Arch SYSTEMS

*Mission Focused. Innovation Driven. Results Proven.*

ORDERING GUIDE

# NASA SEWP VI



## SEWP OVERVIEW

NASA SEWP VI Solutions for Enterprise-Wide Procurement Contract Holder

NASA SEWP VI (Solutions for Enterprise-Wide Procurement, pronounced "soup") is a Government-Wide Acquisition Contract providing Information Technology, Communication and Audio-Visual (ITC/AV) solutions and services to Federal agencies and approved contractors. The program is managed by the NASA SEWP Program Management Office at Goddard Space Flight Center.

SEWP VI is anticipated to operate Nov. 1, 2026 through Oct. 31, 2036 and supports efficient competition, ordering, & acquisition support through its online tools & customer support resources.

## FAIR OPPORTUNITY

Ordering agencies are responsible for applying FAR 16.505(b) fair opportunity requirements and their own agency procedures. NASA recommends use of the SEWP Quote Request Tool (QRT) to solicit and document competition among eligible Contract Holders.

## ABOUT ARCH SYSTEMS

Arch Systems, LLC is a Woman-Owned Small Business delivering mission-focused technology solutions across healthcare, defense, homeland security, financial, and civilian agencies. Arch helps Federal customers modernize systems and operations through AI and automation, cloud engineering, cybersecurity, DevSecOps, data intelligence, user-centered design, and enterprise architecture.
Website: archsystemsinc.com

## ARCH SYSTEMS, LLC

### NASA SEWP VI CONTRACT HOLDER

**CATEGORY B**
Enterprise-Wide ITC/AV Service Solutions
80TECH26D1091

**CATEGORY C**
Mission-Based ITC/AV Service Solutions
80TECH26D0927

SEWP Fee- 0.34%

## CONTRACT & SUPPORT

Period of Performance
Nov. 1, 2026 - Oct. 31, 2036

Main Office
1800 Washington Blvd., Suite 421
Baltimore, MD 21230 | 301-381-0346

SEWP VI Program Support
Dr. Vini Ehsan - Program Manager
vehsan@archsystemsinc.com | (240) 421-1747
Umer Ehsan - Deputy Program Manager
uehsan@archsystemsinc.com | 410-277-9781

## WHAT'S IN SCOPE FOR ARCH SYSTEMS UNDER SEWP VI?

SEWP VI has three scope categories. Arch Systems holds Category B and Category C contracts and does not hold Category A. Specific availability, labor categories, providers, and pricing should be confirmed through the applicable SEWP VI quote and contract records.

### CATEGORY B
Enterprise-Wide ITC/AV Service Solutions
Contract No. 80TECH26D1091

Enterprise-wide strategic solutions that improve and enhance an agency's ITC/AV infrastructure.

- Cloud services and cloud modernization
- Managed IT and platform services
- Shared services and enterprise service delivery
- Enterprise infrastructure and operations
- Enterprise cybersecurity and Zero Trust
- DevSecOps, automation, and platform engineering

### CATEGORY C
Mission-Based ITC/AV Service Solutions
Contract No. 80TECH26D0927

Mission- and program-level ITC/AV professional service solutions supporting agency-specific outcomes.

- Custom software and application development
- Data processing, analytics, AI/ML, and automation
- Network, hosting, and IT operations services
- IT engineering, architecture, and design
- Digital government and user-centered services
- Cybersecurity and security systems services

## ARCH CAPABILITIES ALIGNED TO CATEGORIES B & C

**AI & Automation**
Generative AI, machine learning, agentic AI, predictive analytics, intelligent automation.

**Cloud Engineering**
AWS and Azure, cloud migration, cloud security, cloud-native development, platform engineering.

**Cybersecurity**
Zero Trust, compliance support, continuous monitoring, RMF, application security.

**DevSecOps**
CI/CD automation, containerization, Kubernetes, release engineering, infrastructure automation.

**Data Intelligence**
Data engineering, data lakes, analytics platforms, BI, visualization, decision intelligence.

CORPORATE CREDENTIALS | Woman-Owned Small Business | CMMC Level 2 | AWS Partner | ISO Certifications | CMMI | UEI: C81ZW3KPFGV9

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# ORDERING & CUSTOMER SUPPORT



Agency ordering procedures vary. Use these steps with current NASA SEWP guidance, the SEWP VI Contract Holder User Manual (CHUM), and your agency acquisition procedures.

## HOW TO OBTAIN A QUOTE & PLACE AN ORDER

1. **Define the Requirement**
   Identify the mission need, scope, outcomes, estimated period of performance, contract type, and agency-specific requirements.
2. **Select the Applicable Arch Category**
   Use Category B for enterprise-wide ITC/AV service solutions or Category C for mission/program-based ITC/AV service solutions. Arch does not hold Category A.
3. **Request a Quote**
   Use the NASA SEWP Quote Request Tool (QRT) or another agency-authorized process. For Arch support, contact Dr. Vini Ehsan and copy Umer Ehsan.
4. **Evaluate & Document**
   Complete fair opportunity, technical, price, best-value, and acquisition documentation in accordance with FAR and agency procedures.
5. **Issue the Order**
   Issue the task/delivery order against the correct Arch Systems SEWP VI contract number and include applicable scope, CLINs/labor, pricing, funding, and performance requirements.
6. **Route Through SEWP**
   Follow current NASA SEWP PMO routing and processing instructions. The SEWP PMO reviews, processes, tracks, and forwards issued orders to the Contract Holder.

## KEY ORDERING NOTES

Each agency defines its own Purchase Request (PR) and Delivery/Task Order process. Any valid Federal agency order form and order number may be used. The NASA SEWP PMO does not issue orders; the issuing agency procurement office issues them, and the SEWP PMO reviews, processes, tracks, and forwards them to the Contract Holder. Agency-specific policies remain the responsibility of the issuing CO/KO, and order modifications must also route through the SEWP PMO.

## QUOTE / ORDER SUPPORT

Dr. Vini Ehsan - SEWP VI Program Manager
vehsan@archsystemsinc.com | (240) 421-1747

Umer Ehsan - SEWP VI Deputy Program Manager
uehsan@archsystemsinc.com | 410-277-9781

## ORDER ISSUES, WARRANTY & POST-DELIVERY SUPPORT

| | |
|---|---|
| **Installation** | Installation, transition, and implementation support will be provided as specified in the Arch quote/order and applicable statement of work. |
| **Basic / Extended Warranty** | Warranty terms will follow the applicable provider/OEM terms and the Arch quote/order. Extended coverage, when available and requested, will be identified in the quote. |
| **Technical Support** | Arch will coordinate technical support according to the ordered service, provider support model, and task/order requirements. |
| **Software Support** | Software maintenance, subscription support, updates, and escalation terms will be identified in the applicable quote/order and provider documentation. |
| **Post-Delivery / Order Issues** | For delivery, acceptance, invoice, staffing, performance, scope, or other order concerns, contact the Arch SEWP VI Program Manager; the Deputy Program Manager is the alternate/escalation contact. |

## TROUBLESHOOTING A PROBLEMATIC ORDER

When contacting Arch, include the agency/order number, applicable Arch SEWP VI contract number (Category B or C), point of contact, issue summary, date identified, affected service or deliverable, and requested resolution. Arch will coordinate the appropriate internal, provider, subcontractor, and/or NASA SEWP support path as applicable.

NASA SEWP PROGRAM SUPPORT help@sewp.nasa.gov | (301) 286-1478 | M-F 7:30 AM - 6:00 PM ET | archsystemsinc.com