



NASA SEWP VI

Ordering Guide

Armavel, LLC

Version 1.0 | September 25, 2026

PROGRAM NOTE: NASA currently anticipates SEWP VI go-live on November 1, 2026. Contract information in this guide should be reviewed after each contract modification.

SEWP VI Category	B
Contract Number	80TECH26D0672
Contract Period	November 1, 2026 - October 31, 2036
UEI / CAGE	JS2LX8NLBPJ8 / 80JK0
Ordering Email	sewp@armavel.com
Website	https://www.armavel.com/nasa-sewp-vi

1. Purpose and SEWP VI Overview

This guide gives Federal customers a practical path to request quotes, place orders, and obtain post-delivery support through Armavel under NASA Solutions for Enterprise-Wide Procurement (SEWP) VI.

SEWP VI is a Government-Wide Acquisition Contract for Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services. NASA describes three scope categories: Category A - ITC/AV Solutions; Category B - Enterprise-Wide ITC/AV Service Solutions; and Category C - Mission-Based ITC/AV Service Solutions.

Scope check: Customers may send a requirement overview and/or bill of materials to help@sewp.nasa.gov for SEWP scope review.

2. Contract Holder Quick Reference

Item	Contract Holder Information	Customer Use
Legal Name	Armavel LLC	Use on RFQs/orders
Category / Contract	Category B / 80TECH26D0672	Confirm correct award
Business Status	Small Business	Set-aside planning, if applicable
UEI / CAGE	JS2LX8NLBPJ8 / 80JK0	Vendor identification
Main Address	2715 64th Ave NE, Tacoma, WA 98422-3352	Order/vendor record
Quote Email	sewp@armavel.com	RFQ and quote support

3. Program Support Contacts

Role	Name	Email	Phone
Armavel SEWP Program Manager	Alysse Johnson	sewp@armavel.com	(571) 266-1212
Armavel SEWP Deputy Program Manager	Jennifer Garza	sewp@armavel.com	(571) 266-1212
Post-Delivery / Technical Support	Alysse Johnson / Jennifer Garza	sewp@armavel.com	(571) 266-1212
NASA SEWP Helpline	SEWP PMO	help@sewp.nasa.gov	(301) 286-1478

NASA SEWP PMO hours shown in the official example guide: Monday-Friday, 7:30 AM-6:00 PM ET.

4. How to Obtain a Quote

Armavel Quote & Ordering Contacts: Alysse Johnson and Jennifer Garza | sewp@armavel.com | (571) 266-1212

1 Define the requirement

Prepare the technical requirement, statement of work/performance work statement, bill of materials, quantities, delivery locations, period of performance, and any agency-specific terms.

2 Confirm SEWP scope and category

Identify the applicable SEWP VI category. For uncertain scope, request a review from the SEWP PMO.

3 Create the request

Use the NASA SEWP online customer/quote request tools to issue the appropriate market research or quote request and identify the applicable category/contract holders.

4 Provide sufficient response time

Set a response deadline appropriate to the complexity and urgency of the requirement and your agency's acquisition rules.

5 Evaluate responses

Evaluate price and non-price factors stated in the request, document the selection rationale, and satisfy applicable fair-opportunity requirements.

6 Issue the order

Your agency contracting/procurement office issues the Delivery Order (DO). The NASA SEWP PMO does not issue agency DOs; it processes and tracks issued orders and forwards them to the Contract Holder.

Fair Opportunity: The official NASA SEWP VI example guide points customers to FAR 16.505(b)(1) and recommends the SEWP Quote Request Tool to assist with fair-opportunity documentation. The Contracting Officer remains responsible for the acquisition decision and agency-specific compliance.

5. Ordering Checklist

- Purchase Request / requisition and funding documentation completed under agency procedures.
- Quote or competition documentation retained in the acquisition file.
- Correct SEWP VI contract number and Contract Holder identified.
- Line items, quantities, prices, delivery/period of performance, and shipping information match the selected quote.
- Applicable terms, acceptance criteria, security, supply-chain, accessibility, cloud, or other agency requirements included as needed.
- Delivery Order issued by an authorized agency contracting/procurement office.
- Order and subsequent modifications routed through the NASA SEWP PMO using the current SEWP process.
- Agency security requirements when applicable.

6. Installation, Warranty and Support

Armavel provides enterprise-wide ITC/AV services under SEWP VI Category B. Because requirements may vary by customer, task, technology environment, and scope of work, installation, deployment, warranty, maintenance, and support requirements will be evaluated and addressed on an order-specific basis. Applicable requirements, service levels, deliverables, acceptance criteria, periods of performance, and support obligations will be documented in Armavel's quote and/or the resulting Delivery Order.

- **Installation and Deployment:** When installation, implementation, configuration, migration, integration, or deployment activities are required, Armavel will evaluate the customer's technical environment and requirements and propose an appropriate implementation approach, schedule, deliverables, and acceptance criteria. Any applicable installation or deployment responsibilities will be identified in the quote and resulting order.
- **Basic Warranty:** Armavel primarily provides professional and technical services under its Category B contract. For services, Armavel will perform work in accordance with the requirements, performance standards, and acceptance criteria established in the applicable Delivery Order. If a requirement includes third-party products or services with manufacturer or provider warranties, applicable warranty terms will be identified in the quote or order as appropriate.
- **Extended Warranty and Maintenance:** Extended warranty, maintenance, or ongoing managed-support requirements will be evaluated based on the customer's specific requirement. When requested and within SEWP scope, Armavel will identify available support or maintenance options, periods of coverage, and associated pricing in its quote.
- **Technical Support:** Technical support requirements will be established based on the scope and operational needs of each order. Applicable support hours, response expectations, escalation procedures, staffing, and service levels will be identified in the quote, statement of work/performance work statement, or Delivery Order. Customers may contact Alysse Johnson or Jennifer Garza through sewp@armavel.com or (571) 266-1212 regarding support requirements or post-delivery issues.
- **Software and Cloud Support:** When an order includes software, SaaS, cloud, subscription, licensing, or related services, Armavel will address applicable entitlement, subscription, renewal, configuration, migration, and support requirements based on the specific solution and customer requirement.
- **Returns and RMAs:** Because Armavel's Category B offering is primarily services-oriented, product returns and Return Merchandise Authorizations may not apply to every order. If an order includes products or other items subject to return, replacement, or third-party RMA procedures, the applicable process and terms will be identified in the quote or order and coordinated with the customer and applicable provider.

Post-Delivery Issues: Customers should report service, performance, delivery, or other post-delivery concerns to sewp@armavel.com or (571) 266-1212. Alysse Johnson and Jennifer Garza serve as Armavel points of contact for coordinating resolution and escalation of SEWP VI order issues.

7. Troubleshooting a Problematic Order

Step 1 - Gather the record

Have the DO number, SEWP tracking/order reference, quote number, affected line item(s), shipment/delivery information, and a concise problem description ready.

Step 2 - Contact the Contract Holder

Send the issue to sewp@armavel.com. For technical or post-delivery issues, use sewp@armavel.com.

Step 3 - Escalate when needed

Escalate unresolved issues to Alysse Johnson or Jennifer Garza and coordinate with the ordering Contracting Officer. Contact the NASA SEWP Helpline when SEWP PMO assistance is needed.

Step 4 - Process changes correctly

If an order modification is required, coordinate it through the issuing agency contracting office and route the modification through the SEWP ordering process.

8. Contract Holder Overview

Armavel LLC is a small business specializing in cybersecurity, cloud modernization, digital transformation, and IT governance for Federal customers. Armavel has 100+ employees, including more than 60 cybersecurity analysts and architects, with experience in governance, NIST Risk Management Framework (RMF) implementation, Authority to Operate (ATO), and FedRAMP compliance. Its cloud modernization capabilities span on-premise, Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) environments. Under SEWP VI, Armavel's awarded scope includes Category B - Enterprise-Wide ITC/AV Service Solutions.

9. Reference and Publication Controls

- Official SEWP VI site: <https://www.sewp.nasa.gov/sewpvi/>
- NASA SEWP Helpline: help@sewp.nasa.gov | (301) 286-1478
- Guide owner: Alysse Johnson
- Current version/date: 1.0 / September 25, 2026
- Review after every contract modification. NASA SOW A.6 requires an updated electronic ordering guide no later than 10 business days after each contract modification.