



NASA SEWP VI Ordering Guide

Sara Software Systems LLC

Category B - 80TECH26D2031 | Category C - 80TECH26D0699

1. About NASA SEWP VI

NASA SEWP (Solutions for Enterprise-Wide Procurement) provides Information Technology, Communications, and Audio-Visual (ITC/AV) solutions and services to all federal agencies and their approved contractors. SEWP I, awarded in 1993, was the first Government-Wide Acquisition Contract (GWAC) 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 is organized into three scope categories:

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

Sara Software Systems LLC holds SEWP VI awards in Category B and Category C, both as prime contractor.

2. About Sara Software Systems LLC

Sara Software Systems LLC is an SBA-certified 8(a) federal IT firm and a NASA SEWP VI Contract Holder.

- CAGE Code: 78PG0
- Unique Entity ID (UEI): TT8YATSYXGH8
- SEWP VI Contract Numbers: 80TECH26D2031 (Category B), 80TECH26D0699 (Category C)
- Category B awarded June 26, 2026. Period of performance: Nov 2026 - Oct 2036
- Category C awarded July 7, 2026. Period of performance: Nov 2026 - Oct 2036

Under Category B, Sara Software Systems provides enterprise-wide information technology, communications and audio-visual solutions, including the hardware, software and product-based services that support them. Under Category C, Sara Software Systems provides mission-based information technology, communications and audio-visual services delivered in direct support of agency mission requirements.

3. Fair Opportunity

Each Contract Holder is provided fair opportunity to be considered for orders at the individual order level, per FAR 16.505(b), including through the SEWP Quote Request Tool (QRT). The complete Fair Opportunity Clause, SEWP VI Terms and Conditions §A.1.13, is posted in full on Sara Software Systems' NASA SEWP VI web page:

<https://www.sarasoftwaresystems.com/whoweare/contractvehicles/nasasewpvi>

4. Program Support

The contacts below support quotes, post-delivery service, and order troubleshooting under both SEWP VI contracts.

4a. How to Request a Quote

To request a quote for hardware, software, or services under either contract, contact:

Sara Software Systems - SEWP VI Sales Team

Arvinder Singh, Chief Operating Officer – SEWP VI Program Manager

Phone: 913-220-4567

Email: asingh@sarasoftwaresystems.com

Erika Zerrer, Executive Director– SEWP VI Deputy Program Manager

Phone: 314-799-5636

Email: ezerrer@sarasoftwaresystems.com

General inbox: info@sarasoftwaresystems.com

Quotes state their period of validity. Sara Software Systems honors any order submitted within that period.

4b. Post-Delivery Support

Policy and procedure for installation, warranty, and support issues after delivery:

Area	Policy
Installation	Installation and configuration services are quoted as product-based services on the applicable order. Scope, schedule and site requirements are agreed in writing before delivery, and installation is performed by Sara personnel or the manufacturer's authorized service provider as specified in the quote.
Basic Warranty	All products are supplied new and carry the original equipment manufacturer's standard warranty, passed through to the ordering agency in full. Warranty term, coverage and start date are stated on the quote and on the order acknowledgement.
Extended Warranty	Extended warranty and extended maintenance coverage are available as separately priced line items on SEWP VI. Contact the SEWP VI Sales Team before order placement to have extended coverage quoted against the applicable contract line item.
Technical Support	First-line technical support is provided by Sara Software Systems during normal business hours, with escalation to the manufacturer's support organization under the applicable support entitlement. Contact the SEWP VI Support Team using the details below.

Area	Policy
Software Support	Software maintenance, subscription renewals, license transfers and entitlement questions are handled by the SEWP VI Support Team, coordinating with the publisher where publisher action is required.
Other Post-Delivery Issues	Any other issue arising after delivery, including delivery status, returns, replacements and invoicing questions, is handled by the SEWP VI Support Team, with escalation to the NASA SEWP Program Management Office where required.

Post-delivery support contact:

Sara Software Systems - SEWP VI Support Team

Arvinder Singh, Chief Operating Officer – SEWP VI Program Manager

Phone: 913-220-4567

Email: asingh@sarassoftwaresystems.com

Erika Zerrer, Executive Director– SEWP VI Deputy Program Manager

Phone: 314-799-5636

Email: ezerrer@sarassoftwaresystems.com

General inbox: info@sarassoftwaresystems.com

4c. Troubleshooting a Problem Order

If an order needs attention:

1. **Have your order details ready:** the SEWP Contract Number (80TECH26D2031 for Category B or 80TECH26D0699 for Category C), the SEWP Order Number / SCN, the agency purchase order number and, where applicable, the SEWP RFQ number.
2. **Contact the SEWP VI Program Office:** email the address below with the order details above and a short description of the issue.
3. **Acknowledgement:** Sara Software Systems acknowledges order issues within one business day and works the issue with the manufacturer, distributor or carrier as required, keeping the ordering agency updated until it is resolved.
4. **Order status reporting:** status changes are reported to the SEWP PMO through CHOP within two business days of the change, as required by the Contract Holder User Manual.
5. **Escalation:** if an issue cannot be resolved directly, the ordering agency may escalate to the NASA SEWP Program Management Office on the SEWP helpline at (301) 286-1478 / help@sewp.nasa.gov.

Order troubleshooting contact:

Sara Software Systems - SEWP VI Program Office

Arvinder Singh, Chief Operating Officer – SEWP VI Program Manager

Phone: 913-220-4567

Email: asingh@sarassoftwaresystems.com

Erika Zerrer, Executive Director– SEWP VI Deputy Program Manager

Phone: 314-799-5636

Email: ezerrer@sarassoftwaresystems.com

General inbox: info@sarassoftwaresystems.com

5. How Ordering Works

An end-user determines a requirement and submits a Purchase Request (PR) to their own agency's procurement office. That office issues a Delivery Order (DO). NASA's SEWP Program Management Office (PMO) does not issue DOs directly; it reviews and tracks issued DOs and forwards them to the Contract Holder. Order modifications route through the SEWP PMO as well.

Sara Software Systems responds to RFQs and Market Research Requests only with items and prices already listed on its SEWP VI contract, and will respond No Bid if it has insufficient contract items to fully meet a Formal RFQ.

6. Contact Summary

Both contacts below support quote requests, post-delivery support and order troubleshooting under Category B (80TECH26D2031) and Category C (80TECH26D0699).

Name	Role	Phone	Email
Arvinder Singh, Chief Operating Officer	SEWP VI Program Manager	913-220-4567	asingh@sarassoftwaresystems.com
Erika Zerrer, Executive Director	SEWP VI Deputy Program Manager	314-799-5636	ezerrer@sarassoftwaresystems.com
NASA SEWP PMO Helpline	NASA SEWP Program Management Office	(301) 286-1478	help@sewp.nasa.gov

7. Related Links

Sara Software Systems NASA SEWP VI web page:

<https://www.sarassoftwaresystems.com/whoweare/contractvehicles/nasasewpvi>

NASA SEWP Home Page: <https://www.sewp.nasa.gov>

8. Accessibility and Document Control

This guide complies with the Government Access Standards for Electronic and Information Technology, including the standards based on Section 508 of the Rehabilitation Act Amendments. To report an accessibility barrier, or to request this guide in an alternate format, contact Arvinder Singh, SEWP VI Program Manager, at asingh@sarassoftwaresystems.com.

An updated version of this guide will be published no later than 10 business days after any contract modification, per SEWP VI SOW Attachment A §A.6.