

NASA SEWP VI ORDERING GUIDE

aXseum, Inc. - Category B and Category C Contract Holder

Contract Holder	aXseum, Inc.
Category B	Enterprise-Wide ITC/AV Service Solutions - 80TECH26D0495
Category C	ITC/AV Mission-Based Services - 80TECH26D0139
UEI / CAGE	SE78D4FEDA87 / OSU10
Business Size	Small Business / Small Disadvantaged Business
Primary NAICS	541512 - Computer Systems Design Services
SEWP Fee	0.34% administrative handling fee, included in quoted pricing

1. SEWP VI Overview

NASA Solutions for Enterprise-Wide Procurement VI (SEWP VI) is a multiple-award Government-Wide Acquisition Contract (GWAC) that provides Federal agencies and authorized Government customers streamlined access to Information Technology, Communications, and Audio-Visual (ITC/AV) solutions and services. aXseum holds prime contracts in Category B and Category C.

2. aXseum Scope and Capabilities

Category B - Enterprise-Wide ITC/AV Service Solutions. Enterprise-wide strategic services including cloud, managed/shared services, enterprise architecture, infrastructure modernization, cybersecurity, systems integration, data services, IT operations, and related enterprise-scale initiatives.

Category C - ITC/AV Mission-Based Services. Mission/program-level services including software development, application modernization, cloud engineering, DevSecOps, cybersecurity, data and analytics, AI/ML, network/database services, hosting, IT operations, digital government services, consulting, and training.

- Enterprise and solution architecture; systems engineering and integration
- Application modernization, DevSecOps, cloud, cybersecurity, data/AI, and automation
- Infrastructure, networks, databases, ITSM/help desk, operations and maintenance, and training

3. How to Obtain a Quote

Federal customers may request information or obtain quotes from aXseum through the NASA SEWP Quote Request Tool (QRT) or another acquisition method permitted by the SEWP VI contract and selected by the ordering agency. The QRT is NASA SEWP's recommended method for conducting market research and requesting competitive quotes.

SEWP VI Program Manager	Michael Perez (571) 482-2777 contact@axseum.com
SEWP VI Deputy Program Manager	Krishna Mohan Gopu (571) 482-2777 contact@axseum.com

4. Fair Opportunity

SEWP VI is a multiple-award GWAC. Contract Holders are provided fair opportunity at the individual order level, as appropriate, in accordance with FAR 16.505(b). The ordering agency determines its acquisition strategy, evaluation approach, and award decision, and maintains the supporting order-selection documentation.

For RFQs and Market Research Requests, aXseum follows applicable SEWP VI contract and Contract Holder procedures. Offerings must be available on the applicable aXseum contract at the time the quote is submitted and pricing must comply with the SEWP Database of Record.

5. Ordering Process

Define the Requirement. The customer identifies the requirement and appropriate SEWP VI category, NAICS code, business-size criteria, and acquisition approach.

Request Information or Quotes. The customer may use the NASA SEWP QRT to issue an RFI, Market Research Request, or RFQ.

aXseum Reviews and Responds. aXseum reviews scope, technical requirements, staffing, schedule, and pricing and submits a compliant response.

Government Evaluation and Award. The ordering agency evaluates responses and makes its award decision under applicable acquisition and fair-opportunity procedures.

NASA SEWP Processing. The order is routed through the NASA SEWP Program Management Office for validation and assignment of a SEWP Control Number (SCN), as required, before fulfillment begins.

Performance and Support. aXseum performs the awarded services and provides ongoing order, technical, delivery, program-management, and post-award support.

6. Installation, Warranty, Technical Support, and Post-Delivery Issues

Support terms depend on the products and services included in the individual order. For aXseum-delivered professional services, implementation and technical-support responsibilities are defined in the applicable quote, statement of work, performance work statement, task order, or delivery order.

For software, subscriptions, hardware, cloud services, or other authorized ancillary offerings, applicable manufacturer, publisher, OEM, service-provider, or distributor warranty and support terms apply unless otherwise stated in the order. aXseum coordinates installation, warranty, maintenance, subscription, technical support, Provider/OEM escalation, and post-delivery issue resolution as appropriate.

7. Problematic Orders and Escalation

Customers with issues involving a quote, order, delivery, task-order performance, technical support, invoicing, warranty, or another post-award matter should contact Michael Perez, SEWP VI Program Manager, at (571) 482-2774 or mperez@axseum.com. Issues requiring additional escalation may be directed to Krishna Mohan Gopu, SEWP VI Deputy Program Manager, at (571) 482-2777 or kgopu@axseum.com.

aXseum will coordinate with the customer, NASA SEWP Program Management Office, applicable Providers, and subcontractors as necessary to investigate and resolve order-related issues.

8. NASA SEWP Customer Support

Website	https://www.sewp.nasa.gov/
Help Desk	help@sewp.nasa.gov (301) 286-1478
PMO Hours	Monday-Friday, 7:30 AM-6:00 PM Eastern Time

9. About aXseum

aXseum, Inc. is a technology and professional services company supporting Federal, Defense, State, and Local Government customers with technology modernization, enterprise architecture, software engineering, cloud, cybersecurity, data and analytics, systems engineering, program management, operations, and mission-focused technology services.

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