NASA SEWP VI Ordering Guide

5 Star Federal LLC | Category A and Category C Contract Holder

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This guide explains how Federal customers can get quotes from, place orders with, and get support from 5 Star Federal LLC ("5 Star") under our NASA Solutions for Enterprise-Wide Procurement (SEWP) VI contracts. It is free to download and print. If anything, here conflicts with the SEWP VI contract or the SEWP Program Office's published procedures, the contract and the SEWP Program Office procedures govern.

1. Contract Information at a Glance

Contract holder	5 Star Federal LLC (a joint venture) 42719 Chisholm Drive, Broadlands, VA 20148 Main phone: 571-645-5545
Category A contract	**80TECH26D0596**: ITC/AV Solutions, Group A2 (Small Business Set-Aside) Primary NAICS 541519 (IT Value Added Reseller)
Category C contract	**80TECH26D1404**: ITC/AV Mission-Based Services, Group C1 (Small Business Set-Aside) NAICS 541512
Contract type	Multiple-award, indefinite-delivery/indefinite-quantity (IDIQ) Government-Wide Acquisition Contract (GWAC)
Ordering period	10 years from the contract effective date (expected November 1, 2026; confirm when NASA issues the effective-date modification). Orders may be completed up to 60 months after the ordering period ends.
Business size	Small business
UEI / CAGE	HHR1UUPNVR99 / 0WGQ3
Who may order	All Federal agencies and their authorized support service contractors (with a Contracting Officer's Letter of Authorization on file with the SEWP Program Office)
SEWP fee	0.34% Agency Administrative Handling Fee, already included in every SEWP price and never listed separately
Payment terms	Net 30. Electronic Funds Transfer (EFT) or Government Purchase Card
Delivery terms	FOB Destination, unless the order states otherwise
5 Star SEWP web page	www.5starfederal.com/sewp
SEWP Program Office	www.sewp.nasa.gov | help@sewp.nasa.gov | 301-286-1478

2. About 5 Star Federal

5 Star Federal LLC is a small business joint venture formed to deliver information technology, communication and audio-visual (ITC/AV) products, solutions and services to Federal agencies. Its member companies are Luminary Consulting Group, LLC (Broadlands, VA), Five Stones Technology LLC d/b/a 316 Solutions (Luray, VA) and Fed Blue, LLC (Pass Christian, MS).

- **Experienced SEWP program management.** Our SEWP VI Program Manager and Program Management Office bring more than 20 years of hands-on SEWP experience, beginning with SEWP III.
- **Quality and supply chain security.** Our quality and supply chain risk management programs are run by member company 316 Solutions, which holds ISO 9001:2015 and Open Trusted Technology Provider Standard (O-TTPS, ISO/IEC 20243) certifications.
- **AbilityOne.** We have a commitment agreement with National Industries for the Blind (NIB) to subcontract with AbilityOne nonprofit agencies where SEWP VI requires it.
- **Broad product access.** We source from leading manufacturers and authorized distributors, and we add new products and manufacturers to our contract as customers need them.

3. About NASA SEWP VI

NASA SEWP (pronounced “soup”) provides the latest ITC/AV products, solutions and services to all Federal agencies and their approved contractors. Created in 1993, SEWP was the first Government-Wide Acquisition Contract (GWAC) in Federal acquisition. The NASA SEWP Program Office reviews and processes every order and tracks it to completion. The program is self-funded through the 0.34% fee built into contract prices.

SEWP VI is a multiple-award GWAC with three scope categories. 5 Star holds contracts in Categories A and C:

Category	What it covers
A: ITC/AV Solutions (5 Star contract 80TECH26D0596)	The full breadth of ITC/AV technology: computer systems, storage, networking, security, audio-visual and communications products, software, with related product-based services such as site planning, installation, integration, maintenance and warranty.
B: Enterprise-Wide ITC/AV Service Solutions	Enterprise-level ITC/AV services. (5 Star does not hold a Category B contract.)
C: ITC/AV Mission-Based Services (5 Star contract 80TECH26D1404)	Customized, mission- or program-level ITC/AV services such as engineering and design, network and IT operations, data analytics, cybersecurity, IT consulting and digital government services, at Government or contractor sites worldwide. Product-only requirements are not in scope. Each Category C order is limited to $2 million (including options) in the first contract year and $10 million in the second year; these limits may be removed starting in year three.

Not sure whether your requirement is in scope? Send an overview or bill of materials to help@sewp.nasa.gov and the SEWP Program Office will review it.

4. Fair Opportunity

FAR 16.505(b)(1) requires that each contract holder be given a fair opportunity to be considered for each order over $10,000 placed under a multiple-award contract. The method used is at the Contracting Officer’s discretion, and the Contracting Officer documents the rationale for each order. The SEWP Quote Request Tool (QRT) is the recommended way to run a fair opportunity competition: it automatically includes the contract holders in the Category you select, or the suggested sources you name, and helps build your decision record.

The SEWP VI Fair Opportunity clause, quoted in full from the contract:

> **A.1.13 FAIR OPPORTUNITY AND REQUESTS FOR QUOTES**
>
> 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.

5. How to Obtain a Quote

You can request a quote for hardware, software or services in either of two ways:

1. **Use the SEWP Quote Request Tool (recommended).** Go to www.sewp.nasa.gov, create your request, and select Category A (products and product-based services) or Category C (mission-based services), or name 5 Star as a suggested source. We respond through the tool by your due date. Questions during an open request go through the tool's Question and Answer feature.
2. **Contact us directly.** Email or call the 5 Star SEWP team below with your requirement, quantities, delivery location and need-by date. We will reply with a SEWP quote, or tell you which items must first be added to our contract.

Sales and quote contact	Role	Phone	Email
Jeremy Nusbaum	SEWP VI Program Manager	571-645-5545	jeremy@5starfederal.com
Andrew Schatzle	SEWP VI Deputy Program Manager	228-547-3498	andrew@5starfederal.com
5 Star SEWP team mailbox	Quotes, orders and credit card orders (reaches both)	571-645-5545	sewp@5starfederal.com

What every 5 Star SEWP quote includes:

- Only items already on our SEWP contract, at or below their SEWP database price, with SEWP line item numbers (CLINs) and manufacturer part numbers.
- The 0.34% SEWP fee built into each price (it is never shown as a separate line).
- A stated validity period. Each quote clearly states how long it is valid; unless the quote says otherwise, it is valid for 30 days. We honor any order submitted within the stated period.
- The expected delivery time. Unless the quote says otherwise, delivery is within 30 days after receipt of order.
- Any credit card surcharge, if applicable, shown on its own PURCHASECARD-Z line. A surcharge not shown on the quote will not be added later.
- Any proposed license or other additional terms, clearly identified in writing. SEWP contract terms prevail over conflicting terms.

If you need an item that is not yet on our contract, tell us. We submit a technology refresh request to the SEWP Program Office to add it and let you know when it is available to quote.

6. How to Place an Order

Each agency sets its own internal ordering process and forms. Typically, the requiring office creates a purchase request, the agency's procurement office issues a delivery or task order, and the order goes to the SEWP Program Office. The SEWP Program Office does not issue orders; it reviews, processes and tracks them. No Delegation of Procurement Authority is required. Any valid Federal order form and order number may be used.

1. **Send the signed order to the SEWP Program Office** at sewporders@sewp.nasa.gov. Please copy 5 Star at sewp@5starfederal.com. If you send an order only to us, we will forward it to the SEWP Program Office for you.
2. **Include the required order information:** order date and number; the Contracting Officer's (or cardholder's) name, address, phone and email; issuing agency and ordering agency; contract holder name (5 Star Federal LLC) and contract number; accounting and appropriation data; billing and shipping addresses; SEWP CLINs, descriptions and total amount; any agreed terms or statement of work; and the period of performance for any services.
3. **The SEWP Program Office checks the order** (all items on contract and at or below SEWP prices) and assigns a SEWP Control Number (SCN). 5 Star does not begin work on any order until the SCN is assigned.
4. **Modifications** to any order, including funding and option exercises, must also be sent to sewporders@sewp.nasa.gov.

Government Purchase Card orders

5 Star accepts the Government Purchase Card (Visa and Mastercard) and other agency-approved cards for orders of any size. Card payments carry a surcharge of 3%. The surcharge never exceeds our actual card processing cost or 4%, is the same for every card network, and appears on your quote as a separate PURCHASECARD-Z line. For a direct card order without a quote, we tell you the surcharge amount before charging your card.

- **At or under the micro-purchase threshold:** you may place the order directly with us by phone or email. We process it right away and report it to the SEWP Program Office within one business week.
- **Over the micro-purchase threshold:** we send the order to the SEWP Program Office within one business day and process it after the SCN is assigned.
- Credit card orders: sewp@5starfederal.com or Andrew Schatzle, 228-547-3498, andrew@5starfederal.com. We never ask you to pay through a third-party website, app or "pay now" link.

Support service contractors

Contractors supporting a Federal agency may order from SEWP once their Contracting Officer sends a Letter of Authorization to sewporders@sewp.nasa.gov. A sample letter is available from help@sewp.nasa.gov.

7. Delivery and Order Status

Shipping	FOB Destination to the address on the order. Each quote states the expected delivery time; unless the quote says otherwise, delivery is within 30 days after receipt of order (ARO).
Partial shipments	Only when the order or the Contracting Officer authorizes them.
Status and tracking	We keep each order's delivery status current with the SEWP Program Office, tell you promptly if a delivery date will change, and send tracking information when items ship. For service orders, we provide monthly status updates.
Outside the U.S.	Shipments to Government sites outside the U.S. and its possessions are arranged by mutual agreement with the ordering agency.

8. Installation, Warranty and Post-Delivery Support

Topic	Policy and procedure
Installation	Available on request. Under Category A, site planning, installation, integration and product engineering services are quoted as separate service lines that directly support the products ordered. They are performed by the manufacturer or a qualified 5 Star partner and scheduled with you after the SCN is assigned. Under Category C, services follow the performance work statement in each order.
Basic warranty	Each product carries the manufacturer's standard commercial warranty, which passes through to the Government end user. Products are also warranted to be merchantable and fit for use (FAR 52.212-4(o)). Warranty terms vary by manufacturer and are available on request with your quote.
Extended warranty and maintenance	Extended warranties and maintenance are quoted as separate lines. As the contract provides, an extended warranty can be purchased and begin at any time during the standard commercial warranty period. At your discretion, monthly maintenance at a discounted monthly extended warranty amount may be ordered in place of an extended warranty.
Technical support	Manufacturer technical support is provided under each product's warranty or support entitlement. 5 Star provides first-line help, Monday to Friday, 8:00 AM to 5:00 PM ET: we open and track manufacturer support cases for you and escalate when needed.
Software support	Software maintenance (patches, bug fixes and updates) is provided by the publisher under the maintenance or subscription purchased. We help with license delivery, entitlement and renewal questions.
Returns and replacements	Returns, replacements and repairs of damaged or defective items follow the manufacturer's return (RMA) and warranty policy. Contact us and 5 Star coordinates the process with the manufacturer for you. This does not limit the Government's inspection and acceptance rights under the contract.

Post-delivery support contact	Covers	Phone	Email
Andrew Schatzle, SEWP VI Deputy Program Manager	Installation, warranty, returns, technical and software support	228-547-3498	andrew@5starfederal.com

Post-delivery support contact	Covers	Phone	Email
Jeremy Nusbaum, SEWP VI Program Manager	Backup for all support requests	571-645-5545	jeremy@5starfederal.com

9. Troubleshooting an Order

If an order is late, incomplete, incorrect or has any other problem, please contact us first and include your SCN and agency order number. Use these steps:

Step	Contact	How
1	Andrew Schatzle SEWP VI Deputy Program Manager	228-547-3498 | andrew@5starfederal.com sewp@5starfederal.com
2	Jeremy Nusbaum SEWP VI Program Manager	571-645-5545 | jeremy@5starfederal.com If the issue is not resolved at step 1.
3	NASA SEWP Program Office	help@sewp.nasa.gov | 301-286-1478 Monday to Friday, 7:30 AM to 6:00 PM ET

10. About This Guide

5 Star publishes this guide on its SEWP web page before its first SEWP VI order, and publishes an updated version within 10 business days after each contract modification. The current version is always on our SEWP web page.

Accessibility. This guide is designed to meet Section 508 accessibility standards. If you have trouble using it or need another format, contact jeremy@5starfederal.com or 571-645-5545.

Version	Date	Change
1.0	October 15, 2026	Initial issue for SEWP VI contracts 80TECH26D0596 (Category A) and 80TECH26D1404 (Category C).