NASA SEWP VI Ordering Guide

Stellar Orbit Solutions LLC · Version [date]

About us and our contract

Stellar Orbit Solutions helps federal agencies buy the IT and audio-visual products they need, with clear quotes and one point of contact from request to delivery. We are a small business in Indianapolis, Indiana, and a NASA SEWP VI Category A Contract Holder.

NASA's Solutions for Enterprise-Wide Procurement (SEWP) VI is a multi-award Government-Wide Acquisition Contract (GWAC). Any federal agency can order through SEWP. Prices include the SEWP fee.

Contract Holder	Stellar Orbit Solutions LLC, 406 N Dequincy St, Indianapolis, IN 46201
Contract number	80TECH26D0684
Category	A: ITC/AV Solutions (NAICS 541519, IT Value Added Reseller)
CAGE / UEI	KJJ99 / JCGYZS9LTWJ9
Business size	Small Business (SB)
Payment	EFT and Government Purchase Card at any order size. Card surcharge [x] %, shown on its own quote line.

Fair opportunity

Our contract, clause A.1.13:

> "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."

How to get a quote

1. Send a request through the SEWP Quote Request Tool at www.sewp.nasa.gov and include Stellar Orbit Solutions, or contact our sales team (below).
2. We quote only products and services on our SEWP contract. Every quote states how long it is valid.

Sales	Jordan Mendenhall	[Phone]	sales@stellarorbitusa.com

How to order

1. Send your order to the SEWP Program Office as the SEWP site describes, citing our quote number and contract 80TECH26D0684.
2. SEWP checks the order and gives it a SEWP Control Number (SCN). We start work once it has one.
3. Purchase card orders under the micro-purchase threshold can come straight to us; we report them to SEWP.

After delivery

Installation

[Our installation policy: what is included and how to book it.]

Basic warranty

Each product carries its manufacturer's standard commercial warranty. [How to make a claim.]

Extended warranty

Can be bought at any time during the commercial warranty period.

Technical support

[Support hours and how to open a case.]

Software support

[Maintenance, updates and licensing help.]

Other post-delivery questions

[Returns, replacements, end of life.]

Problem with an order?

1. Contact order support with your SCN or order number.
2. If it isn't resolved within [x] business days, contact our SEWP Program Manager.
3. Damaged or wrong items and returns: [returns policy].

Contacts

Role	Name	Phone	Email
Program Manager	Jordan Mendenhall	[Phone]	jordan.mendenhall@stellarorbitusa.com
Deputy Program Manager	Gregg Weaver	[Phone]	gregg.weaver@stellarorbitusa.com
Sales	Jordan Mendenhall	[Phone]	sales@stellarorbitusa.com
Technical support	Gregg Weaver	[Phone]	support@stellarorbitusa.com
Order support	Gregg Weaver	[Phone]	support@stellarorbitusa.com

Links

- Our SEWP VI page: www.stellarorbitusa.com/sewp
- NASA SEWP: www.sewp.nasa.gov · help for customers: help@sewp.nasa.gov