Order Escalation Guide

SEWP VI Order Escalation Guide for NASA's Solutions for Enterprise-Wide Procurement (SEWP VI)

About Prime Source Technologies (PST)

Prime Source Technologies, LLC (PST) puts the Innovative Thinking into IT. Established in 2001 and headquartered in Washington, DC, PST is a minority-owned, CMMI-appraised (Level 3 Development and Services) and ISO-certified (9001, 20000, 27001, and 42001) small business specializing in highly complex mission-critical enterprise-level projects.

PST offers IT program and project management, system and software solutions integration, software development, operations and maintenance (O&M) support, network engineering, cloud migration and mobile solutions to federal government agencies. Leveraging our strategic industry partnerships with Microsoft, Oracle, Esri, AWS and others, we deliver both innovation and value to our clients. Our experienced workforce and Top-Secret Facility Clearance ensure the ability to handle sensitive and classified projects with the utmost security**.**

Company Information:

- **Name of Company:** Prime Source Technologies, LLC
- **Address:** 1825 K ST NW, Suite 670, Washington, DC 20006
- **Cage Code:** 3AXYO
- **Unique Entity Identifier (UEI)**: JJ7ESM1BWCK5
- **Business Size:** Small Business, Minority-Owned
- **SEWP VI Contract No (Cat B):** 80TECH26D1427
- **SEWP VI Contract No (Cat C):** 80TECH26D0336
- **Period of Performance (POP)**: 11/1/2026 - 10/31/2036
- **NAICS Code:** 541512 (Computer Systems Design Services)
- **SEWP Program Manager:** Markus Darby| (703) 725-7006 | DarbyM@primesource.com
- **SEWP Deputy Program Manager:** Michael Walker| 202-827-0735 | WalkerM@primesource.com

Order Troubleshooting

If you experience an issue with a SEWP VI order placed through Prime Source Technologies (PST), our team is dedicated to resolving it quickly and professionally.

We monitor order statuses closely. If there are known delays, shortages, or discrepancies, PST will communicate these to the customer in advance, prior to the expected delivery date. However, if you discover a problem with your order, please use the following resolution steps:

Common Issues & Resolution Steps

- **Delayed Shipment or Delivery:** Contact PST's Operations team immediately. We will provide a status update and estimated timeframe within one (1) business day. If a formal delay is required, we will coordinate the updated delivery date directly with the SEWP PMO and the ordering agency to ensure accurate reporting**.**

- **Incorrect Items Received:** Contact PST's Operations team. PST will arrange a replacement shipment and coordinate the return of incorrect items. *Note: Items returned prior to Government acceptance are not subject to restocking fees unless the return is due to a government-initiated change.*
- **Billing or Invoice Discrepancy:** Contact PST's Operations team with your SEWP delivery order number (or SEWP Control Number - SCN) and the specific discrepancy. PST will research and respond within two (2) business days.
- **Warranty or Defect Claim:** Contact PST's Support Manager. We will coordinate directly with the OEM or software provider for repair or replacement under the applicable warranty or maintenance terms.

Escalation Procedures

If your issue is not resolved within the expected timeframe, please escalate using the following path:

Level 1 — Operations Manager, for the first level of escalation support

- Jason I. Castaneda, PMP, Operations Manager | (202) 628-3339 | **CastanedaJ@primesource.com**

Level 2 — Program Manager If unresolved within two (2) business days, escalate to our SEWP Program Manager.

- Markus Darby, Program Manager | (703) 725-7006 | **DarbyM@primesource.com**

Level 3 — SEWP PMO If the issue remains unresolved or you need further contract-level guidance, customers may contact the NASA SEWP PMO directly via their helpline or email at **help@sewp.nasa.gov.**