NASA SEWP VI

ORDERING GUIDE

Enterprise-Wide and Mission-Based ITC/AV Service Solutions

CATEGORY B	CATEGORY C
80TECH26D1087	**80TECH26D0347**
AGE Solutions LLC	AGE Solutions LLC

PURPOSE

Use this guide to identify the correct AGE Solutions contract, request a compliant quote, issue an order, and obtain post-award support. The issuing agency remains responsible for its internal acquisition procedures and fair-opportunity documentation.

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1. Contract Holder and Program Support

AGE Solutions combines commercial, Federal, and Department of Defense technology-services experience with modern engineering methods to deliver mission-driven solutions. AGE is a small-business contract holder under both SEWP VI service categories shown below.

Category	AGE contract	Best fit
B	80TECH26D1087	Large-scale, agency or enterprise-wide ITC/AV service solutions
C	80TECH26D0347	Customized mission- or program-level ITC/AV services

AGE Solutions SEWP Support Contacts

Program and quote contact	Kristin Rivera, SEWP Program Manager	Blair Hecker, SEWP Deputy Program Manager
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NASA SEWP Program Management Office

- Customer scope, process, and order assistance: help@sewp.nasa.gov | (301) 286-1478 | www.sewp.nasa.gov
- Contract-holder procedural questions: chhelp@sewp.nasa.gov
- Orders sent directly to AGE must also be routed to the SEWP PMO; use sewporders@sewp.nasa.gov as required by the Contract Holder User Manual.

QUOTE ROUTING

For a formal request, use the SEWP Quote Request Tool (QRT). Send AGE the RFQ number, statement of work or performance work statement, period and place of performance, required labor categories or deliverables, evaluation criteria, funding/order constraints, and response deadline.

2. Select the Correct AGE Contract

Both contracts cover ITC/AV services, but they are divided by the scale and purpose of the requirement. Product-only requirements are not in scope for Categories B or C.

Decision factor	Category B	Category C
Primary lens	Enterprise-wide strategic solution.	Mission- or program-level solution.
Scale test	Multiple departments, locations, customers	A defined mission, program, system, or

Decision factor	Category B	Category C
	and/or field offices.	operational need.
Representative work	Managed services, shared services, enterprise help desk, enterprise security and application services.	Programming, network operations, engineering/design, data analysis, hosting, IT operations, consulting, digital services and cybersecurity.
Product rule	Products may be ancillary to the service solution; product-only orders are out of scope.	Products may be ancillary to the service solution; product-only orders are out of scope.
Initial order threshold	No category-specific phased ceiling stated; normal contract/order limitations apply.	Year 1: $2M per order including options; Year 2: $10M per order including options; restrictions may be removed beginning Year 3.
AGE contract	80TECH26D1087	80TECH26D0347

Quick Selection Test

1. If the requirement is intended to operate across a large portion of the agency and crosses departments, locations, customers, or field offices, use Category B.
2. If the requirement supports a specific mission, program, system, or operational outcome, use Category C and verify the applicable year-based order threshold.
3. If scope remains uncertain, send an overview and/or bill of materials to help@sewp.nasa.gov for a scope review before issuing the RFQ.

IMPORTANT

The issuing Contracting Officer determines the acquisition strategy and must follow agency policy. The master contract controls if an order conflicts with SEWP VI terms.

3. Request a Quote and Place an Order

Quote Request Package

- Identify AGE Solutions LLC and the applicable contract number: Category B (80TECH26D1087) or Category C (80TECH26D0347).
- Describe the outcome, scope, technical requirements, deliverables, security requirements, locations, and period of performance.
- State the anticipated contract type, evaluation method, due date/time, and any agency-specific clauses or approvals.
- Include the SEWP RFQ number when the request originated in QRT. AGE will respond through the SEWP tool unless the customer requests an authorized courtesy copy.
- For orders using a Government purchase card, request that any applicable surcharge be identified in the original quote using PURCHASECARD-Z.

Typical Ordering Sequence

1. The customer defines the requirement and prepares the purchase request and funding package.
2. The ordering office provides fair opportunity in accordance with FAR 16.505(b) and agency policy. The SEWP QRT is the recommended mechanism.
3. AGE submits a compliant quote under the correct category and contract number.
4. The ordering Contracting Officer evaluates quotations, documents the decision, and issues a valid delivery order or task order.
5. The order is submitted to the SEWP PMO for review, processing, tracking, and forwarding to AGE.
6. AGE acknowledges receipt through the required SEWP channel before beginning performance, except as specifically permitted for qualifying micro-purchase credit-card orders.

ORDER CONTENT CHECK

Include the agency order number, AGE contract number, ordering and billing contacts, billing and shipping/performance addresses, line items and quantities, total amount, period of performance, funding data, signature/date, and the SEWP RFQ number when applicable.

4. Pricing, Fees, and Payment

SEWP Administrative Handling Fee

An Agency Administrative Handling Fee of up to 0.34% of the total delivery-order price applies to SEWP VI orders. AGE incorporates the applicable fee into the quoted total in accordance with SEWP procedures; customers should use the current percentage posted by the SEWP PMO.

Contract and Order Limitations

Item	Rule
Minimum order	Below $25, neither party is obligated to transact under the contract.
Maximum-order clause	AGE is not obligated to honor a single item above $3M or specified quantities above the clause limit; AGE must provide written notice within seven days if declining an over-limit order.
Category C phased ceiling	$2M per order including options in Year 1; $10M in Year 2; restrictions may be removed beginning Year 3.

5. Delivery, Warranty, and Order Support

Installation and Acceptance

The order should state locations, milestones, security/access prerequisites, deliverables, acceptance criteria, and Government points of contact.

Warranty and Technical Support

Warranty, maintenance, software support, service levels, and extended-support terms are solution- and order-specific. AGE's quote will identify the applicable manufacturer or publisher terms, service coverage, support period, exclusions, escalation path, and any separately priced maintenance or warranty CLINs.

Troubleshoot a Problematic Order

1. Contact AGE at contracts@age.solutions. Provide the SEWP tracking number, agency order number, AGE contract number, RFQ number, affected CLIN(s), and a concise description of the issue.
2. For delivery or performance issues, include the promised and actual dates, location, technical symptoms, urgency, and the customer's preferred resolution.
3. AGE will coordinate with its delivery team, subcontractors, OEMs, publishers, or service partners as applicable and provide status through the customer's designated channel.
4. For unresolved SEWP process or order-routing concerns, contact help@sewp.nasa.gov or (301) 286-1478.

Order Modification and Closeout

- Route all substantive modifications through the issuing ordering office and the SEWP PMO; do not direct AGE to perform changed work solely through informal correspondence.
- Before closeout, verify delivery and acceptance, resolve credits/returns, confirm final invoicing, reconcile the administrative handling fee, and document contractor performance when required.

CUSTOMER SUPPORT COMMITMENT

AGE Solutions will support customers from requirement refinement through quote, order acknowledgement, performance, acceptance, and closeout. Fast resolution depends on including the correct SEWP tracking and agency order information in every inquiry.

6. Ordering Checklist

Phase	Customer check	Key control
Scope	Requirement is service-based and assigned to Category B or C using the scale/purpose test.	Product-only requirements are not in scope.
Threshold	Category C year-based threshold verified, including all options.	Year 1 $2M; Year 2 $10M; possible removal beginning Year 3.
Competition	Fair opportunity and agency approvals completed.	Maintain the selection rationale in the ordering-office file.
RFQ	Complete solicitation issued through QRT or an authorized agency process.	Identify correct AGE contract and SEWP RFQ number.
Quote	CLINs, labor/deliverables, POP, price, fee, card surcharge if any, and assumptions reviewed.	A card surcharge omitted from the quote cannot be added later.
Order	Valid, signed order contains funding, addresses, contacts, line items, total, POP, and contract number.	Route the order to SEWP PMO for review and tracking.
Performance	AGE receipt acknowledged; kickoff, security access, milestones, acceptance, and status cadence established.	Do not authorize out-of-scope changes informally.

Phase	Customer check	Key control
Closeout	Acceptance, final invoice, credits, reporting, fee reconciliation, and performance records complete.	Retain the complete order file.

Ordering guide updates: AGE will publish a revised electronic guide no later than 10 business days after each contract modification, consistent with the SEWP VI SOW and Contract Holder User Manual.