



FEDERAL CONTRACT VEHICLE / CUSTOMER RESOURCE

NASA SEWP VI

Customer Ordering Guide

AGILITY TECHNOLOGIES INC.

Enterprise-wide and mission-based ITC/AV services under Categories B and C.

CATEGORY B	CATEGORY C
Enterprise-Wide ITC/AV Service Solutions 80TECH26D1389	Mission-Based ITC/AV Service Solutions 80TECH26D0072

Version 1.0.0 | October 23, 2026

NASA program ordering period: November 1, 2026 - October 31, 2036.

Public SEWP information: www.sewp.nasa.gov/sewpvi/

Agility Technologies: www.agilitytechinc.com

1. At a glance: how to buy through Agility

NASA SEWP VI is a multiple-award Government-Wide Acquisition Contract (GWAC) for eligible Federal procurement of Information Technology, Communications and Audio/Visual (ITC/AV) offerings. Agility identifies two service-category prime awards, subject to the executed contracts and NASA holder records.

1. **Define the service requirement.** Prepare an SOW/PWS, technical and security needs, delivery or performance location, funding and evaluation approach.
2. **Select the right category.** Enterprise-wide strategic ITC/AV services generally point to Category B; mission- or program-level services generally point to Category C. Confirm scope and Category C restrictions.
3. **Provide fair opportunity.** The ordering CO determines the relevant eligible holder group, applicable NAICS, set-aside and solicitation procedures in accordance with FAR 16.505.
4. **Request and assess quotations.** Use NASA's Quote Request Tool (QRT) where practicable. Evaluate in accordance with stated criteria and applicable agency procedures.
5. **Issue and route the delivery order.** The Federal agency CO issues and funds the order against the correct Agility prime contract, then routes it through the NASA SEWP PMO for processing.
6. **Coordinate performance and support.** Agility fulfills accepted orders under the applicable terms and coordinates technical, warranty, software and order-resolution services.

2. Agility corporate and contract reference

FIELD	INFORMATION
Legal business name	Agility Technologies Inc.
Business address	8300 Boone Blvd., Suite 535, Vienna VA 22182
Website	www.agilitytechinc.com
Main telephone	+1 475.AGI.LITY (+1 475.244.5489)
Unique Entity ID (UEI)	Z9M6NN4AQLF7
CAGE code	5B8B7
Business designation	Small Business

3. SEWP VI service categories and ordering limits

AGILITY AWARD	INTENDED USE
Category B 80TECH26D1389	Customized enterprise-wide ITC/AV services spanning multiple agency offices, locations or departments. Typical examples: enterprise ITSM, application services, cloud, analytics, cybersecurity, network and managed services.
Category C 80TECH26D0072	Customized ITC/AV services serving defined missions or programs. Typical examples: program application engineering, data services, cybersecurity, cloud, database, network, IT O&M and directly related training.

The NASA VI scope page excludes product-only requirements from both B and C. Supplies and ancillary services must be integral to an eligible services-based task order; the actual SOW and prime contract govern eligibility.

Important Category C control: NASA publicly describes a \$2 million order cap in the first year and \$10 million in the second year, with restrictions removed starting the third year. The ordering CO and Agility Contracts must confirm the precise application of these limits to an actual order and executed contract.

NASA states a \$20 billion program-level ceiling per contract, but the maximum individual order and available contract capacity are contract-holder specific. No single-order limit or remaining capacity is represented in this guide.

4. Authorized users and order-level eligibility

NASA, Federal agencies (including DoD components), and appropriately authorized Federal support-service contractors may use SEWP. State/local governments, tribes and individual consumers are not authorized to order directly under SEWP VI. A support-service contractor must obtain the necessary ordering CO authorization using NASA's current VI letter process.

The ordering CO determines the predominant NAICS code, appropriate business-size determination and any set-aside for each order. Agility's participation as a Small Business does not independently establish qualification for every NAICS or a particular socioeconomic restriction.

5. Requesting information and quotations

NASA's Quote Request Tool is the recommended route for selecting the appropriate category/eligible holder group and requesting information or pricing: <https://www.sewp.nasa.gov/sewpvi/>.

REQUEST TYPE	CUSTOMER USE
RFI - Request for Information	Early capability, availability or technical questions; typically not a verified contract quote.
MRR - Market Research Request	Market research and quote collection; typically precedes an agency procurement decision.
RFQ - Request for Quote	Price and technical quotation for a potential order; terms and eligibility are assessed for the specific request.

For Categories B and C, NASA describes a 30-day default response period in the QRT; the actual deadline is established by the customer and may differ with requirement complexity. Contact Agility for clarification but do not treat an informal discussion as an awarded order.

5.1 Recommended request information

- Ordering agency and contracting office; proposed category and, if known, NAICS and set-aside.
- SOW/PWS, technical deliverables, locations, performance period, security/accessibility requirements and requested contract type.
- Quote submission deadline, instructions, evaluation factors, service or labor requirements and assumptions.
- Any special procurement, invoicing, funding or agency policy constraints.

5.2 Quote contacts and handling

Use the QRT for formal solicitation responses. Agility's SEWP VI quote mailbox is agility_nasa_sewpvi@agilitytechinc.com

Named quote contacts, telephone numbers and backup routing appear in Section 10. Non-QRT communications must still comply with the agency's fair-opportunity responsibilities and Agility's authorized SEWP quote processes.

6. Fair opportunity and source selection

Ordering officers shall follow FAR 16.505(b), including fair opportunity to eligible multiple-award holders above the applicable micro-purchase threshold unless a lawful, properly supported exception applies. NASA's QRT can help form eligible category and socioeconomic groupings. Pre-competition of the GWAC does not authorize an automatic directed or sole-source order to Agility.

NASA explains that receiving three quotations is not inherently mandatory when eligible holders have been afforded fair opportunity. The CO controls the solicitation, documented source-selection rationale, agency-specific procedures and any approved exception. Set-aside status is evaluated for each order; do not presume 8(a) eligibility from Agility's Small Business status.

For the actual applicable statutory/FAR thresholds, notices, justification and debriefing obligations, consult the current FAR and ordering agency acquisition office; this guide intentionally does not hard-code a potentially stale dollar threshold.

7. Pricing, fees, and contract types

Agility quotes must identify the correct SEWP VI prime contract, applicable offering(s), description, labor categories or CLINs as required, unit/extended prices, assumptions and quotation validity. The ordering agency evaluates labor-based price reasonableness at the order level. Prices published or approved on a separate GSA MAS contract are not automatically SEWP VI prices.

NASA presently states a SEWP program fee of 0.34%, already included in contract-holder quoted pricing rather than listed as an additional customer line item. The Contract Holder remits the fee, subject to NASA changes.

NASA lists Firm-Fixed-Price, Time-and-Materials, Labor-Hour, Fixed-Price-Award-Fee, Fixed-Price-Incentive-Fee, Fixed-Price-Economic-Price-Adjustment, and permitted commercial-type hybrids. The ordering CO specifies the order contract type. Contract terms, labor availability, pricing and any ceiling must be checked at the time of quotation.

8. Issuing, submitting and processing an order

The end user and agency acquisition office follow their own purchase-request and funding procedures. A warranted ordering agency CO issues the delivery/task order; the NASA SEWP PMO does not issue or fund other agencies' orders. Every SEWP order and applicable modification must be routed through NASA's authorized PMO process for validation, tracking and forwarding to the contract holder.

8.1 NASA-required delivery-order information

#	REQUIRED INFORMATION
1	Government delivery order number
2	SEWP Contract Holder quote validating the order
3	Date the delivery order was issued
4	Correct Agility SEWP VI prime contract number
5	Order-specific NAICS code
6	Order contract type
7	Agility mailing address and phone number
8	Issuing office: agency name and mailing address
9	Ship-to office: agency name and mailing address
10	Total order dollar amount
11	Contracting Officer signature
12	Contracting Officer phone number
13	Date the delivery order was signed
14	Line items and pricing

Also include the relevant SOW/PWS, performance period, delivery or service locations, acceptance, invoices/payment instructions, security requirements and relevant agency terms as needed for complete administration. These supplement but do not replace NASA's processing fields.

8.2 Routing and confirmation

- 1. Agency issues the order.** The customer CO selects the applicable Agility B or C contract and signs a complete order.

2. **Order goes to NASA SEWP PMO.** Follow the official PMO ordering channel (sewporders@sewp.nasa.gov is published by NASA) and any current portal-specific instructions.
3. **PMO reviews and forwards.** NASA validates order information, tracks the order and forwards it to the contract holder. The SEWP Control Number (SCN) is used for order tracking when generated.
4. **Agility acknowledges and performs.** Agility coordinates acceptance, staffing, delivery, performance and invoicing under the valid order; unresolved processing problems go to the contracting officer/PMO.

Modifications follow the same NASA PMO routing requirement. A quote or customer purchase request alone is not a delivery order or authorization to begin work.

9. Installation, warranties and post-delivery support

For each task/delivery order, Agility and the ordering agency shall identify the installation, warranty, software maintenance and technical support commitments actually included in the quoted scope and resulting order. This guide does not create a free-standing warranty, service level or extended support entitlement.

ISSUE	POLICY AND CUSTOMER PROCEDURE
Installation / implementation	If ordered, Agility coordinates the agreed onboarding, installation, configuration, integration, testing and acceptance activities in the approved delivery/performance plan.
Basic warranty	The applicable contract/order and the included manufacturer/service warranty terms govern duration, remedies, exclusions and claim procedure. Agility identifies the responsible warranty channel in the order package.
Extended warranty / maintenance	Extended coverage applies only when expressly included and priced in the awarded order or applicable support agreement. Confirm service windows, extensions and point of contact.
Technical support	Submit a ticket or contact the designated order support representative with contract number, SCN (if available), agency order number, symptom, priority and affected system. Response goals are those in the order, if any.
Software support	Provide license, subscription/entitlement and affected version where relevant. Agility coordinates included vendor support, patches, renewals, escalation and maintenance only as ordered.
Post-delivery corrections	Agility reviews delivery discrepancies, acceptance issues, defects, invoicing questions and corrective-action requests; contractual changes require the authorized ordering CO.

Support contacts for each function must be confirmed and published in Section 10 before this guide is released. No support hours or response guarantees are represented until approved by Agility Contracts.

10. Customer contacts and order problem resolution

Customers should provide the category/Agility contract number, agency delivery-order number, SCN if available, date, short problem description, any affected deliverables and the customer point of contact. Avoid transmitting classified or otherwise restricted information through ordinary email or the public SEWP tools.

10.1 Agility SEWP VI contacts

PURPOSE	CONTACT	PHONE / EMAIL
Quotations / sales (provisional)	Krandall Mack SEWP VI Program Manager	202-304-9290 krandall.mack@agilitytechinc.com
Backup / order escalation (provisional)	Cole Bennett SEWP VI Deputy Program Manager	301-806-0898 cole.bennett@agilitytechinc.com
Contract administration (provisional)	Gunjit Khurana Contract Administrator	202-427-6487 gunjitrk@agilitytechinc.com
Installation / basic and extended warranty	Krandall Mack SEWP VI Program Manager	202-304-9290 krandall.mack@agilitytechinc.com
Technical / software / post-delivery support	Cole Bennett SEWP VI Deputy Program Manager	301-806-0898 cole.bennett@agilitytechinc.com
SEWP VI support hours	8 AM to 6 PM EST	agility_nasa_sewpvi@agilitytechinc.com

10.2 Problematic-order resolution steps

- 1. Report and identify.** Contact the assigned Agility support contact, describe the issue and include all order references.
- 2. Triage and coordinate.** Agility reviews the concern with delivery, technical, finance, suppliers or subcontractors as appropriate; provide supporting records securely.
- 3. Agree a corrective action.** For installation, support, delivery, warranty or billing matters, agree on applicable next steps and track completion against order requirements.

4. **Escalate contract actions.** Refer changes to price, scope, funding, performance dates or terms to the authorized ordering CO; route formal order modifications through NASA SEWP PMO.
5. **Close and document. Confirm resolution with the customer and retain relevant order correspondence and corrective-action records.**

11. NASA program contacts, policy and accessibility

RESOURCE	INFORMATION
NASA SEWP VI	https://www.sewp.nasa.gov/sewpvi/
NASA Customer Help Desk / scope requests	help@sewp.nasa.gov (301) 286-1478
NASA Delivery Order routing	sewporders@sewp.nasa.gov Use current NASA instructions
FAR 16.505 ordering	https://www.acquisition.gov/far/16.505
NASA SEWP VI contracting and ordering pages	sewp.nasa.gov/sewpvi/procurement/contracting-info/ sewp.nasa.gov/sewpvi/procurement/ordering-info/

If an ITC/AV requirement has uncertain scope, the ordering activity may request an official NASA scope review using its SOW/requirements overview. SEWP VI portal notices prohibit handling classified information through the public system. Use only agency-approved secure methods for protected data and obtain the relevant instructions from the CO/PMO.

Section 508 accessibility and applicable cybersecurity, privacy, FedRAMP, supply-chain and agency-specific requirements must be addressed in the acquisition and order as applicable; SEWP participation by itself does not certify a particular service or deliverable as compliant.

12. Document control, updates and governing authority

FIELD	CONTROL
Document / version	Agility NASA SEWP VI Customer Ordering Guide / 2.0
Document date	October 23, 2026
Owner / approval	Agility SEWP VI Program Manager / Agility Contracts Management
Release status	Published – Final – v1.0.0
Review trigger	After each contract modification, material NASA policy update, or change to customer-facing contact/procedure
Publication requirement	Electronically accessible, downloadable and printable before the first delivery order; publish revised version within 10 business days after each contract modification, subject to governing executed contract.

This customer resource summarizes general SEWP VI procedures and Agility's represented contract information. It does not amend or supersede any executed Agility NASA SEWP VI prime contract, modification, delivery order, agency acquisition policy or applicable law. If statements conflict, the governing contract/order/law and applicable NASA PMO instructions control.