

SOLUTIONS FOR ENTERPRISE-WIDE PROCUREMENT



NASA SEWP VI Ordering Guide

Flutter, Inc.

CATEGORY B

Enterprise-Wide ITC/AV Service Solutions

80TECH26D1575

CATEGORY C

Mission-Based ITC/AV Service Solutions

80TECH26D1193

Period of Performance: November 2026 – October 2036

Purpose Driven, Future Ready

Contract at a Glance

Flutter holds NASA SEWP VI contracts in Categories B and C, covering Enterprise-Wide and Mission-Based ITC/AV Service Solutions.

CATEGORY	CONTRACT COVERAGE	CONTRACT NO.
Category B	Enterprise-Wide ITC/AV Service Solutions	80TECH26D1575
Category C	Mission-Based ITC/AV Service Solutions	80TECH26D1193

PERIOD OF PERFORMANCE	SEWP VI SURCHARGE	UNIQUE ENTITY ID
November 2026 – October 2036	0.34%	JJXNBUX9HE33

Flutter SEWP VI Program Support

PROGRAM MANAGER Oliver Chiang SEWP VI Program Manager oliver.chiang@flutterinc.com 540-735-4428	DEPUTY PROGRAM MANAGER Christian Hawks SEWP VI Deputy Program Manager christian.hawks@flutterinc.com 540-627-6719
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Oliver Chiang and Christian Hawks are Flutter’s points of contact for SEWP VI quote support, order questions, post-delivery issues, and troubleshooting.

Flutter, Inc.
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SEWP VI Overview

NASA SEWP VI — Solutions for Enterprise-Wide Procurement, pronounced “soup,” provides Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services to Federal agencies and their approved contractors.

SEWP was established in 1993 and has continued to evolve to meet Federal technology and acquisition requirements. The program is self-funded through a 0.34% usage fee and provides acquisition support to Federal agencies.

SEWP VI consists of three scope categories:

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

Flatter holds contracts in Categories B and C.

About Flatter

Flatter, Inc. is a Federal support services company focused on delivering mission-oriented solutions for Defense, Homeland Security, and other Federal customers.

Flatter’s core capabilities include:

• Digital Transformation and Modernization	• Program Management Support
• Software Development	• Acquisition and Financial Management Support
• Information Assurance and Cybersecurity	• Artificial Intelligence and emerging technologies
• Cyber Training and Education	• Workforce Development and Readiness

Flatter combines technical expertise with disciplined program management to help Federal customers improve mission performance.

Fair Opportunity

FAR 16.505(b)(1) provides that contractors under multiple-award contracts receive a fair opportunity to be considered for applicable orders.

The method used to provide fair opportunity is determined by the ordering Contracting Officer. The Contracting Officer is also responsible for documenting the rationale for order placement and price.

The SEWP Quote Request Tool (QRT) is the recommended method for supporting fair opportunity and assisting with required acquisition documentation.

When responding to SEWP RFQs, RFIs, or Market Research Requests, Flatter will comply with the applicable SEWP VI contract requirements and the Contract Holder User Manual.

Obtaining a Quote

Government customers may request quotations through the NASA SEWP online quoting system.

For assistance with a Flatter SEWP VI requirement, contact:

Oliver Chiang SEWP VI Program Manager oliver.chiang@flatterinc.com 540-735-4428	Christian Hawks SEWP VI Deputy Program Manager christian.hawks@flatterinc.com 540-627-6719
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Flatter will respond to SEWP RFQs, RFIs, and Market Research Requests in accordance with applicable contract requirements.

When submitting a quotation, Flatter will identify the period for which the quote remains valid and will honor orders submitted within that stated period, consistent with the SEWP VI contract requirements. The Government-provided website example also states that responses issued through NASA’s online quoting system must follow the Contract Holder User Manual.

What Is in Scope for SEWP VI?

SEWP VI is designed to provide a broad suite of Information Technology, Communication, and Audio-Visual solutions and services.

Flatter’s SEWP VI awards cover:

CATEGORY B	Enterprise-Wide ITC/AV Service Solutions	CONTRACT NO. 80TECH26D1575
CATEGORY C	Mission-Based ITC/AV Service Solutions	CONTRACT NO. 80TECH26D1193

If an agency would like NASA SEWP to determine whether a requirement is within scope, the Government ordering-guide example directs customers to submit an overview and/or Bill of Materials to:

help@sewp.nasa.gov

Ordering Process

The internal ordering process varies by agency.

A typical SEWP VI ordering process is:

- 1** Identify the Requirement
The Government end user determines the requirement and prepares a Purchase Request.
- 2** Submit the Purchase Request
The Purchase Request and applicable funding information are submitted to the agency's procurement office.
- 3** Conduct the Acquisition
The procurement office conducts the acquisition in accordance with applicable agency procedures and SEWP requirements.
- 4** Issue the Delivery Order
The issuing agency's procurement office issues the Delivery Order.
- 5** SEWP PMO Processing
The NASA SEWP Program Management Office reviews, processes, and tracks the issued Delivery Order and forwards it to the applicable Contract Holder.

Important ordering distinction

NASA SEWP does not issue Delivery Orders on behalf of agencies. Delivery Orders must be issued through the ordering agency's procurement office.

If an order is modified, the modification must also route through the NASA SEWP Program Management Office.

Order Support and Post-Delivery Issues

For questions involving:

- | | |
|----------------------------------|---------------------------------|
| • Quotes | • Software support coordination |
| • Order status | • Warranty-related matters |
| • Contract administration | • Order modifications |
| • Delivery or performance issues | • Other post-delivery concerns |
| • Technical support coordination | |

Contact:

Oliver Chiang Program Manager oliver.chiang@flatterinc.com 540-735-4428	Christian Hawks Deputy Program Manager christian.hawks@flatterinc.com 540-627-6719
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Applicable installation, warranty, technical support, software support, or similar terms will depend on the specific products or services included in an individual order.

The Government instructions specifically require the ordering guide to explain how customers receive post-delivery support and how problematic orders are escalated.

Troubleshooting an Order

Customers experiencing an issue with a Flatter SEWP VI order should first contact:

1

Oliver Chiang
540-735-4428
oliver.chiang@flatterinc.com

If additional support or escalation is required:

2

Christian Hawks
540-627-6719
christian.hawks@flatterinc.com

Flatter will coordinate with the customer to identify the issue and support resolution.

For NASA SEWP program assistance, customers may also contact the SEWP Program Management Office.

NASA SEWP Program Management Office

SEWP Help Desk

EMAIL	help@sewp.nasa.gov
PHONE	301-286-1478
HOURS	Monday–Friday 7:30 AM – 6:00 PM Eastern Time
WEBSITE	www.sewp.nasa.gov

Flutter SEWP VI Quick Reference

Category B	Enterprise-Wide ITC/AV Service Solutions 80TECH26D1575
Category C	Mission-Based ITC/AV Service Solutions 80TECH26D1193
Program Manager	Oliver Chiang 540-735-4428 oliver.chiang@flutterinc.com
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