NATIONAL CONSULTING PARTNERS LLC

SEWP VI ORDERING GUIDE

Category B | Enterprise-wide ITC/AV Service Solutions

Contract: 80TECH26D0464 **UEI:** M4ENCXYUNPK1 **CAGE:** 85QK7

NCP AND NASA SEWP

NASA Solutions for Enterprise-Wide Procurement (SEWP) is a Government-wide acquisition contract program for information technology, communications and audiovisual solutions. This guide helps agency buyers request quotes, place orders and obtain support from NCP.

NCP helps organizations modernize technology, data and people operations. For SEWP VI Category B, requirements must fit the contract scope and the solutions available on NCP's SEWP contract.

SEWP VI administrative surcharge: 0.34%. The NASA SEWP VI program applies an administrative surcharge of 0.34% to orders placed through the contract vehicle. The surcharge is incorporated into applicable contract pricing and is not separately charged as an additional line item.

RELEVANT CAPABILITIES

Business optimization. Program and project management, change management, process improvement and performance management.

Intelligent data solutions. Data analytics, AI and machine learning, dashboards, data engineering and data governance.

Digital transformation. IT modernization, solution architecture and engineering, human-centered design, cloud operations and DevSecOps.

Enterprise IT strategy. IT portfolio management, enterprise architecture, technology roadmaps and budget compliance.

QUOTES AND CUSTOMER SUPPORT

For quotes, order questions and post-delivery support, contact **Matthew Robinson**. For escalation, contact **Harry Stewart**. Reference contract **80TECH26D0464** and your RFQ or order number.

FIRST CONTACT / DEPUTY PROGRAM MANAGER
Matthew Robinson
matthew.robinson@ncp-llc.com
860-558-3770

ESCALATION / PROGRAM MANAGER
Harry Stewart
harry.stewart@ncp-llc.com
910-916-2402

Company information: ncp-llc.com | info@ncp-llc.com

REQUEST | ORDER | SUPPORT

WORKING WITH NCP

Contract 80TECH26D0464 | Customer ordering and support procedures

REQUEST A QUOTE AND PLACE AN ORDER

1. Define the requirement. Provide your agency and buyer contact, statement of work or requirements, deliverables, quantities, place of performance, desired schedule, evaluation criteria and quote due date. Include security, accessibility and other applicable requirements.

2. Request and evaluate quotes. Use the NASA SEWP Quote Request Tool and the applicable fair-opportunity process. Matthew can help clarify NCP capabilities and requirements. Formal responses follow the SEWP tools and Contract Holder User Manual (CHUM). See the full contract clause on page 3.

3. Issue the order. The agency contracting officer issues the order using NCP's contract number. Follow the current NASA SEWP order-submission instructions. The NASA SEWP PMO reviews, processes, tracks and forwards orders to the contract holder. Route order modifications through the PMO as well.

4. Coordinate performance. Contact Matthew with the order number to coordinate delivery or performance, installation if included, acceptance requirements and any order questions. Work, deliverables and support are governed by the awarded order and applicable contract terms.

POST-DELIVERY SUPPORT AND TROUBLESHOOTING

Start with Matthew. Email or call the first contact on page 1. Include the order number, affected deliverable or item, issue description, business impact, error messages, steps already tried and a callback contact. Do not email passwords or sensitive data; coordinate an approved transfer method.

Installation and technical / software support. NCP coordinates support within the order's scope, including installation, configuration, issue triage and the appropriate delivery team or vendor, as applicable. For software, include the product, version and relevant license or support details.

Basic and extended warranty. Applicable coverage, start and end dates, exclusions and service procedures follow the order, SEWP contract and relevant vendor terms. Contact Matthew to confirm coverage, initiate a claim or request available extended warranty or maintenance options. Additional coverage must be included in the appropriate order or modification.

Escalation. Contact Harry with the order number, issue history and requested action if an issue remains unresolved or needs management attention. Response and resolution commitments are those specified in the applicable order or support agreement.

NASA SEWP ASSISTANCE

NASA SEWP home and ordering resources | SEWP VI program
Customer help: help@sewp.nasa.gov | 301-286-1478

FAIR OPPORTUNITY

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 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.

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