

NASA SEWP VI Ordering Guide

Zantech-Ark JV LLC

How federal agencies obtain quotes, place orders, and get support under the JV's SEWP VI Category B and Category C contracts.

CATEGORY B

80TECH26D0393

Enterprise-Wide ITC/AV Service Solutions

CATEGORY C

80TECH26D0234

Mission-Based ITC/AV Service Solutions

Ordering period: November 1, 2026 through October 31, 2036 | **SEWP surcharge:** 0.34%

UEI: FLRZYNMUSK43 | **CAGE:** 8HDE1 | **Contract type:** Government-Wide Acquisition Contract (GWAC), multiple award
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SECTION 1

About Zantech-Ark JV

Zantech-Ark JV LLC is an SBA-approved 8(a) small business joint venture between Zantech IT Services and Ark Infotech LLC. The JV brings together the delivery experience, corporate systems, and certifications of both member firms to support federal clients with enterprise information systems solutions.

Zantech, founded in 2007, has performed more than 75 prime contracts for the Department of Defense, the Department of Homeland Security, the Department of State, and other federal agencies. Ark, a Maryland-based IT solutions firm, contributes application development, SharePoint and Microsoft Power Platform, cloud, and cybersecurity capability, along with its own Microsoft 365 GCC High tenant for government cloud development and testing.

Core JV capabilities cover engineering services, cybersecurity, application development, cloud infrastructure support, program management, and health IT. The JV team operates under CMMI Level 3 (Services and Development), ISO 9001:2015, ISO 20000-1:2018, and ISO 27001:2013 processes. The JV also holds GSA 8(a) STARS III (47QTCB22D0048).

Under SEWP VI, the JV holds service contracts in Categories B and C. It does not hold a Category A contract, so requirements for standalone hardware or software products belong with a Category A contract holder.

SECTION 2

About NASA SEWP VI

The NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced "soup," provides Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services to all federal agencies and their approved contractors. SEWP I launched in 1993 as the first Government-Wide Acquisition Contract in the federal acquisition space. The program is self-funded through a 0.34% usage fee and supports more than 50,000 orders a year.

SEWP VI covers three scope categories:

- **Category A:** ITC/AV Solutions
- **Category B:** Enterprise-Wide ITC/AV Service Solutions
- **Category C:** Mission-Based ITC/AV Service Solutions

To confirm whether a requirement falls within SEWP VI scope, send an overview or statement of work to help@sewp.nasa.gov for review.

SECTION 3

Fair opportunity

FAR 16.505(b)(1) gives each contractor fair opportunity to be considered for every order exceeding \$10,000 issued under multiple-award contracts. The method rests with the Contracting Officer, who documents the rationale for placement and price of each order. The SEWP Quote Request Tool (QRT) is the recommended method and automatically includes contract holders within a selected group or suggested source.

Zantech-Ark JV responds only with services available on its contract. Where the JV holds insufficient scope to respond fully to a formal RFQ, it submits a No Bid. Every JV quote states the period for which it remains valid, and the JV honors any order submitted within that period.

SECTION 4

How to obtain a quote

Two routes work:

Through SEWP

Issue an RFQ or Market Research Request through the SEWP online quoting system at www.sewp.nasa.gov and include Zantech-Ark JV LLC. The JV responds through that system per Attachment C, Contract Holder User Manual (CHUM).

Directly to the JV

Contact the representatives below with the requirement, the agency, the contract category, and the response date needed.

Sales and quote contacts

Role	Name	Email	Phone
SEWP Program Manager, quotes and order issues	Elveera Abraham	elveeraa@arkinfotech.com	301-200-7997
SEWP Deputy Program Manager	Sabreen Ali	sabreena@arkinfotech.com	301-200-7997
JV President	Raj Natarajan	info@zantech-ark-jv.com	301-200-7997

The JV acknowledges quote requests within one business day. A priced response follows within five business days, or by the RFQ response date when that date falls sooner. When a requirement needs scoping before pricing, the JV confirms an alternate response date within that same first business day.

SECTION 5

Ordering process

Each agency defines its own internal process and forms for Purchase Requests and Delivery Orders. The typical sequence: an end user identifies a requirement and generates a PR; the PR and funding go to the agency procurement office, which issues a DO. Any valid federal agency DO form works.

The NASA SEWP PMO does not issue Delivery Orders. The issuing agency's procurement office does. The PMO reviews, processes, and tracks issued DOs, then forwards them to the contract holder. Any modification to an order must also route through the PMO.

Issuing agency Contracting Officers remain responsible for agency-specific policies on orders placed through a GWAC. SEWP imposes no requirement to use an intermediary procurement office.

Category C set-aside note

Category C is a total small business set-aside. 8(a) sole-source or set-aside orders under SEWP VI require a per-order SBA offer and acceptance under 13 CFR 124.501(b), since the master contract itself was not set aside for the 8(a) program. Zantech-Ark JV LLC is an SBA-approved 8(a) joint venture and can receive such orders once SBA accepts the requirement.

SECTION 6

Service delivery and post-delivery support

Support policies

Project initiation	The JV assigns a named delivery manager on award and holds a kickoff with the Contracting Officer's Representative within five business days. A transition or project plan follows within ten business days of kickoff.
Installation and configuration	Where an order includes stand-up of a system, environment, or application, the JV performs installation and configuration per the task order's technical requirements. The ordering agency provides target environments and tenants, system and network access, user accounts and credentials, any government-furnished equipment the order calls for, badging or facility sponsorship where on-site work applies, and a technical point of contact for coordination.
Basic warranty	The JV corrects defects in delivered work at no additional cost for 90 calendar days following acceptance of a deliverable, where the defect stems from JV performance. The warranty does not extend to changes in requirements, agency modifications to delivered work, or faults in third-party or government-furnished components.
Extended warranty and sustainment	The JV quotes extended support per order. Where a solution incorporates third-party software, cloud subscriptions, or OEM components, the manufacturer's terms apply and pass through to the ordering agency.
Technical support	The JV support desk operates Monday through Friday, 8:00 a.m. to 6:00 p.m. Eastern, excluding federal holidays. Extended or 24x7 coverage is available where an order requires it and is priced per order. Response targets: Severity 1 (production down or mission impact) within two business hours, with continuous effort until a workaround is in place; Severity 2 (major function impaired, workaround available) within four business hours; Severity 3 (minor defect, question, or enhancement request) within two business days.
Software support	For software the JV develops or sustains under an order, the JV provides defect correction, patching, and version support per the terms of that order.

Support contacts

Role	Contact	Email	Phone
Service delivery manager	Elveera Abraham, Program Manager	elveeraa@arkinfotech.com	301-200-7997
Technical and post-delivery support	Sabreen Ali, Deputy Program Manager	sabreena@arkinfotech.com	301-200-7997
Invoicing and accounts payable	Zantech-Ark JV accounts payable	info@zantech-ark-jv.com	301-200-7997

SECTION 7

Resolving a problem order

If an order is delayed, incorrect, or otherwise not proceeding as expected, write to elveeraa@arkinfotech.com or call 301-200-7997 with the SEWP Delivery Order number and a description of the issue. The JV acknowledges within one business day.

When the issue remains open after three business days, reply on the same thread marked for the attention of Sabreen Ali, Deputy Program Manager (sabreena@arkinfotech.com). Final escalation goes to Elveera Abraham, Program Manager, who holds responsibility for resolution of any order issue under the JV's SEWP VI contracts. Both can be reached at 301-200-7997.

Agencies may contact the NASA SEWP PMO at any point: help@sewp.nasa.gov, (301) 286-1478, Monday to Friday 7:30 a.m. to 6:00 p.m. Eastern.

SECTION 8

Invoicing

The JV invoices per the terms of each Delivery Order. Direct invoicing questions to info@zantech-ark-jv.com.

Zantech-Ark JV LLC SEWP VI Ordering Guide, version 1.0, October 2026. The JV updates this guide within 10 business days following each contract modification, per SEWP VI SOW section A.6.