern, a staffing issue or an invoicing discrepancy follows a different path from technical support, with its own escalation route.

1. Contact task order support. Provide the contract number, task order number and a description of the issue. Most issues are resolved at this stage. (Response within one business day)
2. Escalate to the task order escalation contact. If the issue is not resolved or acknowledged, escalate to the second-tier contact. Issues with scope, schedule, personnel or performance enter our Quality Assurance process and are directed to the Deputy Program Manager. (If unresolved after three business days)
3. Escalate to the Program Manager. The Program Manager is the contractual point of contact between iStream and the NASA SEWP Program Management Office. (If unresolved after five business days)

Escalation contacts

Role	Name	Telephone	Email
Task Order Support	Elizabeth Wilkinson	301-412-9440	Elizabeth.Wilkinson@istream-solutions.com (mailto:Elizabeth.Wilkinson@istream-solutions.com)
Task Order Escalation	Elizabeth Wilkinson	301-412-9440	Elizabeth.Wilkinson@istream-solutions.com (mailto:Elizabeth.Wilkinson@istream-solutions.com)
Program Manager	Jinesh N Dani (President and CEO)	240-355-7091	jineshdn@istream-solutions.com (mailto:jineshdn@istreamsolutions.com)

Program Office

Role	Name	Telephone	Email
Program Manager	Jinesh N Dani (President and CEO)	240-355-7091	jineshdn@istream-solutions.com (mailto:jineshdn@istreamsolutions.com)
Deputy Program Manager	Elizabeth Wilkinson	301-412-9440	Elizabeth.Wilkinson@istream-solutions.com (mailto:Elizabeth.Wilkinson@istream-solutions.com)

Related resources

- NASA SEWP VI Program — https://www.sewp.nasa.gov/sewpvi/ (https://www.sewp.nasa.gov/sewpvi/) iStream Solutions — https://www.istream-solutions.com/
- (https://www.istream-solutions.com/) iStream DPD SEWP VI Category C (products) —
- https://www.istream-solutions.com/nasa-sewp-vi/ (https://www.istream-solutions.com/nasa-sewp-vi/)
- SAM.gov — https://sam.gov/ (https://sam.gov/)