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Advancing the Mission.



ZIP ZAP IT

SOLUTIONS, LLC

NASA SEWP VI

CONTRACT HOLDER ORDERING GUIDE

Category C – ITC/AV Mission-Based Solutions and Services

Contract Information	Value
Contract Holder	Zip Zap IT Solutions, LLC
SEWP VI Category	Category C – ITC/AV Mission-Based Solutions and Services
SEWP VI Contract Number	80TECH26D1136
Contract Period	10-year effective ordering period from 11/01/2026; orders may be completed up to 60 months beyond the ordering period
UEI	EWQLHLEMGE85
CAGE	5XTJ9
Ordering Guide Version	1.0
Effective Date	11/01/2026

1. Program Support Information

1.1 How to Obtain a Quote

Zip Zap IT Solutions, LLC provides quotations for hardware, software, and services available under its NASA SEWP VI Category C contract. Customers may request a quotation using the contacts below or, when applicable, through the NASA SEWP Quote Request Tool (QRT).

Function	Name	Telephone	Email
Sales / Quotes	Carley Kimball, Director of Contracts & Business Development	571-969-5660 (main) EXT 1	carley@zipzapit.com
Contracts / Ordering	Marwan Abu-Fadel, Founder and CEO	571-969-5660 (main) EXT 3	marwan@zipzapit.com

For QRT requirements, Zip Zap IT will respond through the applicable SEWP process. Quotes will identify applicable CLINs and required pricing and supporting documentation in accordance with SEWP VI procedures.

1.2 Installation, Warranty, Technical Support, Software Support, and Post-Delivery

Specific installation, warranty, technical support, software support, and other post-delivery requirements will be identified in the applicable quotation and Delivery Order.

Support Function	Name	Telephone	Email
Installation / Implementation	Robert St Cyr, COO	571-969-5660 (main) EXT 704	robert.stcyr@zipzapit.com
Basic Warranty	Carley Kimball, Director of Contracts & Business Development	571-969-5660 (main) EXT 2	carley@zipzapit.com
Extended Warranty	Carley Kimball, Director of Contracts & Business Development	571-969-5660 (main) EXT 2	carley@zipzapit.com
Technical Support	Marwan Abu-Fadel, Founder and CEO	571-969-5660 (main)	marwan@zipzapit.com

Support Function	Name	Telephone	Email
		EXT 2	
Software Support	Marwan Abu-Fadel, Founder and CEO	571-969-5660 (main) EXT 2	marwan@zipzapit.com
Post-Delivery Support	Robert St Cyr, COO	571-969-5660 (main) EXT 2	robert.stcyr@zipzapit.com

1.3 Troubleshooting a Problematic Order

Customers experiencing an issue with an order should contact Zip Zap IT using the contacts below. When available, provide the SEWP Control Number (SCN), Delivery Order number, affected product or service, description of the issue, and relevant supporting information.

Level	Function	Name	Telephone	Email
1	Order / Customer Support	Carley Kimball, Director of Contracts & Business Development	571-969-5660 (main) EXT 2	carley@zipzapit.com
2	Contracts / Program Escalation	Carley Kimball, Director of Contracts & Business Development	571-969-5660 (main) EXT 706	carley@zipzapit.com
3	Executive Escalation	Marwan Abu-Fadel, Founder and CEO	571-969-5660 (main) EXT 700	marwan@zipzapit.com

2. SEWP VI Ordering Information

2.1 About NASA SEWP VI

NASA Solutions for Enterprise-Wide Procurement (SEWP) VI is a Government-Wide Acquisition Contract (GWAC) providing Federal agencies and approved contractors access to Information Technology, Communications, and Audio-Visual (ITC/AV) solutions and services. Created in 1993, SEWP was the first

GWAC in the federal acquisition space, and the program is self-funded through an Agency Administrative Handling Fee, not to exceed 0.34% of total delivery order price.

SEWP VI is organized into three scope categories:

- Category A – ITC/AV Solutions
- Category B – Enterprise-Wide ITC/AV Service Solutions
- Category C – Mission-Based ITC/AV Service Solutions

Zip Zap IT Solutions, LLC holds a SEWP VI Category C contract. Category C provides Federal agencies with customized, mission-level solutions and, per the SEWP VI Terms and Conditions, carries a threshold restriction of \$2,000,000 per order (inclusive of options), subject to removal beginning in the third year of performance.

2.2 About Zip Zap IT Solutions, LLC

Zip Zap IT Solutions, LLC is a HUBZone-certified, ISO 9001:2015, and CMMI Level II small business headquartered in Manassas, Virginia, providing Information Technology, Communication, and Audio-Visual (ITC/AV) mission-based solutions and services to Federal agencies under its NASA SEWP VI Category C contract (100% small business set-aside, NAICS 541512 – Computer Systems Design Services). Zip Zap IT supports federal, state, and local agencies with end-to-end services that enhance performance and growth.

Company Information	Value
Legal Name	Zip Zap IT Solutions, LLC
Business Address	10432 Balls Ford Rd. 300, Manassas, VA 20109
Website	https://www.zipzapit.com
UEI	EWQLHLEMGE85
CAGE	5XTJ9
SEWP VI Category	Category C

3. Ordering Process

1. Requirement Definition: Customer identifies the requirement and prepares applicable acquisition documentation.

2. Quote / Fair Opportunity: Customer conducts the applicable acquisition and fair-opportunity process and requests quotations through the appropriate SEWP process.

3. Zip Zap IT Quote: Zip Zap IT submits a responsive quotation in accordance with SEWP VI requirements.

4. Delivery Order: The issuing agency completes its acquisition procedures and issues a Delivery Order.

5. SEWP Processing: The Delivery Order is processed through the NASA SEWP Program Management Office.

6. SEWP Control Number: SEWP assigns the applicable SEWP Control Number (SCN).

7. Fulfillment: Zip Zap IT begins fulfillment in accordance with applicable SEWP procedures after required order processing and SCN assignment.

8. Delivery / Performance: Zip Zap IT provides the ordered products and/or services in accordance with the Delivery Order.

4. Pricing and Administrative Handling Fee

Zip Zap IT pricing will be provided in accordance with its SEWP VI contract and the applicable Delivery Order. The applicable SEWP Agency Administrative Handling Fee (not to exceed 0.34% of the total price of the delivery order, per SEWP VI contract clause A.1.26) is incorporated into total quoted pricing in accordance with SEWP VI requirements and is not separately listed as a line item on quotations or Delivery Orders.

5. Order Status and Delivery

Zip Zap IT will maintain and report applicable order status information in accordance with SEWP VI procedures. Customers may contact Zip Zap IT regarding order status, expected delivery dates, shipping information, delays, backorders, and other order-related matters.

Order Support	Name	Telephone	Email
Order Status / Delivery	Carley Kimball, Director of Contracts & Business Development	571-969-5660 (main) EXT 706	carley@zipzapit.com

6. Prime Contract Holder Responsibility

Zip Zap IT Solutions, LLC is the SEWP VI Contract Holder and prime contractor for orders placed against its SEWP VI contract. Where subcontractors or other teaming partners support performance, Zip Zap IT remains responsible for performance of the applicable Delivery Order in accordance with the SEWP VI contract and Delivery Order terms.

7. Order Modifications

Any required modification to an existing SEWP VI order will be processed in accordance with applicable SEWP procedures. Customers should coordinate proposed changes with Zip Zap IT before implementation. Any modifications made to an order must also route through the SEWP Program Management Office (PMO).

8. NASA SEWP Program Support

Resource	Contact Information
SEWP Helpline	(301) 286-1478

Resource	Contact Information
SEWP Email	help@sewp.nasa.gov
SEWP PMO Hours	Monday – Friday, 7:30 AM – 6:00 PM (ET)
SEWP Website	www.sewp.nasa.gov

Note: The above reflects the current publicly published NASA SEWP customer helpline. Contract Holders needing SEWP PMO support directly (as opposed to customer-facing support) should use the Contract Holder Helpdesk at chhelp@sewp.nasa.gov or (301) 286-4555, or submit a ticket via the CH Support Portal.

9. Zip Zap IT Contact Directory

Role	Name	Email	Telephone
Sales / Quotes	Carley Kimball, Director of Contracts & Business Development	571-969-5660 (main) EXT 1	carley@zipzapit.com
SEWP Contracts	Carley Kimball, Director of Contracts & Business Development	571-969-5660 (main) EXT 706	carley@zipzapit.com
Order Support	Carley Kimball, Director of Contracts & Business Development	571-969-5660 (main) EXT 2	carley@zipzapit.com
Technical Support	Marwan Abu-Fadel, Founder and CEO	571-969-5660 (main) EXT 2	marwan@zipzapit.com
Warranty / Post-Delivery	Carley Kimball, Director of Contracts & Business Development	571-969-5660 (main) EXT 2	carley@zipzapit.com
Executive Escalation	Marwan Abu-Fadel, Founder and CEO	571-969-5660 (main) EXT 700	marwan@zipzapit.com

10. Ordering Guide Maintenance

This electronic Ordering Guide is maintained by Zip Zap IT Solutions, LLC. The guide will be made available to SEWP customers prior to placement of the first Delivery Order following contract award, and updated versions will be made available no later than 10 business days following each contract modification, consistent with SEWP VI requirements (Attachment A – SEWP SOW, Section A.6).

Document Control	Value
Ordering Guide Version	1.0
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