10411 Motor City Drive, Suite 750
Bethesda, MD 20817
T : 240.244.3311 | F : 866.380.5934

Agilious

SEWP VI Ordering Guide

Contract Number: 80TECH26D0896

Contract Type: Multi-award Government-Wide Acquisition Contract (GWAC), IDIQ, FFP

Category: Category C - ITC/AV Mission-Based Services:

SEWP VI Category C delivers mission- and program-level ITC/AV services that improve and enhance the agency's ITC/AV infrastructure. Ancillary products are included only in support of a service requirement. Mission based services included and provided by Agilious:

1. Enterprise-wide Network Services
2. IT Managed Services
3. Enterprise-wide Innovation Services
4. IT Service Management
5. Enterprise Service Program Integration
6. Enterprise-wide Information and Data Analytics Services (IDAS)
7. Enterprise-wide Application Services / Software Development
8. Enterprise-wide Cybersecurity Services
9. Enterprise-wide Cloud Services
10. Enterprise-wide Digital Multimedia and Technical Communications Services
11. Program Management / Ancillary Services and Supplies

Contract Effective Dates: November 1, 2026, through October 31, 2036.

About SEWP

The NASA SEWP (Solutions for Enterprise-Wide Procurement), pronounced "soup", provides the latest Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services for all Federal Agencies and their approved contractors. Created in 1993, SEWP I was the very first Government-Wide Acquisition Contract (GWAC) in the federal acquisition space. Originally, the contract vehicle provided only technology products for NASA and all other agencies. SEWP has continually evolved over the past 30 years, expanding its scope to meet the requests of its customers. The SEWP vehicle represents acquisition innovation within the Federal Government. The program is self-funded through usage fees (0.34%) and provides all Federal agencies with acquisition support - more than 50,000 orders a year.

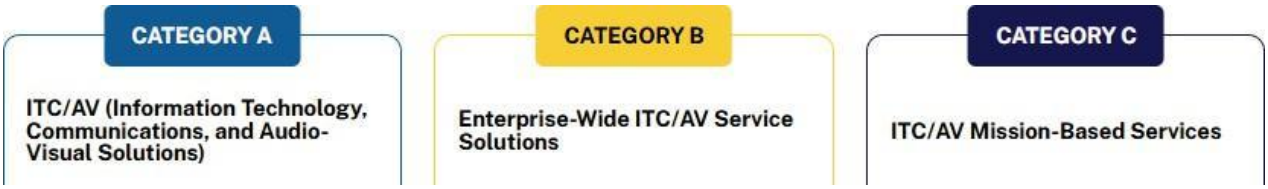
What's In Scope For SEWP VI?

SEWP is designed to provide a broad suite of Information Technology, Communication and Audio Visual (ITC / AV) solutions and services. Technology is ever-evolving and for that reason SEWP's processes enable our Contract Holders to add new commercial technology and IT services to their contract daily, as requested by our customers.

The focus of SEWP is on the full suite of technology offerings across the entire ITC/AV solutions and services landscape. SEWP is composed of three (3) scope categories detailed below. If you would like SEWP to determine if your requirement is within scope of the SEWP VI contract, please send an overview and/or bill of materials (BOM) to help@sewp.nasa.gov and we will quickly review and provide feedback.

The SEWP Contracts were awarded by scope category; the three categories are:

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



Ordering Process

The internal ordering process of each Agency varies. The process and accompanying forms for Purchase Requests (PR) and Delivery Orders (DO) that are issued against a SEWP contract are defined by the issuing Agency, not the NASA SEWP Program Management Office (PMO). The typical process is for an end-user to determine a requirement and generate a Purchase Request (PR).

The PR, along with any necessary funding information is sent to that Agency's procurement office which results in the issuance of a DO. Any valid Federal Agency DO form, and the associated Delivery Order number may be used. The NASA SEWP Program Management Office (PMO) does not issue DOs - these must be issued through the issuing Agency's procurement office. The SEWP Program Management Office reviews, processes and tracks issued DOs and forwards them to the Contract Holder(s).

Some Agencies have special requirements for issuing IT Delivery Orders. It is the Issuing Agency's Contracting Officers' (COs/KOs) responsibility to be aware of any Agency-specific policies regarding issuing orders via existing contract vehicles and Government-Wide Acquisition Contracts. There are no requirements under the SEWP Contracts for issuing Agencies to use other intermediary procurement offices, except as directed through their own internal policies.

If modifications are made to any order, these modifications must also route through the SEWP Program Management Office (PMO).

Surcharge

The SEWP VI surcharge for all orders is 0.34%. The fee is included in the price of all products and is not separately listed on quotes. It is the Contract Holder's responsibility to pay the fee

from their quoted product prices.

NASA SEWP reserves the right to adjust all surcharge rates as the SEWP Program Management Office (PMO) budget so requires.

Note that the NASA SEWP Program Management Office (PMO) operates on a non-profit, self-contained Full Cost Accounting Budget. The fees are set solely to fund the services and staff provided by the NASA SEWP Program Management Office (PMO). Collection of excess fees will result in either an increase in services, a decrease in the fee structure or a combination of the two.

To request additional information, a SEWP quote, or place a Credit Card order, or for help with a custom requirement please contact:

Agilious SEWP Sales Team

Program Manager:
Manjit Singh, manjit.singh@agilious.com, 240.244.3311 x701

Deputy Program Manager:
Gurmeet Kaur, gurmeet.kaur@agilious.com, 240.244.3311 x703

For SEWP processing or program questions, contact the NASA SEWP help desk below; contractual changes remain with the ordering contracting officer.

Technical Support

Describe the affected service, operating environment, expected and actual behavior, business impact, and troubleshooting already attempted. Agilious routes the request to the responsible delivery staff and coordinates resolution under the order's support arrangements. Use an agency-approved secure channel for sensitive information; do not send passwords or sensitive logs to the general inbox.

Software Support

Where software support is part of the order, identify the application, version, affected function, entitlement or license reference if applicable, and error description. Agilious reviews the request against the ordered support scope and coordinates with the responsible software support provider when applicable. Updates, fixes, licensing assistance, and maintenance are governed by the applicable contract, order, and authorized license terms.

Other Post-delivery Issues

For service performance, delivery status, acceptance, or invoice questions, provide the order and SCN, relevant deliverable or invoice number, discrepancy, and requested resolution. Agilious coordinates with the ordering agency and responsible staff to address the issue. Changes to scope, price, schedule, or other order terms require authorization from the ordering contracting officer.

Troubleshooting and Escalation

Start with the shared SEWP inbox or main line above and identify the issue as an order problem.

- Ask for our SEWP Program Manager or SEWP Deputy Program Manager, as the alternate contact. I
- Include the issue history, operational impact, and any relevant correspondence.

- If the problem remains unresolved, request a management review by contacting nasa-sewp@agilious.com.

Extended Warranty and Additional Support

Identify any requested extended coverage during the quote process, including the item or service, coverage period, and required support. Agilious confirms whether an eligible offering is available on the applicable contract and identifies the quoted coverage and limitations. For an existing order, contact the program team to review available options and any required order modification. Extended coverage is not automatic.

For all post-award delivery support or for order troubleshooting and resolving order issues please contact

Program Manager:
Manjit Singh, manjit.singh@agilious.com, 240.244.3311 x701

Deputy Program Manager:
Gurmeet Kaur, gurmeet.kaur@agilious.com, 240.244.3311 x703

Policies and Information

All products sold by Agilious under the SEWP VI contract are covered by, and subject to, the manufacturer's warranties and return conditions unless otherwise specified. All CTO (Configured to Order) purchases are non-returnable unless otherwise specified. All returns must be accompanied with an RMA approval.

Installation of products can be arranged on a case-by-case basis depending on location and must be requested at the time of quote.

Agilious will assist our customers in obtaining technical support from the manufacturers of products purchased through Agilious.

Agilious SEWP Page

Please visit the NASA SEWP VI website for Contract information and Contacts.

- NASA SEWP Helpline – 301-286-1478 – help@sewp.nasa.gov
- NASA SEWP Orders – Fax 301-286-0317 – sewporders@sewp.nasa.gov
- NASA SEWP Homepage – www.sewp.nasa.gov
- Agency Specific Resources Website - https://sewp.nasa.gov/agencies.shtml

Fair Opportunity

FAR 16.505(b) (1) provides that each contractor shall be given fair opportunity to be considered for each order exceeding $10,000 and issued under multiple award contracts. The FAR states that the method to obtain fair opportunity is at the discretion of the Contracting Officer (CO) and that the CO must document the rationale for placement and price of each order. Using the SEWP online Quote Request Tool is the recommended method to assist in this activity and to augment the required decision documentation. The SEWP Quote Request Tool (QRT) will automatically include the Contract Holders within a selected Group or based on a suggested source.