

ServiceArc SEWP VI Ordering Guide



ServiceArc, LLC · NASA SEWP VI Contract 80TECH26D1810 · Category A

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This guide is for federal contracting officers, program offices and authorized contractors buying through NASA SEWP VI. It covers how to get a quote from us, how your order reaches us, and who to call once the equipment has arrived.

Why ServiceArc

You get a small business that has spent its life meeting federal service levels, on a contract vehicle that is already competed and ready to use.

- **Built for federal service levels.** Our business grew out of large federal deployments with strict SLAs. That discipline carries into every SEWP order we take.
- **One team from quote to repair.** The people who quote your requirement can also deploy it, answer your help desk calls and send a technician onsite. You are not passed between vendors, and our help desk is available 24/7, 365 days a year.
- **Support where your people are.** We support U.S. military bases and installations, in the continental U.S. and overseas, with reach in 127 countries.
- **A small business partner.** ServiceArc is a small business, which can help your agency meet its small business goals.
- **Quality you can check.** ServiceArc is ISO 9001:2015 certified.
- **No hidden costs.** The 0.34% SEWP fee is already in our prices, and delivery to destinations in the continental U.S. is included.
- **A contract that is ready to use.** SEWP VI is already competed. Post your requirement, compare quotes and order. There is no separate contract to put in place.

Contract information

Contract number	80TECH26D1810
Vehicle	NASA SEWP VI, a multi-award Government-Wide Acquisition Contract (GWAC)
Our category	Category A: ITC/AV Solutions
UEI	RKVRVB7XCFL8
SEWP program fee	0.34%, already in our quoted prices

Who to Call

Our main line is (540) 779-0766. The people below handle SEWP VI directly.

For	Name	Phone	Email
Quotes and sales	Chris Nguyen	(540) 779-0766	sales@servicearcit.com
Help desk: warranty, repair, technical and software support	Abraheem Erskine	(540) 779-0766, option 2 for the help desk, option 3 for service	service@servicearcit.com
Installation and onsite scheduling	Abraheem Erskine	(540) 779-0766, option 3	service@servicearcit.com
A problem with an order	Abraheem Erskine	(540) 779-0766, option 3	service@servicearcit.com
Invoices and payment	An To	(540) 779-0766, option 1	accounting@servicearcit.com
SEWP Program Manager	Sheena Eldred	(540) 779-0766, option 1	sheena.eldred@servicearcit.com
SEWP Deputy Program Manager	Chris Nguyen	(540) 779-0766, option 1	chris.nguyen@servicearcit.com

NASA SEWP program office: help@sewp.nasa.gov · (301) 286-1478 · Monday to Friday, 7:30 AM to 6:00 PM Eastern · www.sewp.nasa.gov

Who We Are

ServiceArc puts the right hardware in federal hands and keeps it running. We are an IT hardware reseller based in Manassas, Virginia, and our business was built on large federal deployments with strict service-level agreements.



We supply four lines of hardware:

- **Client computing:** desktops, laptops, tablets and monitors for everyday work.
- **Rugged:** laptops and tablets built for field and mobile use.
- **Enterprise:** servers, storage and networking for the data center and beyond.
- **Print:** printers and multifunction devices.

Our help desk, repair center and onsite technicians stay with that hardware after delivery, so one company handles it from quote to repair.

On SEWP VI we hold Category A, which covers ITC/AV products and the services that go with them. That means our full hardware range, plus software and cloud and the product-based services that support them.

We can quote only what is listed on our SEWP VI contract. If you need something that is not there yet, tell us and we will ask NASA to add it.

What you can buy from us on SEWP VI

We sell the products and stay with them after delivery.

Area	What it covers	How we back it up
Hardware	Client computing, rugged devices, enterprise servers, storage and networking, and print	Deployment, onsite diagnostics and repair, and our repair center
Software and cloud services (associated with the hardware)	Licenses, subscriptions and cloud services	Help desk support by phone or email
Product-based services and labor (associated with the hardware)	Installation, configuration and maintenance tied to the products you buy	Program managers who plan and run large rollouts

To see exactly what is on our contract today, search the SEWP Marketplace at www.sewp.nasa.gov for ServiceArc.

About SEWP VI

SEWP (Solutions for Enterprise-Wide Procurement) is NASA's government-wide acquisition contract for information technology, communications and audio-visual (ITC/AV) products and services. Federal agencies and their authorized contractors can order from it.

The program began in 1993 and now handles more than 50,000 orders a year. A 0.34% program fee is built into every contract holder's prices, so you will not see it as a separate line on our quotes.

SEWP VI has three categories. We hold Category A, ITC/AV Solutions. Categories B and C cover enterprise-wide and mission-based services and are held by other contractors.

If you are not sure a requirement fits SEWP, send a short description or a bill of materials to the SEWP program office at help@sewp.nasa.gov.

Fair opportunity

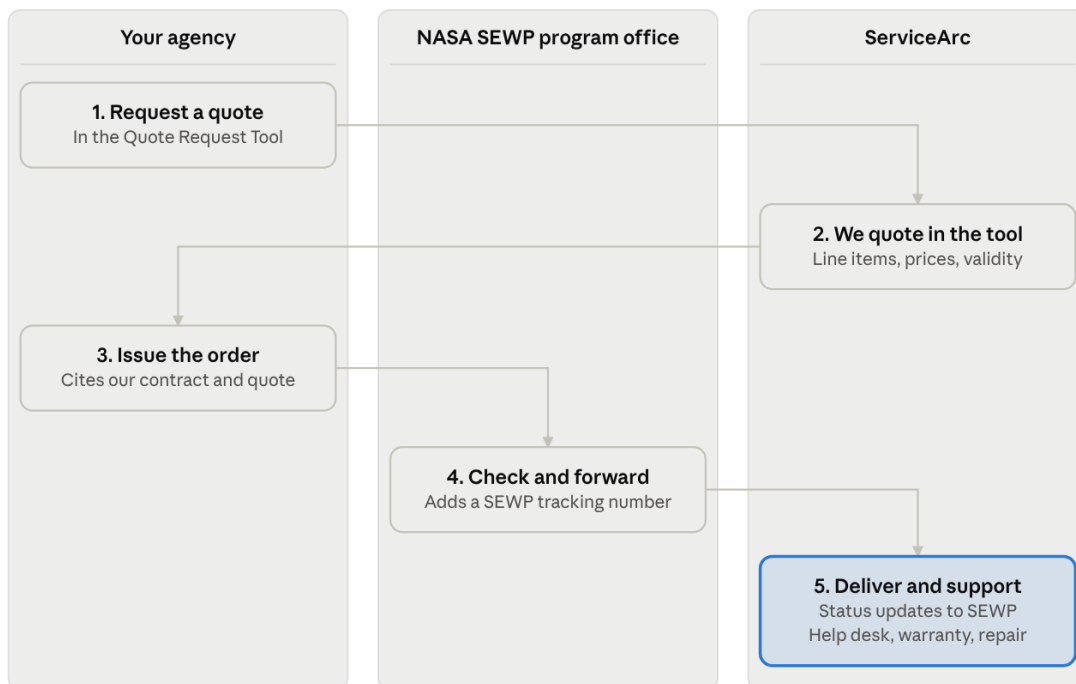
SEWP VI is a multi-award contract, so the fair opportunity rules in FAR 16.505(b) apply to each order. NASA recommends the SEWP Quote Request Tool, which sends your request to the contract holders in the category you choose.

Your office keeps the fair opportunity documentation. NASA does not ask for it with the order.

The contract's Fair Opportunity clause (A.1.13) is posted in full on our SEWP VI page:
<https://www.servicearcit.com/sewp-vi/>.

How an order works

Your order passes through NASA SEWP before it reaches us



How a SEWP VI order moves · 5 steps, 3 parties

NASA checks every order before it reaches us, and you can follow it through SEWP from start to finish. The next two sections walk through steps 1 to 4; After delivery covers step 5.

Getting a quote

Send us your requirement through the SEWP Quote Request Tool at www.sewp.nasa.gov and choose Category A.



Tell us what you need (part numbers if you have them, a description if you do not), how many, where it is going and when you need it. Attach any agency clauses that apply.

We answer in the tool. Our quote lists each contract line item with its price and says how long the quote is good for. Order within that window and we honor the price.

We accept the government purchase card. Any card surcharge is shown as its own line on your quote.

To talk a requirement through before you submit it, call or email our SEWP sales team, listed under Who to call.

Placing an order

You do not send the order to us. It goes to the NASA SEWP program office, which checks it and passes it on.

1. Your contracting office issues a delivery order on whatever order form your agency uses. Put contract number 80TECH26D1810 and our quote number on it.
2. Send the order to the NASA SEWP program office, following the instructions at www.sewp.nasa.gov.
3. The program office confirms the order is from an authorized buyer and carries the contract number, a signature and date, and a total. It then forwards the order to us and tracks it.
4. We fill the order and keep the program office updated on its status.

Your contracting office issues the order, not NASA, and your agency's own purchasing rules still apply. A change to an order takes the same route: your contracting office sends the modification to the SEWP program office.

Once the order is with us, we keep SEWP updated on its expected delivery date, ship date and status, so you can follow it in SEWP's order status tool.

After delivery: installation, warranty and support

Our help desk is the first call for anything that comes up after delivery. Reach it by phone or email: (540) 779-0766, option 2 · service@servicearcit.com.

	Our policy
Installation	It depends on the product. We include installation in the price, quote it as its own line item, or arrange it through the manufacturer, and your quote says which applies. To schedule it, call Abraheem Erskine at (540) 779-0766, option 3, or email service@servicearcit.com .
Basic warranty	Products carry the manufacturer's standard warranty. We can also provide our own ServiceArc warranty, either on its own or alongside the manufacturer's. Coverage and how

	Our policy
	to make a claim are set for each order and spelled out in our quote. Depending on the order, claims go to us at service@servicearcit.com or directly to the manufacturer.
Extended warranty	We quote extended warranties and maintenance plans on request. Terms are set for each order and spelled out in our quote or proposal. Ask your sales contact when you request a quote.
Technical support	Our help desk is available 24 hours a day, 7 days a week, 365 days a year at (540) 779-0766, option 2, or service@servicearcit.com . Have your agency order number, the product and a short description of the issue ready.
Software support	Updates, patches, license terms and renewals are set for each order and spelled out in our quote or proposal. For help with software you bought from us, call the help desk at (540) 779-0766, option 2, or email service@servicearcit.com .
Damaged, wrong or missing items	Report damaged, wrong or missing items to service@servicearcit.com within 30 days of delivery. We will issue a return authorization and send a replacement. Problems found later are still handled under the terms of your order.

If something goes wrong with an order

Call the order contact under Who to call and have three numbers ready: your agency order number, the SEWP tracking number and our quote number.

If we have not fixed it within 5 business days, go to our SEWP Program Manager, and to the Deputy Program Manager if the Program Manager is out. Both are listed under Who to call.

If it is still not resolved, contact the NASA SEWP program office at help@sewp.nasa.gov or (301) 286-1478.

For an invoice or payment question, use the billing contact. To change an order, have your contracting office send a modification through the SEWP program office.

Questions we hear

Can I pay with a government purchase card? Yes. Any card surcharge is shown as its own line on your quote.



How long is a quote good for? Every quote states its validity period, and we honor any order placed within it.

Can you deliver and support outside the continental United States? Yes, by agreement on the order. Our prices include delivery within the continental U.S., and we already support U.S. military bases and installations overseas.

The item I need is not on your contract. Can you still get it? Tell us what you need. We ask NASA to add it, and once it is approved we can quote it. For market research (an RFI), we can include items not yet on contract as long as they are clearly marked.

Do orders with ServiceArc count toward small business goals? ServiceArc is a small business. Your contracting office can confirm how an order with us counts toward your agency's goals.

Can we get accessibility documentation? Yes. On request, we provide the manufacturer's Accessibility Conformance Report (often called a VPAT) for products we sell.

Can you handle a large rollout? Yes. Large deployments are where our business started. Our program managers can plan delivery, installation and onsite support across your sites.

How do I change an order? Ask your contracting office to send a modification through the NASA SEWP program office.

v1.0 (102026). We update this guide within 10 business days of any contract modification.