

Sysorex Government Services, Inc.
SEWP V Ordering Guide

Contract Number: NNG15SC88B
Group (Class) C

1. SEWP V Overview and Scope

The SEWP (Solutions for Enterprise-Wide Procurements) contracts are open to NASA civil employees, NASA contractors, federal agencies and federal agency contractors.

SEWP V offers a wide variety of IT products and product-based services, including:

- Desktop computers and laptops
- High performance servers and data-base servers
- Mass storage and network devices
- Advanced video and visualization solutions
- Computer support devices
- Security systems and tools
- Audio-visual systems
- Telecommunications
- Sensors
- Health IT
- Cost per copy multi-functional printers
- Warranty and maintenance
- Implementation and installation
- Product-based training
- Product-based Engineering
- And more

2. Overview of Sysorex Government Services

Sysorex Government Services (Sysorex) is one of several contract awardees on the SEWP GWAC. In this ordering guide, we provide the following information:

- Programmatic Information
- Obtaining quotes
- Ordering and Payment
- Delivery
- Post-delivery issues
- Dealing with problematic orders

3. Programmatic Information

We are located at the following address:

Sysorex Government Services, Inc.
13880 Dulles Corner Lane, Suite 175
Herndon, VA 20171

Contract-related information:

Federal Tax ID: 54-1764522
DUNS: 884141599
CAGE: 08DR8

Program Manager:

Amanda Prindle
Email: Amanda.Prindle@sysorexinc.com
Phone: (800) 929-3871 or (703) 774-9458

Additional points of contact are provided in the following sections based on reason for contact.

4. How to Obtain a SEWP V Quote from Sysorex

Customers can obtain quotes in the following ways:

- Through the NASA SEWP website
 - Log on to the SEWP V website and use the Quote Request Tool provided at <https://www.sewp.nasa.gov/>
 - You will need to create an account with SEWP if you have not already done so.
- Contact our sales personnel for assistance
 - Heather Hewitt | heather.hewitt@sysorexinc.com | 703-429-3209
 - John Metzger | john.metzger@sysorexinc.com | 703-880-3105

5. Ordering and Payment

Products and services are furnished under this contract by issuance of firm fixed price delivery orders from a Government agency or authorized contractors performing work for a Government agency.

Delivery Orders must be routed to NASA SEWP via FAX at (301) 286-0317 or emailed to sewporders@sewp.nasa.gov from the appropriate agency's procurement office.

Delivery orders are required to contain the following information for processing. If the below information does not appear on the delivery order, the order may not be processed or processing may be delayed.

- Delivery Order Number (any valid Government DO is allowed)
- Quote from a SEWP Contract Holder verifying the viability of the order
- Date Delivery Order Issued
- SEWP Contract Number

- SEWP Contract Holder's mailing address and phone number
- Issuing Office: Agency Name and Mailing Address
- Ship to Office: Agency Name and Mailing Address
- Total dollar amount of order
- Contracting Officer's Signature
- Contracting Officer's Phone Number
- Date Delivery Order Signed
- Line Items/Pricing

Email or fax orders SEWP V orders to:

Fax: (301) 286-0317

Email: sewporders@sewp.nasa.gov

Additional ordering information:

- A.1.21. FAIR OPPORTUNITY AND REQUESTS FOR QUOTES
Contractors will be provided 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.

Reference FAR Part 16.505 - <https://www.acquisition.gov/content/16505-ordering>

- As of November 1, 2019, the SEWP surcharge for all orders is a 0.36%. The fee is included in the price of all products and is not separately listed on quotes. It is Sysorex's responsibility to pay the fee from our quoted product prices.
- Payment terms:
Net 30 days from the date of Government receipt of invoice or date of acceptance, whichever is later.
- Payment Address:
Sysorex Government Services, Inc.
13880 Dulles Corner Lane, Suite 175
Herndon, VA 20171
- Electronic Funds Transfer (EFT) POC Information:
Vincent Loiacono, CFO
Telephone: 703-955-4634
Email Vincent.loiacono@sysorexinc.com

6. Delivery

Delivery of products shall be in accordance with individual delivery orders issued under these contracts. Shipping to the address specified in each delivery order shall be within 30 calendar days or as otherwise agreed to by the contracting parties.

Additional delivery terms or schedules, such as expedited shipping or shipping to addresses, are negotiated between Sysorex and the ordering agency contracting officer.

Partial shipment and partial payments are allowed under the contract unless otherwise specified by the ordering contracting officer.

7. Post-Delivery Issues

The initial point of contact for normal post-delivery issues such as scheduling installation (if ordered) is the sales person for the delivery order. They have direct contact with the OEMs and service providers, and can usually quickly resolve issues. They are:

- Heather Hewitt | heather.hewitt@sysorexinc.com | 703-429-3209
- John Metzger | john.metzger@sysorexinc.com | 703-880-3105

For assistance with abnormal post-delivery issues, such as dealing with Dead On Arrival (DOA) or warranty issues, contact our Director of Operations, Terri Costello, at Terri.Costello@sysorexinc.com or at (800) 929-3871 or (703) 956-5101.

8. Dealing with problematic orders

The primary contact for dealing with problematic orders is our Director of Operations, Terri Costello, at Terri.Costello@sysorexinc.com or at (800) 929-3871 or (703) 956-5101. She will coordinate issues both internally with our sales, billing and accounting personnel, and externally with our equipment providers and OEMs.

If the issue goes beyond her area of expertise, contact our SEWP Program Manager, Amanda Prindle at Amanda.Prindle@sysorexinc.com or at (800) 929-3871 or (703) 774-9458.