



NASA SEWP VI · CATEGORY C

Ordering Guide

SOLAIYA LLLP

CONTRACT NUMBER	CATEGORY	NAICS	REVISION
80TECH26DXXXX	C — ITC/AV Mission-Based Services	541512	1.0

Draft for review — contact details and contract number pending confirmation



1 About SOLAIYA

SOLAIYA LLLP is a US-based Value-Added Research and Development partnership delivering intelligent solutions to both simple and complex problems. Under NASA SEWP VI Category C, SOLAIYA provides mission-level information technology, communications and audio-visual services to federal agencies.

2 About the SEWP VI contract

This contract is one of several awarded under NASA SEWP VI, a multi-award Government-Wide Acquisition Contract. Ordering activities must provide each awardee a fair opportunity to be considered for orders, as set out in the Fair Opportunity Clause.

Customised solutions at mission and programme level that improve and enhance ITC/AV infrastructure — including custom computer programming, telecommunications and network operations, engineering and design, data processing and analysis, hosting, IT and network operations, management services, consulting and educational services, digital government services, and cybersecurity. Services may be performed at Government or Contractor locations worldwide, as specified in each order.

Who may order

- Federal civil servants across all agencies
- Government on-site and near-site contractors
- Government off-site contractors
- Principal investigators and universities under grants or cooperative agreements
- Government-Owned Contractor-Operated (GOCO) organisations

Fair Opportunity

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 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 Attachment F SEWP database of record at the time the quote is issued.

When submitting a quote to a government end-user, the contractor must clearly state the length of time the quote is valid. The contractor shall honor any order submitted within the stated time period of a quote.

3 How to obtain a quote

Quotes for mission-based ITC/AV services available under our NASA SEWP VI Category C contract. Quotes are provided free of charge to all SEWP customers.

1. **Share your requirement.** Send us the statement of work, performance work statement or a description of the mission need. Requirements for products alone are not within Category C scope, so tell us where services sit in the requirement.
2. **We acknowledge and assign a reference.** Every request is logged and given a reference number you can quote in any follow-up correspondence. *(Same business day)*
3. **Solution and staffing review.** We map the requirement to the applicable technical areas, propose an approach, and identify the labour mix and level of effort. Work may be performed at Government or Contractor locations as the order specifies.
4. **Quote issued.** Priced against current SEWP contract rates, with the proposed approach, staffing and period of performance stated. Every quote states how long it remains valid, and we honour any order placed within that period.

Sales representatives

ROLE	NAME	TELEPHONE	EMAIL
Capture Lead	<i>To be confirmed</i>	—	—
Sales — Civilian Agencies	<i>To be confirmed</i>	—	—
Sales — Defense & Intelligence	<i>To be confirmed</i>	—	—

Support services provided free of charge

- **Timely and accurate quotes.** Based on current SEWP offerings and prices.
- **Ordering guides, electronic or printed.** Download the current guide, or request a printed copy be sent to you.
- **Technical specifications on request.** Commercially available specifications for any product on our contract, online or in hard copy.
- **Configuration analysis.** Review of suitability, correctness and availability of our offerings against your requirement.

4 Post-delivery policy and procedure

Service transition and onboarding

How a new task order is stood up: onboarding, access, and transition from an incumbent where applicable.

Each task order begins with a transition period agreed at award, covering personnel onboarding, security processing, access provisioning and knowledge transfer.

Where we are succeeding an incumbent, we agree a transition-in plan with the Contracting Officer's Representative before performance begins.

Service levels and acceptance

How delivered work is accepted, and the performance standards that apply during the period of performance.

Services are performed to the standards set out in each task order. Acceptance criteria and any service level measures are defined at the order level.

Where a deliverable does not meet the stated acceptance criteria, we correct it at no additional cost within the period of performance.

Continuing support and option periods

How support continues beyond the base period, and how deliverables are maintained once accepted.

Option periods are exercised at the Government's discretion under the terms of the task order.

Where a task order delivers a product or licence alongside services, the manufacturer's warranty applies to that item and is stated on the quote.

Technical support

Support for systems and infrastructure we operate or maintain under a task order.

Where a task order includes operations and maintenance or service desk functions, support hours, response targets and escalation are defined in that order.

Outside an active task order, contact the programme office and we will direct your enquiry.

Application support

Support for applications we develop, deploy or maintain, including defect correction and documentation.

Applications delivered under Technical Area 3C are supported to the terms of the task order, including defect correction, documentation and handover.

Third-party licences procured in support of a task order carry the publisher's own terms, which we identify on the quote.

Other post-delivery matters

Invoicing, closeout, deliverable handover and anything not covered above.

At task order completion we provide a final report summarising results, recommendations and conclusions.

Invoicing and payment questions are handled by the programme office.

Support staff

ROLE	NAME	TELEPHONE	EMAIL
Technical Support	<i>To be confirmed</i>	–	–
Application Support	<i>To be confirmed</i>	–	–
Service Level & Quality	<i>To be confirmed</i>	–	–
Service Transition & Onboarding	<i>To be confirmed</i>	–	–

5 Troubleshooting a problematic order

A performance concern, a staffing issue or an invoicing discrepancy follows a different path from technical support, with its own escalation route.

1. **Contact task order support.** Provide the contract number, task order number and a description of the issue. Most issues are resolved at this stage. *(Response within one business day)*
2. **Escalate to the task order escalation contact.** If the issue is not resolved or acknowledged, escalate to the second-tier contact. *(If unresolved after three business days)*
3. **Escalate to the Program Manager.** The Program Manager is the contractual point of contact between SOLAIYA and the NASA SEWP Program Management Office. *(If unresolved after five business days)*

Escalation contacts

TIER	ROLE	NAME	TELEPHONE	EMAIL
1	Task Order Support	To be confirmed	–	–
2	Task Order Escalation	To be confirmed	–	–
3	Program Manager	To be confirmed	–	–

Program office

ROLE	NAME	TELEPHONE	EMAIL
Program Manager	To be confirmed	–	–
Deputy Program Manager	To be confirmed	–	–

Related resources

- NASA SEWP Program — <https://www.sewp.nasa.gov/>
- SOLAIYA LLLP — <https://solaiya.com/>
- SAM.gov — <https://sam.gov/>