

NASA SEWP VI | CONTRACT HOLDER ORDERING GUIDE**iCatalyst, Inc.***accelerating your success***Category B & Category C Contract***Enterprise-Wide & Mission-Based**ITC/AV Service Solutions***Category B – Contract No. 80TECH26D2011****Category C – Contract No. 80TECH26D1635****Period of Performance:** November 2026 – 2036**MAIN OFFICE****Address:** 7925 Jones Branch Drive, Suite 3175
McLean, VA 22102**Phone:** 703.942.5888**Fax:** 703.348.3172**Web:** www.icatalystinc.com**UEI:** LZP7BJ41G7L5**CAGE:** 8AMJ2**Business Size:** Small Disadvantaged Business (SDB)**Appraisals:** CMMI ML3 (Services and Development) ISO 9001:2015 · ISO 27001:2022**iCatalyst SEWP Program Support***Quotes, Orders, Post-Delivery & Order Issues***Aditi Vardhan** — SEWP Program Manager (PM)aditi.vardhan@icatalystinc.com | 703-638-0807**Vince Viriya** — SEWP Deputy Program Manager (DPM)vince.viriya@icatalystinc.com | 703-942-5888**NASA SEWP Program Management Office****SEWP Helpline**help@sewp.nasa.gov

(301) 286-1478

Hours: M–F, 7:30 AM – 6:00 PM ET

www.sewp.nasa.gov**About This Ordering Guide**

This Ordering Guide describes how Federal agencies and their approved contractors order enterprise-wide and mission-based information technology, communications, and audio-visual (ITC/AV) services from iCatalyst, Inc. under the NASA Solutions for Enterprise-Wide Procurement (SEWP) VI Government-Wide Acquisition Contract (GWAC). It is published in accordance with the SEWP VI Statement of Work (Attachment A, §A.6, Ordering Guides) and is consistent with the SEWP VI Contract Holder User Manual.

iCatalyst holds a Category B (Enterprise-Wide ITC/AV Service Solutions) award under Contract No. 80TECH26D2011 and a Category C (Mission-Based ITC/AV Service Solutions) award under Contract No. 80TECH26D1635. This guide focuses on those service categories. It is available for download and printing prior to placement of the first delivery order, and updated versions are issued no later than 10 business days following each contract modification.

NASA SEWP VI Overview

NASA SEWP (Solutions for Enterprise-Wide Procurement) pronounced “soup,” provides the latest Information Technology, Communications, and Audio-Visual (ITC/AV) solutions and

services for all Federal agencies and their approved contractors. Created in 1993, SEWP was the first Government-Wide Acquisition Contract in the Federal acquisition space and has continually evolved over more than 30 years to meet the requirements of its customers. The program is self-funded through a low surcharge provide capped) and provides Federal agencies with fast, low-cost acquisition support across tens of thousands of orders each year.

SEWP VI is organized by scope category. The three categories are:

- **Category A – ITC/AV Solutions** (product-based hardware, software, and audio-visual solutions).
- **Category B – Enterprise-Wide ITC/AV Service Solutions** (services delivered at the enterprise scale across an agency or department).
- **Category C – Mission-Based ITC/AV Service Solutions** (services tailored to a specific mission, program, or specialized environment).

iCatalyst is a SEWP VI Contract Holder under Category B (Contract No. 80TECH26D2011) and Category C (Contract No. 80TECH26D1635)

Fair Opportunity

FAR 16.505(b)(1) provides that each Contract Holder shall be given fair opportunity to be considered for each order exceeding the micro-purchase threshold issued under multiple-award contracts. The method for obtaining fair opportunity is at the discretion of the Contracting Officer (CO), who must document the rationale for placement and price of each order. The SEWP online Quote Request Tool (QRT) is the recommended method to assist in this activity and to augment the required decision documentation; the QRT automatically includes the Contract Holders within a selected Group based on a suggested source. iCatalyst welcomes the opportunity to respond to Requests for Quotation (RFQs) and Requests for Information (RFIs) issued through the QRT for Category B and Category C requirements.

About iCatalyst, Inc.

iCatalyst, Inc. is a U.S. Small Business Administration-certified Small Disadvantaged Business that has supported Federal agencies since 2007 with enterprise IT governance, modernization planning, program and project management, automation, portfolio visibility, stakeholder engagement, dashboarding, and mission-focused modernization and transition support. iCatalyst helps Federal customers move from fragmented, federated technology environments toward more centralized, governed, measurable, and sustainable enterprise operating models.

iCatalyst brings corporate delivery maturity through a CMMI Maturity Level 3 (Services and Development) appraisal and ISO 9001:2015 (Quality Management) and ISO 27001:2022 (Information Security) certifications. Work is delivered in alignment with the NIST 800-series, FISMA, FITARA, FedRAMP, and Section 508. The iCatalyst Innovation Center serves as the

company's research and delivery engine, supported by technology partnerships and certified delivery talent across leading platforms including ServiceNow, Microsoft (Azure, Power Platform, Copilot), AWS, Google, Adobe, Appian, Pega, UiPath, and Salesforce.

Scope of Services – Category B & Category C

The following describes the ITC/AV service scope iCatalyst offers under SEWP VI. Requirements that are enterprise-wide in nature are typically ordered under Category B; requirements tied to a specific mission, program, scientific, or specialized environment are typically ordered under Category C. Many engagements combine both. If you are unsure whether a requirement is within scope, contact the iCatalyst SEWP team or email help@sewp.nasa.gov for a scope review.

Category B – Enterprise-Wide ITC/AV Service Solutions

Enterprise-scale services that plan, govern, execute, and sustain IT across an agency or department. iCatalyst offerings include:

Service Area	Description
IT Governance & Portfolio Management	Enterprise governance frameworks, decision-rights and RACI models, investment/portfolio management (CPIC, FITARA), stage-gate reviews, and governance-board facilitation (e.g., investment review and data governance boards).
Program & Project Management (PMO/ePMO)	Stand-up and operation of enterprise PMOs, integrated master planning and scheduling, dependency management, risk/issue registers, and PMBOK-aligned delivery across concurrent workstreams.
IT Modernization & Centralization Planning	Current-state analysis, multi-year modernization and centralization roadmaps, service inventories, shared-services design, and consolidation/rationalization of duplicative tools, contracts, and platforms.
Transition & Migration Support	Transition planning and execution, wave-based sequencing, readiness criteria, rollback planning, and continuity-of-operations management for enterprise service moves.
Enterprise Architecture & Technical Advisory	Architecture and technical advisory support, integration planning across service areas, and standards development aligned to Federal Enterprise Architecture and Zero Trust.
KPI/SLA & Performance Management	Service-level and performance frameworks, executive and operational dashboards, automated reporting, and data-driven decision support.
Organizational Change Management & Communications	Stakeholder mapping, change impact analysis, communications planning, training and adoption support, and enterprise-wide rollout coordination.
Automation, AI/RPA & Data Analytics	Use-case identification and governance for AI, machine learning, and robotic process automation; workflow automation; low/no-code solutions; and analytics, visualization, and reporting.
Cybersecurity, Governance & Compliance Support	RMF/ATO support, continuous monitoring, POA&M management, and compliance alignment to the NIST 800-series, FISMA, FedRAMP, FITARA, and Section 508.

Category C – Mission-Based ITC/AV Service Solutions

Services tailored to a specific mission, program, or specialized operating environment, delivered without disrupting mission continuity. iCatalyst offerings include:

Service Area	Description
Mission-Focused Modernization Support	Modernization and transition support scoped to a single mission, program office, or line of business, respecting mission-specific requirements, constraints, and operating tempo.
Specialized & Scientific Environment Support	Advisory and coordination support for specialized environments — including scientific, research, high-performance computing (HPC), custom hosting/storage, and custom application environments — that require separate handling from foundational IT.
Mission Application Portfolio Management	Lifecycle inventory, rationalization, and consolidation of mission and program application portfolios, including redundant-application sunseting and technical-debt reduction.
Mission Continuity & Readiness	Transition planning that treats mission-critical and research-continuity systems as high-sensitivity dependencies requiring elevated readiness criteria and mission-owner sign-off.
Innovation & Emerging Technology Pilots	Mission-aligned innovation workstreams, proofs of concept, and NIH/agency-led pilots governed with decision gates, risk controls, and clear ownership boundaries.
Program-Specific Governance & Stakeholder Facilitation	Facilitation of mission and program governance bodies, IPTs, tiger teams, and working groups where the contractor holds no positional authority and leads through influence and repeatable process.

Note on scope: iCatalyst’s SEWP VI services are advisory, management, integration, and transition-support services. Where a requirement includes product acquisition (hardware, software licenses, or audio-visual equipment), those products are ordered under a Category A Contract Holder; iCatalyst can coordinate and integrate across those providers as part of an enterprise or mission engagement.

Ordering Process

The internal ordering process of each Agency varies. The process and accompanying forms for Purchase Requests (PRs) and Delivery Orders (DOs) issued against a SEWP contract are defined by the issuing Agency, not the NASA SEWP Program Management Office (PMO). The typical flow is:

#	Step	What Happens
1	Define the requirement	An end user or program office defines a Category B or Category C service requirement and generates a Purchase Request (PR) with any necessary funding information.
2	Request a quote	The Agency (or iCatalyst, on request) uses the SEWP Quote Request Tool (QRT) to solicit a quote. iCatalyst responds with a compliant quote for the required services. See “How to Obtain a Quote” below.
3	Fair opportunity & selection	The Contracting Officer provides fair opportunity per FAR 16.505(b)(1) and documents the rationale for placement and price.

#	Step	What Happens
4	Issue the Delivery Order	The Agency's procurement office issues the DO. Any valid Federal Agency DO form and associated DO number may be used. The SEWP PMO does not issue DOs.
5	PMO processing	The SEWP PMO reviews, processes, and tracks the issued DO and forwards it to iCatalyst as the Contract Holder.
6	Performance & kickoff	iCatalyst confirms receipt, conducts kickoff, and begins service delivery under the agreed schedule, deliverables, and acceptance criteria.
7	Modifications	Any modification to an order must also route through the SEWP PMO.

Some Agencies have special requirements for issuing IT Delivery Orders. It is the issuing Agency's Contracting/Ordering Officer's responsibility to be aware of Agency-specific policies regarding issuing orders via an existing contract vehicle and Government-Wide Acquisition Contracts.

How to Obtain a Quote

To request a quote for Category B or Category C services, contact the iCatalyst SEWP team by email or phone, or issue an RFQ through the SEWP Quote Request Tool (QRT). To speed turnaround, please include: the Agency and requesting office; a brief statement of the requirement or a Statement of Objectives/Work; the SEWP category (B and/or C); the anticipated period of performance and place of performance; any security, clearance, or onboarding requirements; and the desired quote due date.

Purpose / Role	Contact	Email / Web	Phone
Quotes & Order Requests	Aditi Vardhan, SEWP Program Manager (PM)	aditi.vardhan@icatalystinc.com	703-638-0807
Quotes & Order Requests	Vince Viriya SEWP Deputy Program Manager (DPM)	vince.viriya@icatalystinc.com	703-942-5888
Quotes & Order Requests	NASA SEWP QRT (online)	www.sewp.nasa.gov	301-286-1478

Policy & Procedural Information

Since iCatalyst's SEWP VI offerings are services (Category B and Category C), the policy and procedural information below addresses service delivery, quality assurance, and post-delivery support rather than product installation and hardware warranty. iCatalyst delivers under its CMMI ML3 (Services and Development) processes and ISO 9001:2015 and ISO 27001:2022 management systems.

Service Delivery & Onboarding

Following DO award, iCatalyst conducts a kickoff, confirms scope, deliverables, acceptance criteria, and reporting cadence, and executes any required security onboarding and access provisioning. A designated iCatalyst Program/Project Manager serves as the single point of accountability for delivery, schedule, and quality throughout performance.

Quality Assurance & Deliverable Acceptance (“Warranty” of Services)

iCatalyst applies documented quality reviews to every deliverable before submission, consistent with its ISO 9001:2015 quality management system. Deliverables are submitted for Government review and acceptance against the criteria and review cycles defined in the order. Where a deliverable does not meet the agreed acceptance criteria, iCatalyst corrects it within the order’s review cycle at no additional cost, and captures lessons learned to prevent recurrence. Service performance is tracked against agreed KPIs/SLAs and reported on a defined cadence.

Technical & Program Support

Ongoing technical, program-management, and subject-matter support is provided by the assigned delivery team and escalated through the iCatalyst Program Manager. iCatalyst maintains a cleared, cross-trained bench and can scale or insert specialized subject-matter experts as requirements evolve.

Post-Delivery, Sustainment & Transition-Out

For engagements that include operations, sustainment, or knowledge transfer, iCatalyst provides post-delivery support, documentation, and a structured transition/close-out plan — including final documentation, status and financial reporting, return of Government property, and a close-out meeting — so capabilities and knowledge transfer cleanly at order end.

Key policy and procedural contacts:

Purpose / Role	Contact	Email / Web	Phone
SEWP Program Manager	Aditi Vardhan	aditi.vardhan@icatalystinc.com	703-638-0807
Contracts & Modifications	Aditi Vardhan, Contracts Director	aditi.vardhan@icatalystinc.com	703-638-0807

How to Troubleshoot a Problematic Order

If there is a question or issue with an order — a quote discrepancy, a delivery-order that did not arrive, a schedule or deliverable concern, an invoicing question, or a scope clarification — use the escalation path below. iCatalyst aims to acknowledge order issues within one business day. Order issues that involve the contract vehicle itself can also be raised with the NASA SEWP Helpline.

Purpose / Role	Contact	Email / Web	Phone
First point of contact (order issues)	Aditi Vardhan, SEWP Program Manager	aditi.vardhan@icatalystinc.com	703-638-0807
First point of contact (order issues)	Vince Viriya SEWP Deputy Program Manager (DPM)	vince.viriya@icatalystinc.com	703-942-5888
NASA SEWP Helpline	SEWP Program Management Office	help@sewp.nasa.gov	301-286-1478

SEWP Contracts & Compliance

The information in this Ordering Guide is provided in compliance with the requirements of the SEWP VI Contract Holder User Manual and the SEWP VI Statement of Work (Attachment A). iCatalyst maintains its SEWP VI contract information, catalog of services, and contacts current, and publishes updated versions of this guide no later than 10 business days following each contract modification.

NASA SEWP VI Contract Holder Ordering Guide

For the authoritative, program-level description of SEWP VI, ordering policies, tools, and the full list of Contract Holders, refer to the NASA SEWP website at www.sewp.nasa.gov. For requirement scope reviews, quote assistance, and general SEWP support, the SEWP PMO can be reached at help@sewp.nasa.gov or (301) 286-1478 (M–F, 7:30 AM – 6:00 PM ET).

Quick Reference – Key Contacts

Purpose / Role	Contact	Email / Web	Phone
SEWP Program Manager	Aditi Vardhan	aditi.vardhan@icatalystinc.com	703-638-0807
SEWP Deputy Program Manager	Vince Viriya SEWP Deputy Program Manager (DPM)	vince.viriya@icatalystinc.com	703-942-5888
Quotes, Orders & Issue Resolution	iCatalyst SEWP Program Office	aditi.vardhan@icatalystinc.com	703-638-0807
NASA SEWP Helpline	SEWP PMO	help@sewp.nasa.gov	301-286-1478

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