

NASA SEWP VI

ORDERING GUIDE

Immersive Concepts, LLC

SEWP VI Contract	80TECH26D0291		
Category	C - Mission-Based ITC/AV Service Solutions		
Period of Performance	November 1, 2026 – October 31, 2036		
UEI	JKFKV8NBQCH3	CAGE	6KLY2
Main Office	11750 Beltsville Drive, Suite 120, Beltsville, MD 20705		
Website	www.immersiveconcepts.com		
Customer Contact	contact@immersiveconcepts.com 855-513-8500		
Version	1.2 October 2026		
Purpose This guide helps Federal customers obtain quotes, place orders, and receive post-award support under the NASA Solutions for Enterprise-Wide Procurement VI contract vehicle.			

Prepared for electronic publication and customer use

1. Immersive Concepts Overview

Immersive Concepts, LLC (Immersive) is a multi-discipline small business that delivers mission-focused technology and operational support to Federal, State, local, and commercial customers. Immersive provides IT strategic management, network infrastructure modernization, unified communications, audiovisual and video teleconferencing integration, cloud and data-center support, technical innovation, and program management services. Immersive maintains an active Top Secret Facility Clearance and applies ISO-certified quality, service-management, and information-security processes to customer delivery.

Contract Number	Category	Scope
80TECH26D0291	Category C	Mission-Based ITC/AV Service Solutions

NASA SEWP VI is a Government-Wide Acquisition Contract (GWAC) that provides Federal agencies and their approved contractors access to Information Technology, Communications, and Audio-Visual (ITC/AV) solutions and services. The SEWP Program Management Office (PMO) supports acquisition planning, scope review, competition, order processing, and contract administration.

SEWP Fee: The SEWP fee is 0.34 percent. The fee is included in the quoted price and must not appear as a separate customer-facing line item.

2. What Customers May Order

Under Category C, Immersive supports mission-based ITC/AV service requirements that combine technical expertise, program execution, and mission outcomes. Available offerings may include:

- Program and project management for ITC/AV initiatives
- Enterprise network infrastructure management and modernization
- Unified communications, collaboration, audiovisual, and video teleconferencing services
- Cloud, data-center, cybersecurity, and technical innovation support
- Systems integration, installation, configuration, testing, training, maintenance, and lifecycle support
- Site-specific and mission-focused engineering, logistics, transition, and operational support

All quoted products and services must appear in the SEWP VI Database of Record under the applicable contract before the Contract Holder issues a quote. Open-market items are prohibited. If scope is uncertain, customers may send an overview, Statement of Work (SOW), or Bill of Materials (BOM) to help@sewp.nasa.gov for review.

3. Fair Opportunity

Ordering agencies must provide fair opportunity in accordance with Federal Acquisition Regulation (FAR) 16.505(b) and applicable agency procedures. NASA recommends the SEWP online Quote Request Tool (QRT) to support competition and the agency's order-selection documentation.

NASA SEWP VI is a multi-award Government-Wide Acquisition Contract (GWAC). The Fair Opportunity Clause governing orders under this contract is set out at Contract Clause A.1.13, Fair Opportunity and Requests for Quotes of Immersive Concepts, LLC's SEWP VI contract (No. 80TECH26D0291).

The issuing Contracting Officer determines the method used to provide fair opportunity and retains the supporting rationale. Unless the request expressly permits partial quotes, Immersive Concepts must respond to the complete requirement or submit a No Bid response.

4. How to Obtain a Quote

1. **Prepare the requirement:** Identify the requesting agency, technical need, quantities, delivery or performance location, required delivery date or period of performance, funding status, and applicable security, accessibility, environmental, and supply-chain requirements.
2. **Request a quote:** Use the NASA SEWP QRT or send the requirement to bd@immersiveconcepts.com. Customers may call 855-513-8500 or contact the named sales representative listed in Section 10 directly for assistance.
3. **Provide supporting files:** Include the BOM, SOW or Performance Work Statement, drawings, required terms, evaluation criteria, and any agency-specific order instructions.
4. **Review the response:** Confirm the contract number, category, Contract Line Item Numbers (CLINs), descriptions, quantities, unit prices, extended prices, quote-validity period, delivery schedule, warranty, and total price.
5. **Coordinate clarifications:** Submit questions through the QRT or contact the ordering support team before the request deadline. Material changes should be issued to all eligible Contract Holders through the applicable procurement channel.

When a request originates in the SEWP QRT, Immersive Concepts must submit its response through the CHOP Quote Tool with a quote and a verification file whose CLINs, quantities, and prices match the quote exactly. A courtesy email copy may be sent only after the identical quote has been uploaded through CHOP and only when the customer requests it. Revised QRT quotes must use the QRT Request Updated Quote process. Each quote will identify its validity period and the Trade Agreements Act status of each quoted item.

Quote Validity: The quote will state its validity period. Orders submitted within that period will be honored subject to the quoted terms, availability, and Government acceptance.

5. Ordering Process

1. **Agency creates the order:** The ordering agency issues its authorized Delivery Order, Purchase Order, or task order against the applicable SEWP VI contract.
2. **Order routes through NASA SEWP:** The customer or Immersive Concepts submits the order to the SEWP PMO for review and processing. NASA does not issue the agency's order.
3. **NASA assigns the control number:** NASA assigns a SEWP Control Number (SCN) and reconciles the order to the accepted quote or verification file.
4. **Immersive Concepts acknowledges the order:** Immersive verifies the ordering entity, contract number, CLINs, pricing, shipping information, period of performance, and special terms.
5. **Performance begins:** Purchasing, shipping, scheduling, and service performance begin only after NASA assigns the SCN and Immersive resolves any material discrepancy.
6. **Order status is maintained:** Immersive updates shipment, tracking, delay, partial-delivery, completion, and service-period information in the Contract Holder Only Page (CHOP).

Order modifications must also route through the SEWP PMO. The ordering agency remains responsible for its internal approvals, funding, competition, and order-issuance procedures.

6. Information to Include in an Order

- Order date and unique agency order number
- Authorized Ordering Official and Contracting Officer contact information
- Issuing agency and ordering agency, if different
- Applicable SEWP VI contract number and Contract Holder name
- SEWP CLINs, descriptions, quantities, unit prices, and total amount
- Accounting, appropriation, billing, invoicing, and payment information
- Shipping address, delivery instructions, and required delivery date
- Statement of Work and period of performance for services, when applicable
- Mutually agreed terms, warranty information, and any required attachments

7. Payment Methods

Immersive Concepts accepts Electronic Funds Transfer (EFT), Government purchase cards, and other agency-approved credit-card payments regardless of order size, with no credit-card surcharge. Credit-card orders remain subject to applicable agency procedures. The SEWP VI fee remains embedded in the quoted price.

8. Installation, Warranty, and Support

- **Installation.** Installation and implementation services will follow the accepted quote, SOW, site conditions, security requirements, and mutually agreed schedule. Customer-caused access delays or scope changes will be documented and coordinated with the Ordering Official.
- **Basic warranty.** Products include the applicable Original Equipment Manufacturer (OEM) warranty stated in the quote or product documentation. Service workmanship warranties, when offered, will be identified in the quote or order.
- **Extended warranty and maintenance.** Extended warranty, maintenance, licensing, subscription, and support options may be quoted when available on the applicable SEWP VI contract. Coverage, term, service level, exclusions, and renewal conditions will be stated in the quote.
- **Technical and software support.** Support will follow the OEM, publisher, or Immersive Concepts support terms identified in the quote. Customers should provide the order number or SCN, product or service, serial number or license identifier, problem description, urgency, and preferred contact information.
- **Returns and replacements.** Returns, exchanges, and replacements will follow the quoted terms, OEM policies, and applicable order requirements. Immersive Concepts will coordinate disposition instructions and status with the customer.

9. Problem Order and Escalation Process

1. **Contact the ordering support team:** Email pmosupport@immersiveconcepts.com or purchasing@immersiveconcepts.com, call 855-513-8500, or reach the named Post-Delivery Support Lead listed in Section 10 directly. Identify the request as a SEWP VI order issue.
2. **Provide order details:** Include the SCN, agency order number, Immersive Concepts contract number, affected CLINs, shipment or service milestone, issue description, requested resolution, and supporting documents.
3. **Receive acknowledgment:** The support team will acknowledge the issue, assign an owner, coordinate with the OEM, distributor, subcontractor, or project team as applicable, and provide the next action or status.

4. **Escalate unresolved issues:** If the issue remains unresolved, contact the Program Manager or Deputy Program Manager listed in Section 10. Immersive Concepts will coordinate with the Ordering Official and NASA SEWP PMO when the matter affects the order record, schedule, scope, or contract compliance.

10. Immersive Concepts Contacts

Role	Name	Email	Telephone
Program Manager (PM)	Rubin Sloan	rsloan@immersivconcepts.com	410.262.8477
Deputy Program Manager (DPM)	Patricia “Patty” Sloan (Hernandez)	phernandez@immersivconcepts.com	301.264.5285
Sales Rep / Quotes and Customer Requests	Rubin Sloan or Business Development	rsloan@immersivconcepts.com bd@immersivconcepts.com (for general inquiries)	410.262.8477 855.513.8500
Order and Post-Delivery Support	Eduardo Aular or PMO Support	caular@immersivconcepts.com pmosupport@immersivconcepts.com (backup)	301.264.6113 855.513.8500

11. NASA SEWP Customer Support

Customer Help Desk	(301) 286-1478
Email	help@sewp.nasa.gov
Website	www.sewp.nasa.gov
Hours	Monday-Friday, 7:30 a.m.-6:00 p.m. Eastern Time

For scope determinations, customers may submit a requirement overview, SOW, or BOM to the NASA SEWP Customer Help Desk.

Related Web Resources:

- Immersive Concepts, LLC — <https://immersivconcepts.com/contract-vehicles/>
- NASA SEWP Program — www.sewp.nasa.gov

12. Guide Maintenance

This ordering guide is maintained as a controlled electronic document. An updated version will be made available no later than 10 business days after each applicable contract modification. Customers should use the version posted on the Immersive Concepts’ SEWP VI webpage. This guide is published in accordance with SEWP VI SOW Attachment A, Section A.6 (Ordering Guides), and is prepared consistent with the applicable requirements of the NASA SEWP Contract Holder User Manual.