



SEWP VI Ordering Guide

ITCON Services, LLC

Categories B and C

Version 1.0



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1. About ITCON and SEWP VI

About ITCON

ITCON Services, LLC is a Small Disadvantaged Business (SDB) headquartered in Vienna, Virginia. Since 2008, ITCON has partnered with federal agencies to deliver innovative, cost-effective technology solutions that modernize operations, improve citizen services, and support mission success. ITCON specializes in Digital Transformation, Cloud Services, Cybersecurity, Customer Experience Services, Software Development, Data Analytics, and Advisory & Assistance Services. ITCON combines technical excellence, industry best practices, and proven delivery methodologies to provide exceptional value to federal customers.

Corporate Information

Item	Information
Company Name	ITCON Services, LLC
Headquarters	8150 Leesburg Pike, Suite 507, Vienna, VA 22182
Phone	(844) 559-0534
Website	www.itcon-inc.com
Business Status	Small Disadvantaged Business (SDB)
Founded	2008
Business Development	bd@itcon-inc.com

Certifications & Appraisals

Certification/Appraisal	Status
CMMI Development Level 3	Active
CMMI Services Level 3	Active
ISO 9001:2015	Active



ISO/IEC 20000-1	Active
ISO/IEC 27001	Active
Maryland MBE	Active
Virginia SWaM	Active

ITCON's quality and security certifications demonstrate a commitment to delivering reliable, secure, and high-quality services across federal programs.

About NASA SEWP VI

The Solutions for Enterprise-Wide Procurement (SEWP) VI program is a Government-Wide Acquisition Contract (GWAC) administered by NASA Goddard Space Flight Center. SEWP VI is a multiple-award contract vehicle designed to provide federal agencies with streamlined access to Information Technology, Communications, and Audio/Visual (ITC/AV) products and services. The contract is designated as a Best-in-Class (BIC) acquisition solution and is available for use by all federal agencies.

ITCON Services, LLC secured prime contract awards under:



Category	Description
Category B	Enterprise-Wide IT Service Solutions
Category C	ITC/AV Mission-Based Services (Small Business Set-Aside)

Through these awards, ITCON provides agencies with access to a broad range of enterprise and mission-focused IT services across the federal landscape.

Fair Opportunity

SEWP VI task orders are subject to Fair Opportunity procedures as defined in FAR 16.505(b). Ordering agencies issue Requests for Quotes (RFQs) to eligible contract holders within the applicable category, and responses are evaluated to determine best value.

For additional information regarding the SEWP Program, visit:

<https://www.sewp.nasa.gov>

2. How to Obtain a Quote

Federal agencies may request quotes from ITCON for services available under SEWP VI Categories B and C.

Step 1: Identify the Requirement

Determine the services, solutions, or support needed. ITCON can assist agencies in evaluating whether a requirement falls within SEWP VI scope.

Step 2: Submit an RFQ through SEWP

The preferred method for requesting a quote is through the NASA SEWP Quote Request Tool (QRT).

The QRT supports:



- Requests for Quotes (RFQs)
- Requests for Information (RFIs)
- Market Research Requests (MRRs)

Agencies may distribute requirements directly to eligible SEWP contract holders through the portal.

Step 3: Contact ITCON for Pre-Quote Assistance

ITCON provides no-cost acquisition assistance to help agencies:

- Define requirements
- Assess scope alignment
- Select contract types
- Evaluate technical approaches
- Develop acquisition strategies

Step 4: Receive the Quote

ITCON submits responses through the SEWP online quote system, including:

- Technical approach
- Pricing
- Labor categories
- Contract deliverables
- Verification documentation

Step 5: Place the Order

Following award selection, the agency Contracting Officer submits the delivery or task order to the NASA SEWP Program Management Office.

The SEWP PMO assigns a SEWP Control Number (SCN) and formally processes the order prior to performance commencement.



3. Post-Delivery Support

ITCON provides comprehensive post-delivery support services for all SEWP VI customers.

Installation Coordination

ITCON assists with:

- Deployment planning
- Site preparation
- Configuration activities
- On-site support
- Remote implementation

Warranty Support

ITCON serves as a central point of contact for:

- Manufacturer warranty coordination
- Warranty claims
- Product replacement
- Repair tracking
- Resolution management

Technical Support

Technical support services include:

- Troubleshooting
- Configuration assistance
- Operational guidance
- Knowledge transfer
- Maintenance support

Software Support

ITCON supports:

- Software deployment
- Licensing management



- Updates and patches
- Compatibility assessments
- Vendor escalation support

Customer Success Management

ITCON is committed to providing responsive customer service and maintaining long-term partnerships with federal agencies through proactive issue resolution and continuous communication.



4. Order Troubleshooting

ITCON works closely with customers to resolve order issues quickly and effectively.

Delivery Status

Customers may request updates regarding:

- Order processing
- Shipment tracking
- Service delivery schedules
- Implementation milestones

Order Modifications

When requirements change after award, ITCON assists agencies in coordinating approved modifications through the SEWP PMO.

Incorrect or Damaged Deliverables

If products arrive damaged or differ from order specifications, ITCON coordinates:

- Replacement shipments
- Repairs
- Returns
- Corrective actions

Billing and Invoice Questions

ITCON provides assistance regarding:

- Invoice status
- Payment processing
- Funding questions
- Contract accounting matters

Escalation Procedures

If a concern cannot be resolved through normal support channels, agencies may contact the NASA SEWP PMO:



- chhelp@sewp.nasa.gov
 - <https://www.sewp.nasa.gov>
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5. ITCON SEWP VI Service Areas

Category B: Enterprise-Wide IT Service Solutions

IT Managed Services

- Tier I-IV Help Desk Services
- Infrastructure Operations
- Network Administration
- Systems Monitoring
- Incident Management
- Disaster Recovery

Enterprise Network Services

- Enterprise Network Architecture
- SD-WAN Solutions
- Network Engineering
- Network Security
- Telecommunications Support

Cloud Services

- Cloud Migration
- Cloud Engineering
- Hybrid Cloud Operations
- AWS Solutions
- Azure Solutions
- Cloud Governance
- FinOps Optimization

Cybersecurity Services

- Risk Management Framework (RMF)
- Continuous Monitoring



- Vulnerability Management
- Security Operations
- ATO Support
- NIST Compliance
- Zero Trust Architecture

Digital Transformation

- Application Modernization
- Low-Code/No-Code Solutions
- Workflow Automation
- Enterprise Portals
- Business Process Improvement

Software Development & DevSecOps

- Agile Development
- DevSecOps
- Mobile Applications
- Enterprise Applications
- API Development
- Integration Services

Data & Artificial Intelligence

- Data Analytics
- Data Engineering
- Visualization Platforms
- Business Intelligence
- Artificial Intelligence
- Machine Learning
- Generative AI Solutions

Customer Experience Services

- Contact Center Modernization
- CRM Solutions
- Omnichannel Support
- Digital Service Delivery
- Citizen Experience Improvements



Category C: Mission-Based Services (Small Business Set-Aside)

Category C provides mission-focused services supporting specific agency programs and operational requirements, including:

- Program Management
- Operations & Maintenance
- Help Desk Support
- Engineering Services
- Database Administration
- Application Support
- Cloud Operations
- Data Management
- Cybersecurity Operations
- Training Services
- Advisory and Assistance Services

Category C task orders are reserved for eligible small business contractors in accordance with SEWP VI requirements.



6. Ordering Process Summary

Step 1: Agency identifies a requirement.

Step 2: Agency submits RFQ through the SEWP Quote Request Tool.

Step 3: ITCON reviews requirements and develops a response.

Step 4: ITCON submits quote and supporting documentation.

Step 5: Agency evaluates submissions and determines best value.

Step 6: Agency issues a Task Order or Delivery Order.

Step 7: SEWP PMO assigns a SEWP Control Number (SCN).

Step 8: ITCON initiates performance and executes the awarded work.

Payment Methods

Accepted payment methods may include:

- Electronic Funds Transfer (EFT)
 - Government Purchase Card (where authorized)
 - Other contractually authorized payment mechanisms
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7. Contact Information

ITCON SEWP VI Program Office

ITCON Services, LLC

8150 Leesburg Pike, Suite 507

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Website: www.itcon-inc.com

Business Development: bd@itcon-inc.com

For SEWP VI opportunities, agencies are encouraged to contact ITCON directly for acquisition support, technical consultations, and quote requests.

NASA SEWP Program Management Office

Website: <https://www.sewp.nasa.gov>

Customer Support: chhelp@sewp.nasa.gov

Order Submission: sewporders@sewp.nasa.gov

ITCON Services, LLC is proud to support federal agencies through NASA SEWP VI by delivering secure, innovative, and mission-focused technology solutions that help government organizations modernize, transform, and better serve citizens.