

ARCARITHM NASA SEWP VI ORDERING GUIDE

CONTRACT 80TECH26D0914 • CATEGORY C – MISSION-BASED ITC/AV SERVICE SOLUTIONS

SEWP OVERVIEW

The NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced “soup”, provides the latest Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services for all Federal Agencies and their approved contractors. Created in 1993, SEWP I was the first Government-Wide Acquisition Contract (GWAC) in the federal acquisition space. Originally, the contract vehicle provided only technology products for NASA and all other agencies. SEWP has continually evolved over the past 30 years, expanding its scope to meet the requests of its customers. The SEWP vehicle represents acquisition innovation within the Federal Government. The program is self-funded through usage fees (0.34%) and provides all Federal agencies with acquisition support - more than 50,000 orders a year.

NASA SEWP VI is a GWAC providing federal agencies and their authorized contractors with access to Information Technology, Communications, and Audio-Visual solutions and services.

SEWP VI is administered by the NASA SEWP Program Management Office.

ABOUT ARCARITHM

Arcarithm is a HUBZone small business headquartered in Huntsville, Alabama. Arcarithm holds NASA SEWP VI Category C Contract 80TECH26D0914 for Mission-Based ITC/AV Service Solutions.

CONTRACT INFORMATION

- **Contract Holder:** Arcarithm
- **Contract Number:** 80TECH26D0914
- **Contract Category:** Category C – Mission-Based ITC/AV Service Solutions
- **Contract Type:** Government-Wide Acquisition Contract
- **Period of Performance:** November 1, 2026–October 31, 2036

CATEGORY C SCOPE

Arcarithm’s Category C contract provides Mission-Based Information Technology, Communications, and Audio-Visual service solutions. All quoted services and solutions must be within the scope of Arcarithm’s awarded contract and available through the SEWP database of record, as applicable.

Customers seeking assistance with a scope determination may contact Arcarithm or submit an overview of the requirement to the NASA SEWP Help Desk at help@sewp.nasa.gov.

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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HOW TO REQUEST A QUOTE

To request a quote from Arcarithm, contact:

Email: SEWPQuote@arcarithm.com

Telephone: 256-489-4032

The request should include, when available:

- Agency and requesting-office information
- Description of the required services or solution
- Statement of work or performance work statement
- Required labor categories or skill sets
- Period and place of performance
- Security or clearance requirements
- Required deliverables
- Evaluation criteria
- Requested response date
- Contracting and technical points of contact

Arcarithm will confirm the requirement's applicability to its Category C contract before providing a formal quote. Each formal quote will clearly state its validity period.

ORDERING PROCESS

Each agency establishes its own internal process and forms for purchase requests and delivery orders issued under SEWP VI. The typical process is:

1. The customer identifies and documents its requirement.
2. The customer or contracting office conducts market research and provides fair opportunity in accordance with FAR 16.505(b) and applicable agency procedures.
3. Use of the NASA SEWP online Quote Request Tool is recommended to obtain and document competitive quotes.
4. Arcarithm responds to the request in accordance with its SEWP VI contract and the Contract Holder User Manual.
5. The customer evaluates the responses and documents its order-selection decision.
6. The issuing agency's contracting office issues the delivery order. The NASA SEWP Program Management Office does not issue delivery orders.
7. The NASA SEWP Program Management Office reviews, processes, and tracks the order and forwards it to the selected contract holder.
8. Modifications to a SEWP order must also be routed through the NASA SEWP Program Management Office.

The issuing agency is responsible for complying with its own policies and procedures when placing an order through SEWP VI.

PROGRAM MANAGEMENT CONTACTS

SEWP Program Manager

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SEWP Deputy Program Manager

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Telephone: 256-763-8781

ORDER ISSUES AND POST-DELIVERY SUPPORT

For assistance involving an order, service delivery, installation, warranty, technical support, software support, or another post-delivery matter, contact:

Email: SEWPComplaint@arcarithm.com

Telephone: 256-412-9978

Support and warranty provisions applicable to a particular solution or service will be identified in the applicable quote and delivery order.

To report a delayed, incorrect, disputed, or otherwise problematic order, contact SEWPComplaint@arcarithm.com and provide, when available:

- Agency name
- Delivery-order number
- Contracting officer's name and contact information
- Description of the issue
- Requested resolution
- Applicable delivery or performance date

Arcarithm will acknowledge the issue, coordinate with the appropriate personnel, and communicate its status and resolution to the customer.

NASA SEWP Support

NASA SEWP Help Desk Email: help@sewp.nasa.gov Telephone: 301-286-1478 Hours: Monday–Friday, 7:30 a.m.–6:00 p.m. Eastern Time
Website: <https://www.sewp.nasa.gov/>

RELATED RESOURCES

- Arcarithm corporate website: <https://www.arcarithm.com/>
- NASA SEWP website: <https://www.sewp.nasa.gov/>
- Arcarithm SEWP VI Ordering Guide: [LINK TO PDF]
- Arcarithm SEWP VI contract-holder profile:
[ADD LINK WHEN NASA MAKES THE PROFILE AVAILABLE]