

NASA **SEWP VI**



Solutions for
Enterprise-
Wide
Procurement

Contract Holder

Black Systems LLC

NASA SEWP VI Ordering Guide

Category C — Mission-Based ITC/AV Service Solutions

Contract No. 80TECH26D1395

UEI QJ6YWA3NRJ55 · CAGE 89Y14 · SEWP fee 0.34%

Small Business · SBA-certified WOSB · SBA-certified EDWOSB

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NASA SEWP HELP

SEWP PMO hours:

Monday–Friday, 7:30 a.m.–6:00 p.m. ET

Email: help@sewp.nasa.gov

Customer Help Desk: (301) 286-1478

Web: www.sewp.nasa.gov

Orders: sewporders@sewp.nasa.gov

Fax: (301) 286-0317

FEDERAL BUYER QUICK START

1. **Confirm scope.** Black Systems holds SEWP VI Category C for mission-based ITC/AV services.
2. **Discuss the requirement.** Contact Black Systems for capability, scope or acquisition-planning questions.
3. **Compete the requirement.** Use the NASA SEWP Quote Request Tool in accordance with agency procedures.
4. **Issue the order.** The ordering activity issues the applicable Task or Delivery Order; the SEWP PMO processes the order in accordance with SEWP procedures.

CONTENTS

1. Understanding NASA SEWP VI
2. Fair Opportunity and Requests for Quotes
3. How to Obtain a Quote
4. Contact Information
5. What's in Scope for SEWP VI
6. Ordering Process
7. Payment and Terms
8. Delivery, Warranty and Post-Delivery Support
9. Troubleshooting a Problematic Order
10. About Black Systems LLC

Black Systems LLC • NASA SEWP VI Ordering Guide • Contract 80TECH26D1395 • Revision v1.0, 31 August 2026 • Page 1

1. UNDERSTANDING NASA SEWP VI

NASA SEWP — Solutions for Enterprise-Wide Procurement — is a multiple-award Government-Wide Acquisition Contract (GWAC) providing Federal agencies and approved Government contractors access to Information Technology, Communications and Audio-Visual (ITC/AV) solutions and services. Since its establishment in 1993, NASA SEWP has evolved into a Government-wide acquisition vehicle supporting Federal ITC/AV solutions and services. The program is self-funded through a usage fee of 0.34%.

The three SEWP VI scope categories

SEWP VI awards are made in three scope categories, each solicited and ordered separately

SEWP VI CATEGORY	SCOPE
Category A	ITC/AV Solutions
Category B	Enterprise-Wide ITC/AV Service Solutions
Category C — Black Systems	Mission-Based ITC/AV Service Solutions

Black Systems LLC holds a Category C contract. Category C supports mission-based ITC/AV services designed around a defined agency mission or program requirement.

If you are uncertain whether a requirement is within SEWP VI scope, or which category is appropriate, the NASA SEWP Program Management Office can provide scope guidance at help@sewp.nasa.gov.

2. FAIR OPPORTUNITY AND REQUESTS FOR QUOTES

FAR 16.505(b) generally requires contractors under a multiple-award contract to be provided a fair opportunity to be considered for orders above the applicable micro-purchase threshold, subject to the exceptions and procedures in FAR 16.505. The FAR states that the method to obtain fair opportunity is at the discretion of the Contracting Officer (CO) and that the CO must document the rationale for placement and price of each order. Using the SEWP online Quote Request Tool is the recommended method to assist in this activity and to augment the required decision documentation. The SEWP Quote Request Tool (QRT) will automatically include the Contract Holders within a selected Category or based on a suggested source.

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 no greater than the price in the 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, and shall honor any order submitted within the stated time period of a quote.

3. HOW TO OBTAIN A QUOTE

The recommended method for formal SEWP VI competition is the **NASA SEWP Quote Request Tool (QRT)**. Federal customers may also contact Black Systems for capability discussions, market research, acquisition planning, scope clarification and assistance developing mission requirements before issuing a formal request.

To assist Black Systems in responding efficiently, customers should provide the requirement description or PWS/SOW/SOO, place and period of performance, required deliverables or labor mix, applicable security requirements and response due date.

Quotation contacts

Quotes / Technical Response	Jeff Khoury — J.Khoury@black-systems.com — 917-938-7012
Contracts / Orders	Faisal Zafar — F.zafar@black-systems.com — 917-938-7011

4. CONTACT INFORMATION

Black Systems LLC — SEWP VI points of contact

FUNCTION	NAME	EMAIL	PHONE
SEWP Program Manager	Faisal Zafar	F.zafar@black-systems.com	917-938-7011
SEWP Deputy Program Manager	Jeff Khoury	J.Khoury@black-systems.com	917-938-7012
Sales / Quotes	Jeff Khoury	J.Khoury@black-systems.com	917-938-7012
Contracts / Order Issues	Faisal Zafar	F.zafar@black-systems.com	917-938-7011
Technical / Software Support	Jeff Khoury	J.Khoury@black-systems.com	917-938-7012

Black Systems LLC • NASA SEWP VI Ordering Guide • Contract 80TECH26D1395 • Page 2

5. WHAT'S IN SCOPE FOR SEWP VI

SEWP is designed to provide a broad suite of Information Technology, Communications and Audio-Visual (ITC/AV) solutions and services. Technology is ever-evolving, and for that reason SEWP's processes enable Contract Holders to add new commercial technology and IT services to their contract as customer requirements develop.

To have the SEWP Program Management Office determine whether a specific requirement is within scope, send an overview and/or bill of materials to help@sewp.nasa.gov and the PMO will review and provide feedback.

Black Systems' scope — Category C

Category C covers ITC/AV services that meet a particular agency mission need. Ancillary products may be incorporated when permitted and when they directly support the applicable mission-based services requirement. The applicable NAICS code is determined at the order level based on the requirement and SEWP VI contract scope.

Black Systems turns complex Federal mission problems into implementation-ready solutions. We begin by documenting how the organization operates today. We analyze processes, systems, data, infrastructure and security; identify risks and inefficiencies; design the future state; develop the technical and operational deliverables required for implementation; and provide engineering oversight through execution and acceptance. Our delivery model allows Black Systems to remain focused on high-value analysis, architecture, engineering, documentation and program oversight while specialized implementation partners can provide field labor and physical execution when required.

Primary Federal offerings

- 1. Process Mapping & Business Process Optimization** — current-state mapping, workflow and control-gap analysis, future-state design, RACI, SOPs, KPI framework, implementation roadmap.
- 2. Digital Transformation & Modernization** — digital maturity and technology assessment, target operating model, target-state architecture, business case, transformation roadmap.
- 3. Assessment, Discovery & Current-State Analysis** — independent assessment of network, infrastructure, application, systems, security and process environments, with findings, gap analysis, risk register and remediation roadmap.
- 4. Design & Implementation Oversight** — requirements, vendor-neutral engineering design, specifications, implementation planning, contractor coordination, QA, testing oversight and final acceptance.

Technical advisory & engineering

5. **Technology Architecture & Engineering** — vendor-neutral network, infrastructure, systems, enterprise, cloud, security and integration architecture.
6. **Cybersecurity & Compliance Assessment** — NIST 800-171/800-53 gap assessment, CUI readiness, Zero Trust, C-SCRM advisory, remediation planning.
7. **AI-Enabled Analysis & Automation** — AI opportunity assessment, workflow automation, intelligent document processing, decision support, AI governance.
8. **Technical Program & Implementation Management** — program and technical project management, requirements traceability, vendor oversight, deliverable QA, acceptance management.

Additional Category C capabilities: application development; systems integration; data and analytics; cloud and platform services; network and infrastructure engineering; IT staffing and technical resource augmentation; IT consulting; IT training; knowledge transfer; digital government services; information management.

IT Staffing & Technical Resource Augmentation. Black Systems can provide qualified technical personnel and labor-based support aligned to mission-specific ITC/AV requirements, including engineering, architecture, cybersecurity, cloud, software development, infrastructure, data and analytics, business analysis, quality assurance, technical project/program management, and implementation support. Staffing may support defined task-order deliverables, surge requirements, specialized expertise, project teams, or ongoing mission support.

SEWP VI Availability Notice. Services and capabilities described in this guide represent areas Black Systems supports. Services quoted under NASA SEWP VI must fall within Black Systems' awarded Category C scope and be available under the applicable Black Systems SEWP VI contract and database of record at the time of quotation.

Mission Transformation Lifecycle — Black Systems' signature engagement model: Discover → Map → Assess → Design → Plan → Implement/Coordinate → Oversee → Validate → Transition.

6. ORDERING PROCESS

The internal ordering process of each Agency varies. The process and accompanying forms for Purchase Requests (PR) and Delivery Orders (DO) issued against a SEWP contract are defined by the issuing Agency, not the NASA SEWP Program Management Office (PMO). The typical process is for an end-user to determine a requirement and generate a Purchase Request (PR).

The PR along with any necessary funding information is sent to that Agency's procurement office, which results in the issuance of a DO. Any valid Federal Agency DO form and the associated Delivery Order number may be used. **The NASA SEWP PMO does not issue DOs** — these must be issued through the issuing Agency's procurement office. The SEWP PMO reviews, processes and tracks issued DOs and forwards them to the Contract Holder.

Some Agencies have special requirements for issuing IT Delivery Orders. It is the issuing Agency's Contracting Officers' (COs/KOs) responsibility to be aware of any Agency-specific policies regarding issuing orders via an existing contract vehicle and Government-Wide Acquisition Contracts. There are no requirements under the SEWP Contracts for issuing Agencies to use other intermediary procurement offices, except as directed through their own internal policies.

If modifications are made to any order, these modifications must also route through the SEWP Program Management Office (PMO).

Step by step with Black Systems

1. In the SEWP Quote Request Tool (QRT), select SEWP VI, **Category C**, and the NAICS code and business size designation applicable to your requirement.

2. Issue an RFI, Market Research Request (MRR), or RFQ through the QRT, or through your agency's own RFQ system. Include the PWS/SOO/SOW, place and period of performance, required labor mix or deliverables, security requirements (CMMC level, FedRAMP, clearances), and the response due date.
3. Black Systems responds through the applicable SEWP quoting process within your stated response window.
4. Make your fair-opportunity and fair-and-reasonable price determination. SEWP can provide pricing information to support it.
5. Your contracting office issues the Delivery Order or Task Order on any valid federal order form.
6. Send the order to the NASA SEWP PMO. The PMO records it, verifies all items are on contract and properly priced, and assigns a **SEWP Control Number (SCN)**.
7. Black Systems will not begin fulfillment until it receives the processed order from the SEWP Program Management Office with an assigned SCN. Performance thereafter proceeds in accordance with the applicable Task or Delivery Order.

Black Systems LLC • NASA SEWP VI Ordering Guide • Contract 80TECH26D1395 • Page 3

7. PAYMENT AND TERMS

SEWP fee	0.34%, included in all pricing and never billed as a separate line item
Government Purchase Card	Black Systems accepts authorized Government Purchase Card payments when applicable. Any applicable purchase-card pricing treatment will be handled in accordance with the SEWP VI contract and reflected in the applicable quotation or order.
Quote validity	Stated on the face of every quote; Black Systems honors any order placed within that period

8. DELIVERY, WARRANTY AND POST-DELIVERY SUPPORT

Support contacts. **Jeff Khoury**, SEWP Deputy Program Manager — J.Khoury@black-systems.com — 917-938-7012 — for installation, technical, software, warranty and post-delivery support. **Faisal Zafar**, SEWP Program Manager — F.zafar@black-systems.com — 917-938-7011 — for contract, order and administrative matters.

Installation, warranty, technical and software support, and other post-delivery matters

Delivery / start of performance	Black Systems will not begin fulfillment until it receives the processed order from the NASA SEWP Program Management Office with an assigned SEWP Control Number (SCN). Performance thereafter proceeds in accordance with the applicable Task or Delivery Order, including its period of performance, schedule and acceptance requirements.
Implementation / installation & service delivery	Black Systems performs services in accordance with the scope, schedule, deliverables and acceptance criteria established in the applicable task order. Where physical installation or specialized field implementation is required, Black Systems may provide design, technical oversight, quality assurance and acceptance support while qualified implementation partners perform field activities, as appropriate to the order.
Basic warranty – professional services	For services-only orders, applicable quality, acceptance and correction requirements are governed by the SEWP VI contract and the individual task order. Black Systems will review documented deficiencies and provide corrective action consistent with those requirements.
Basic warranty – ancillary products	Where ancillary hardware, software or other products are supplied in support of a Category C services requirement, applicable manufacturer or publisher warranty terms will be identified in the quotation or order. Black Systems will coordinate applicable warranty claims and support escalation in accordance with those terms.
Extended warranty & ongoing support	Extended manufacturer warranty, maintenance, sustainment or post-implementation support may be quoted when requested, available under the Black Systems SEWP VI contract and appropriate to the requirement.
Technical support	Black Systems provides technical support through its designated SEWP technical contacts. Task-order-specific support hours, response requirements and service levels will be established in the applicable quotation or order. Jeff Khoury — J.Khoury@black-systems.com — 917-938-7012
Software support	Where software, applications, subscriptions or licensing are included in an applicable order, Black Systems will coordinate support, maintenance, publisher escalation, updates and related services in accordance with the quotation, order and applicable provider terms. Jeff Khoury — J.Khoury@black-systems.com — 917-938-7012
Other post-delivery issues – returns & replacements	When an order contains ancillary physical products, applicable returns and replacements will be coordinated through Black Systems in accordance with the manufacturer's or provider's terms and the task order.

Deliverable acceptance

Acceptance criteria are established in the applicable task order. Black Systems submits deliverables for Government review, addresses required corrections, and supports final acceptance and closeout.

9. TROUBLESHOOTING A PROBLEMATIC ORDER

Contact the appropriate lead directly. Both are designated SEWP VI key personnel and can act on any order.

- **Order management / contract issues:** Faisal Zafar — F.zafar@black-systems.com — 917-938-7011
- **Technical / deliverable / implementation issues:** Jeff Khoury — J.Khoury@black-systems.com — 917-938-7012

If an issue is not resolved at the initial support level, it may be escalated jointly to the SEWP Program Manager and Deputy Program Manager. Black Systems will coordinate the appropriate corrective action and communicate status to the ordering activity.

SEWP customers may also contact the NASA SEWP Customer Help Desk at help@sewp.nasa.gov or 301-286-1478.

10. ABOUT BLACK SYSTEMS LLC

Black Systems LLC is a mission-focused IT professional services and technology solutions provider helping Government organizations analyze complex operations, modernize technology environments, and move from mission requirements to implementation-ready solutions.

Our core Federal offerings include Business Process Optimization and Process Mapping, Digital Transformation and Modernization, Assessment and Discovery, Design and Implementation Oversight, Technology Architecture and Engineering, Cybersecurity and Compliance Assessment, AI-Enabled Analysis and Automation, and Technical Program and Implementation Management.

Black Systems' delivery model emphasizes analysis, architecture, engineering, documentation, measurable deliverables, quality assurance and technical oversight. Where specialized field implementation is required, Black Systems can coordinate qualified implementation partners while maintaining responsibility for solution integration, technical governance, contract performance, deliverable quality and customer coordination.

Supporting capabilities include IT Staffing and Technical Resource Augmentation, Systems Integration, Application Development, Data and Analytics, Cloud and Platform Services, Network and Infrastructure Engineering, IT Consulting, IT Training, Knowledge Transfer, Digital Government Services and Information Management. Ancillary hardware, software, licensing or other technology may be incorporated when appropriate and permitted in support of an applicable mission-based services requirement.

Black Systems is a Small Business, an SBA-certified Women-Owned Small Business (WOSB) and Economically Disadvantaged Women-Owned Small Business (EDWOSB), and maintains an ISO 9001:2015-certified Quality Management System.

Visit: www.black-systems.com • **SEWP VI page:** www.black-systems.com/sewp/