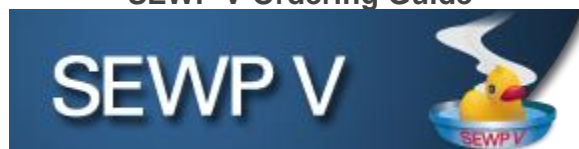


Sysorex Government Services, Inc.

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 V 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

Sysorex is located at the following address:

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

Contract-related information:

SEWP Contract Number(s):	NNG15SC88B
Group (Class)	C
Full Name:	Sysorex Government Services, Inc.
Display Name:	Sysorex
Facets:	Business Size: SB150 SECTION 889: Section 889 Certification Certification: COVID-19 FAR Clause
TIN:	See FPDS
DUNS:	884141599
UEI:	MNBARA48D1Q5
CAGE:	08DR8

Program Manager:

Amanda Prindle
Email: Amanda.Prindle@sysorexinc.com
Phone: (760) 525-8337

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:

- The SEWP Quote Tool (QRT) is the recommended method for obtaining a quote through the NASA SEWP website
 - Log on to the SEWP V website at <https://www.sewp.nasa.gov/index.shtml>
 - Select SEWP Tools / QRT
 - Please note, you will need to create an account with SEWP if you have not already done so.
- Contact Sysorex staff for assistance:
 - Heather Hewitt | heather.hewitt@sysorexinc.com | 703-429-3209
 - Amanda Prindle | amanda.prindle@sysorexinc.com | 760-525-8337

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. The order may not be processed, or processing may be delayed, if the below information does not appear on the delivery order:

- 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 October 1, 2020, the SEWP surcharge for all orders is a 0.34%. 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. Order Issues

The SEWP Customer Support Team website (<https://sewpprod.servicenowservices.com/support>), SEWP Helpline: (301) 286-1478 or SEWP Helpline email help@sewp.nasa.gov is available should you have any order issues.

Sysorex can also assist with post-delivery issues. Please contact Sysorex SEWP PM at:

- Amanda Prindle | amanda.prindle@sysorexinc.com | 760-525-8337

For assistance with abnormal post-delivery issues, such as dealing with Dead on Arrival (DOA) products or warranty issues, please contact our Director of Operations, Terri Costello, at Terri.Costello@sysorexinc.com or at (703) 509-2926.