

# STERLING

## SECURED CUSTOMIZED SOLUTIONS FROM CLIENT TO CLOUD



### What is SEWP?

Solutions for Enterprise-Wide Procurement (SEWP) is a Government-Wide Agency Contract (GWAC) available to all Federal Government Agencies, and authorized support contractors. SEWP is a product-centric catalog with a huge range of offerings and a focus on supply chain risk assessment. *Term of SEWP V contract is extended through option period April 30, 2025.*

Sterling is a Woman Owned Small Business (WOSB) in Group A. We are a small business on NAICS code 334111 and Full and Open on Groups C and D NAICS 541519.

All Groups have the same scope of services and there is no requirement to use a particular group.



| Company   | Contract(s) | Business Designation |                           |
|---|-------------|----------------------|---------------------------|
| <b>Group A:</b>                                     |             |                      | <b>NAICS Code: 334111</b> |
| Sterling Computers Corporation (Sterling Computers) | NNG15SC20B  | WOSB                 |                           |
| <b>Group B_HUBZone:</b>                             |             |                      | <b>NAICS Code: 541519</b> |
| <b>Group B_SDVOSB:</b>                              |             |                      | <b>NAICS Code: 541519</b> |
| <b>Group C:</b>                                     |             |                      | <b>NAICS Code: 541519</b> |
| Sterling Computers Corporation (Sterling Computers) | NNG15SC89B  | Other Than Small     |                           |
| <b>Group D:</b>                                     |             |                      | <b>NAICS Code: 541519</b> |
| Sterling Computers Corporation (Sterling Computers) | NNG15SC49B  | Other Than Small     |                           |

### What can be purchased?

Products in Scope: IT Products include tablets, desktop and servers, peripherals, network equipment, storage systems, security tools, VOIP, telecommunications devices, Storage as a Service, video conferencing systems, audio-visual products, software, virtualization and Cloud-based services.

Services: Related Services to include product-based engineering, site planning, installation, cabling, training, and maintenance/warranty. For labor rates some limitations may be defined.

Many Federal contractors are approved to purchase from SEWP Contracts in support of a Federal Contract number with an Approved Letter of Authorization to purchase through SEWP. The process and forms to order against a SEWP contract are defined by the issuing agency. Some Agencies have special requirements or internal policies.

### How to Obtain a Quote for Products and Services

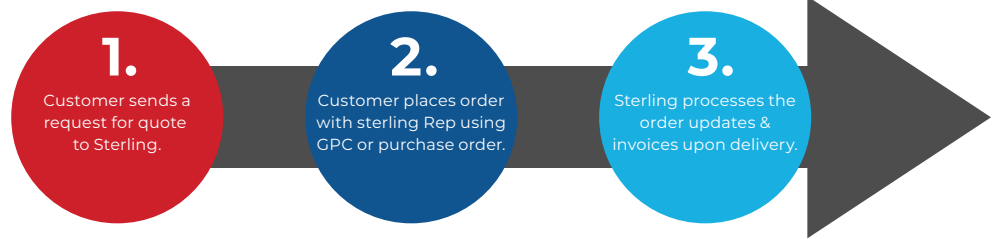
- A SEWP quote from Sterling for products and services can be obtained in many convenient ways.
- Call 877-242-4074, or 605-242-4000 to get in touch with a knowledgeable Sales Rep
- Send an email to [sewp.sales@sterling.com](mailto:sewp.sales@sterling.com), [sewp.pmo@sterling.com](mailto:sewp.pmo@sterling.com), or [connect@sterling.com](mailto:connect@sterling.com)

**Create a SEWP Account.** With a SEWP account, you'll be able to conveniently request quotes, view responses, create orders, and much more. Go to the SEWP website and register for a log-in.

**REGISTER NOW!**

## How to Place an Order

Ordering from SEWP is as Easy as 1-2-3



### 1. Go to Sterling.com website to request a quote: <https://Sterling.com/request-a-quote/>

The typical process is to use the SEWP tools to create a request for quote (RFQ) and Sterling will provide a quote. After the customer determines best value, simply use your Government Purchase Card or create a delivery order along with any necessary funding information.

### 2. Be sure to put a Sterling SEWP Contact number on your Purchase Order.

The SEWP Program Office will review, process, and return the delivery order with a SEWP Tracking Number (STN) to Sterling, to begin fulfillment. Our Customer Service Team will provide acknowledgment of order receipt, tracking, updates, and invoice upon customer's acceptance of delivery.

You may contact Sterling representatives directly for a micro-purchase and get a quote for any products on catalog. If products are not listed, we can usually add them within a day. Upon acceptance, our PM will forward the order information to the NASA SEWP Orders for processing and tracking. For orders above the micro-purchase limit, we will recommend you use the SEWP Quote Request Tool (QRT). Once you have created the RFQ and Agency-specific paperwork, the tools automate the process and forward the award to [sewporders@sewp.nasa.gov](mailto:sewporders@sewp.nasa.gov).

Depending on your requirements, you may use a Request for Information (RFI); Market Research Request (MRR) or an RFQ to obtain a quote from a Sterling representative. Please ensure the Delivery Order includes the Sterling Quote with one of our SEWP Contract Numbers.

### 3. Sterling processes the order updates and invoices upon deliver.

Our customer care representatives are committed to getting products delivered on time, to the right locations, and invoiced correctly. Someone will reach out to confirm your order and provide updates immediately.

**Surcharge:** As of November 1, 2020 the SEWP surcharge for all orders is a 0.34% or 0.0033884791. This fee is included in the price of products and is not separately listed on quotes. Sterling is responsible to pay the SEWP fees, which is included in our quoted product prices.

## Post Award Support and Contact Information

Our customer care representatives are committed to getting products delivered on time, to the right locations, and invoiced correctly. Someone will reach out to confirm your order and provide updates immediately. Should a problem occur in an order, your CSR will initiate actions in coordination with your sales representative, purchasers and designated customer contacts for delivery. The following are guidelines for a **Return Merchandise Authorization (RMA) request**.

Payment terms – Net 30 days from the date of Government receipt of invoice or date of acceptance, whichever is later.

Payment Address:

By Electronic Funds Transfer (EFT)

Sterling point of contact for EFT is:

Name, Controller Telephone: 877-242-4074

Fax: 605-242-4001

Sterling Corporation

PO Box 1995

303 Centennial Drive | North Sioux City, SD 57049

Phone: 877.242.4074 | Fax: 605.242.4001 | [www.sterling.com](http://www.sterling.com)

Federal Tax ID: 954634907

DUNS: 938836541

CAGE: 06APO

For More Information about the SEWP V program is available at: <https://www.sewp.nasa.gov>



Ready to get started? Contact Us!

[connect@sterling.com](mailto:connect@sterling.com)

[877.242.4074](tel:877.242.4074)

[www.sterling.com](http://www.sterling.com)

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