NASA SEWP VI · CATEGORY A

Ordering Guide

SOLAIYA DPD, a Joint Venture

CONTRACT NUMBER	CATEGORY	NAICS	REVISION
80TECH26D0802	A — ITC/AV Solutions — IT Value Added Reseller	541519	1.0

Awarded a NASA SEWP VI contract by the SEWP Program Office.

1 About SOLAIYA DPD

SOLAIYA DPD is a joint venture between SOLAIYA LLLP and Digital Plaza LLC, formed to deliver information technology, communications and audio-visual solutions to federal agencies under NASA SEWP VI.

SOLAIYA LLLP

A US-based Value-Added Research and Development partnership delivering intelligent solutions to both simple and complex problems, with offices in Arlington, Boca Raton, Prague and London.

ISO 9001:2015 · ISO 20243 (O-TTPS)

Digital Plaza LLC

Serving the federal government since 2006 as a prime contractor for audio-visual, IT, 3D printing and drone/UAV products. Digital Plaza has delivered more than 600 federal contracts and ranks among the top five GSA contractors for 3D printing and drones.

SBA 8(a) · EDWOSB / WOSB · Minority-owned

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.

Contract information

CONTRACT HOLDER	SOLAIYA DPD, a Joint Venture
CONTRACT	NASA SEWP VI, Category A (ITC/AV Solutions — IT Value Added Reseller)
CONTRACT NUMBER	80TECH26D0802
PERIOD OF PERFORMANCE	1 November 2026 to 31 October 2036 (ten-year ordering period)
SEWP FEE	0.34% (Agency Administrative Handling Fee, applied to every order)
NAICS	541519

SEWP contact information

OFFICE	NASA SEWP Program Management Office
EMAIL	help@sewp.nasa.gov
CUSTOMER HELP DESK	(301) 286-1478, Monday to Friday, 7:30 AM to 6:00 PM Eastern
WEBSITE	https://www.sewp.nasa.gov/sewpvi/

What's in scope for SEWP VI

The full range of ITC/AV solutions including hardware and software products, cloud-based solutions, installation, integration, testing, training, maintenance and other product-based services.

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 Information (RFI) as part of market research, the Contractor may provide items not yet listed on their SEWP contract as part of a market research quote if:
>
> 1. all such items are clearly marked as not yet available on their SEWP contract; and
>
> 2. the contractor submits a technology refreshment request to add those products to their contract
>
> 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 the no greater than the price in Attachment F SEWP database of record at the time the quote is issued. If the Contractor has insufficient items on their contract to fully respond to the Formal RFQ, the Contractor must respond with a No Bid.
>
> Unless the RFQ specifically allows for partial quotes, the Contractor must respond fully to all requirements specified in the RFQ.
>
> 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.
>
> When responding to an RFI or RFQ issued from the NASA SEWP RFQ on-line quoting system, the Contractor must respond as outlined in Attachment C: Contract Holder User Manual (CHUM).
>
> Contract Holders are prohibited from using Government information posted on the NASA SEWP Contract Holder Only Page, such as RFQs, RFIs, etc., for purposes other than proposing on SEWP requirements. This includes Contract Holders providing third parties with SEWP information and requirements for the purpose of assisting companies, that are not SEWP Contract Holders, with providing unsolicited proposals to meet agency requirements already posted to the NASA SEWP RFQ on-line quoting system.

3 How to obtain a quote

Quotes for hardware, software and product-based services available under our NASA SEWP VI Category A contract. Quotes are provided free of charge to all SEWP customers.

1. **Send us your requirement.** Contact the sales representative for your agency directly, or submit a Request for Quote through the NASA SEWP quoting tool. Include quantities, part numbers where known, delivery location and any required delivery date.
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. **Configuration review where needed.** If the requirement is not a straightforward part-number order, our technical team confirms the suitability, correctness and availability of the proposed configuration before we quote.
4. **Quote issued.** Priced against current SEWP contract rates. Quotes are valid for 30 days unless the quote states otherwise, and we honour any order placed within that period.

Sales representatives

ROLE	NAME	TELEPHONE	EMAIL
Sales Lead	Paul J Karch	(954) 444-9501	paul.karch@solaiyadpd.com
Sales — Civilian Agencies	Tom Foglesong	(240) 353-0681	tom@solaiyadpd.com
Sales — Defense & Intelligence	Paul J Karch	(954) 444-9501	paul.karch@solaiyadpd.com

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

Installation

Site preparation, delivery scheduling and on-site installation where included in your order.

Installation services are quoted as part of the original order. Where installation is included, we contact the delivery point of contact to schedule work once shipment is confirmed.

Site preparation requirements — power, rack space, network connectivity — are provided in writing ahead of the scheduled date.

Basic warranty

Manufacturer warranty terms as they apply to products purchased under this contract, and how to open a claim.

Products supplied under this contract carry the original equipment manufacturer's standard warranty. Warranty duration and terms vary by manufacturer and are stated on the quote for each line item.

To open a claim, contact warranty support with the contract number, order number and the affected part number.

Extended warranty

Coverage options, how to add coverage after purchase, and how existing coverage is verified.

Extended warranty and software maintenance are supplied as product line items rather than services, and may be purchased with the original order or added later where the manufacturer permits.

Contact warranty support for a quote covering existing equipment.

Technical support

Hardware fault diagnosis, return authorisation and replacement part dispatch.

First-line diagnosis is provided directly. Where a fault requires manufacturer involvement we open the case on your behalf and remain the point of contact through to resolution.

Return authorisations are issued in writing with return shipping instructions.

Software support

Licence keys, entitlement and renewal questions, and escalation to the publisher.

Licence keys and entitlement documentation are issued on delivery. Where a publisher requires registration in the end user's name, we provide the documentation needed to complete it.

Renewal notifications are issued ahead of expiry for maintenance purchased through this contract.

Other post-delivery issues

Returns, transit damage, invoicing questions and anything not covered above.

Damage in transit should be reported within five business days of delivery so that a carrier claim can be opened.

Invoicing and payment questions are handled by the program office.

Support staff

ROLE	NAME	TELEPHONE	EMAIL
Technical Support	Elias Rosas-Mancilla	(407) 701-5888	elias@solaiyadpd.com
Software Support	Dexter Graham	(352) 396-3560	dexter@solaiyadpd.com
Warranty Support	John Lester	(215) 205-7835	john@solaiyadpd.com
Installation	Elias Rosas-Mancilla	(407) 701-5888	elias@solaiyadpd.com

5 Troubleshooting a problematic order

A wrong item, a late delivery, or an invoicing discrepancy follows a different path from product support, with its own escalation route.

1. **Contact order support.** Provide the contract number, delivery order number and a description of the issue. Most issues are resolved at this stage. *(Response within one business day)*
2. **Escalate to the 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 DPD and the NASA SEWP Program Management Office. *(If unresolved after five business days)*

Escalation contacts

TIER	ROLE	NAME	TELEPHONE	EMAIL
1	Order Support	Meghan Weingard	(954) 980-8599	meghan@solaiyadpd.com
2	Order Escalation	Tom Foglesong	(240) 353-0681	tom@solaiyadpd.com
3	Program Manager	Paul J Karch	(954) 444-9501	paul.karch@solaiyadpd.com

Program Office

ROLE	NAME	TELEPHONE	EMAIL
Program Manager	Paul J Karch	(954) 444-9501	paul.karch@solaiyadpd.com
Deputy Program Manager	Elias Rosas-Mancilla	(407) 701-5888	elias@solaiyadpd.com

Postal address and general enquiries

SOLAIYA DPD, a Joint Venture
150 East Palmetto Park Road, Suite 800-38A
Boca Raton, FL 33432
Telephone (561) 465-7491
Printed copies of this guide: sales@solaiyadpd.com

Related resources

- NASA SEWP VI Program — https://www.sewp.nasa.gov/sewpvi/
- SOLAIYA LLLP — https://solaiya.com/
- Digital Plaza LLC — https://digitalplazadirect.com/
- SOLAIYA LLLP SEWP VI Category C (services) — https://solaiyasewpcat-c.com/
- SAM.gov — https://sam.gov/