

SEWP VI

Ordering Guide

Category B — Enterprise-Wide Strategic Solutions

01 OVERVIEW

Contract overview

Contract holder	Indigo IT, LLC
Contract number	80TECH26D0652
UEI	NXTBL1MCMY17
Category	Category B – Enterprise-Wide Strategic Solutions
Ordering period	November 1, 2026 through October 31, 2036
Business address	13665 Dulles Technology Drive Suite 120, Herndon VA 20171
Who may use SEWP	NASA, federal agencies, and authorized federal support-service contractors may use SEWP subject to applicable agency authority and NASA's ordering requirements.

Scope

IMPORTANT Commercial products and prices displayed elsewhere on IndigoIT.com are not automatically available under SEWP. Only approved contract CLINs and prices may be quoted or ordered through SEWP.

02 QUOTES

Requesting a quote

- Define the requirement, including product description, manufacturer part number when known, quantity, delivery destination, required delivery date, and agency-specific terms.
- Use NASA's SEWP Quote Request Tool for requests subject to fair opportunity. Direct micro-purchase inquiries may be sent to the Indigo IT SEWP contact when permitted by NASA and agency policy.
- Include applicable security, accessibility, environmental, country-of-origin, configuration, warranty, and service requirements.
- Review the quote's validity period, CLINs, quantities, pricing, TAA status, delivery schedule, warranty, and any separately identified credit-card surcharge.

Quote contacts

Role	Contact	How to reach us
Program Manager	Mr. Clint Cates	CCates@indigoit.com
Deputy Program Manager	Mr. Mark Alaniz	MAlaniz@indigoit.com

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.

SEWP VI Terms and Conditions, Clause A.1.13

03 ORDERS

Placing an order

Follow your agency's internal procurement and funding procedures. Route the delivery order and supporting quote through the NASA SEWP process. Indigo IT will not begin fulfillment until NASA processes the order and assigns a SEWP Control Number (SCN).

Include the following on the order

- Delivery-order number and issue date
- SEWP contract number 80TECH26D0652 and Indigo IT contact information
- Issuing and ordering agency names and addresses
- Contracting or authorized ordering official's name, phone number, signature, and date
- Billing and shipping addresses
- SEWP CLINs, descriptions, quantities, unit prices, and total amount
- Period of performance for any associated product-based services
- Applicable terms, statement of work, security requirements, and agency documentation

Order acknowledgement

After NASA processes and transmits the order, Indigo IT will acknowledge receipt. Order modifications that change the price or scope must also route through the NASA SEWP PMO.

04 FULFILLMENT

Delivery

- Standard delivery is within 30 calendar days after NASA processing for non-credit-card orders, or placement for credit-card orders, unless the quote and order establish another mutually agreed schedule.
- Expedited or non-standard delivery must be quoted and documented on the order.
- Partial shipments require authorization in the order or prior approval from the issuing Contracting Officer.
- Tracking information will be provided after shipment. Material delivery or status changes will be reported through the applicable SEWP process.

Payment

Indigo IT accepts payment via EFT and Government Purchase cards or other Agency approved credit card payments regardless of the Order size. NASA's administrative handling fee is included in quoted prices and is not shown as a separate line item. Any permitted purchase-card surcharge must be disclosed in the quote and represented by the authorized SEWP CLIN.

05 SUPPORT

Technical and software support

For professional, managed, cloud, software, installation, configuration, or other technical services, the applicable quote and order will identify the scope, service levels or acceptance criteria when applicable, period of performance, and support path. Contact Kurt Grubb for coordination or escalation.

Service quality, warranty, and correction

Indigo IT performs services in accordance with the requirements and acceptance criteria of the applicable order. Unless an order expressly provides otherwise, Indigo IT does not provide a separate post-acceptance commercial warranty for services. Nonconforming services will be addressed under the inspection, acceptance, correction or reperformance, and other remedies applicable to the order. For hardware, software, licenses, or other third-party products included in a solution, applicable manufacturer or publisher warranty and maintenance terms will be identified in the quote or order. Extended warranty or maintenance coverage may be ordered when available and permitted under the SEWP contract.

Product returns and warranty support (when applicable)

- **For hardware or other delivered products, report damage, shortage, incorrect shipment, or suspected defect promptly and include the SCN, agency order number, affected CLIN, quantity, and supporting photographs when useful.**
- Obtain return authorization and shipping instructions before sending material.
- Items returned before Government acceptance are not subject to restocking fees or other charges unless the return results from a Government-initiated change.
- After acceptance, applicable contract terms, warranty terms, and the circumstances of the return control.

06 TROUBLESHOOTING

Resolving a problematic order

- Gather the SCN, agency order number, affected item or CLIN, quantity, tracking number, and a short description of the problem.
- Email Contracts@indigoit.com or call 703-537-5413.
- For urgent, unresolved, or contract-level issues, escalate to Kurt Grubb at kgrubb@indigoit.com or 727-686-3857.
- For a NASA system, order-routing, or SEWP policy issue, contact the NASA SEWP Customer Support Center at help@sewp.nasa.gov or 301-286-1478.

Business hours: Monday-Friday, 8:00 a.m.-5:00 p.m. Eastern Time, excluding federal and company holidays.

07 REFERENCES

Contacts and official resources

Resource	Contact or link
Indigo IT, LLC SEWP Program Contact	Clint Cates, CCates@indigoit.com
Indigo IT, LLC Customer Service	Contracts@indigoit.com · 703-537-5413
NASA SEWP home	www.sewp.nasa.gov
NASA SEWP tools	www.sewp.nasa.gov/sewp_tools.shtml
NASA SEWP ordering information	www.sewp.nasa.gov/sewpv/ordering.shtml
NASA SEWP Customer Support	help@sewp.nasa.gov · 301-286-1478

DOCUMENT CONTROL

Version 1.0 · Effective November 1, 2026 · Owner: Indigo IT SEWP Program Manager. This guide will be reviewed after every contract modification and updated within 10 business days when the modification affects its content.