NASA SEWP VI Ordering Guide

Agiliko, LLC | Categories B and C | October 28, 2026

Contract details, quote requests, ordering procedures, and support contacts for customers using Agiliko's NASA SEWP VI Category B and C contracts.

1. Contract Overview

Agiliko, LLC provides federal IT support, data management and analytics, cloud modernization, and legacy application operations and maintenance. This guide explains how customers can request quotes, place orders, and obtain support through our SEWP VI contracts. Individual offerings must be available on the applicable contract before they can be quoted in response to an RFQ or MRR.

NASA Solutions for Enterprise-Wide Procurement (SEWP) VI is a multiple-award Government-Wide Acquisition Contract (GWAC). Agiliko, LLC holds a Category B contract for enterprise-wide information technology, communications, and audiovisual (ITC/AV) service solutions and a Category C contract for mission-based ITC/AV services.

The SEWP administrative fee is 0.34% and is included within quoted offering prices. It is not listed as a separate quote or order line.

Contract at a glance	Agiliko NASA SEWP VI
Contract Holder	Agiliko, LLC
Contract Vehicle	NASA SEWP VI — multiple-award Government-Wide Acquisition Contract (GWAC), indefinite-delivery/indefinite-quantity (IDIQ)
Category B Contract	80TECH26D1294 — Enterprise-wide ITC/AV service solutions
Category C Contract	80TECH26D1432 — Mission-based ITC/AV services
Anticipated Period of Performance	November 1, 2026 – October 31, 2036
Solicitation Number	80TECH24R0001
UEI	NLCNE3Q9UFA8
CAGE Code	6UMF1
SEWP Administrative Fee	0.34%, included in quoted prices
Program Manager	Scott Cosby cosbys@agiliko.com
Deputy Program Manager	Rich Dougherty doughertyr@agiliko.com
SEWP Email	SEWPVI@agiliko.com
Agiliko Main Line	703-951-7831

2. Quote Requests and Ordering

Request a Quote

To request a quote, email SEWPVI@agiliko.com or call 703-951-7831 and ask for Scott Cosby, Program Manager, or Rich Dougherty, Deputy Program Manager. Customers may also issue a request through NASA SEWP's Quote Request Tool (QRT), accessible from https://www.sewp.nasa.gov/. Include the agency and contracting point of contact, solicitation or RFQ number, statement of work or performance work statement, required deliverables, labor qualifications if applicable, performance period, performance location, and quote due date. Agiliko quotes offerings available on the applicable contract and states the quote validity period. The fair-opportunity and quote requirements below apply.

Ordering Process

1. The issuing agency sends a requirement or request for quotation. We determine whether it fits Category B or Category C and prepare a response using approved contract offerings.

2. The agency evaluates quotes and issues its delivery or task order through its procurement office. The agency controls the ordering decision and any applicable fair-opportunity documentation.

3. Submit the order or modification to the NASA SEWP Program Management Office at sewporders@sewp.nasa.gov. The customer or Agiliko may submit it; Agiliko is responsible for ensuring timely submission. Agiliko supplies the required CLIN verification file matching the order. Fulfillment begins only after SEWP assigns a SEWP Control Number (SCN), subject to the order terms. Changes to the Government order are made by its ordering contracting officer and routed through SEWP.

Information to include with an order

- Signed and dated order; unique agency order number; applicable Agiliko SEWP contract number; and Agiliko, LLC as the contract holder.
- Issuing agency and ordering agency, if different; contracting officer; and authorized Government ordering official's name, telephone number, and email address. Include the credit card holder's name for a credit card order.
- Appropriation and accounting data; billing and invoice address; shipping or service delivery address; and service period of performance.
- SEWP CLINs, descriptions, quantities, unit prices, and total order amount; applicable statement of work and mutually agreed terms; and the SEWP RFQ number, when available.

Agiliko marks the order as received in CHOP within one business day of SEWP processing and reports order status changes through CHOP within two business days, as required by the Contract Holder User Manual.

3. Program Contacts

SEWP Program Manager: Scott Cosby, Partner / Co-Founder
Individual work email: cosbys@agiliko.com
Deputy Program Manager: Rich Dougherty, Partner / Co-Founder
Individual work email: doughertyr@agiliko.com
Agiliko main line for both contacts: 703-951-7831
Shared SEWP email for quotes and services: SEWPVI@agiliko.com

4. Service Support and Order Issues

For installation, warranty, technical or software support, and other post-delivery issues, email SEWPVI@agiliko.com or call 703-951-7831 and ask for Scott Cosby, Program Manager, or Rich Dougherty, Deputy Program Manager. Include the agency name, order number, SCN if available, affected service or deliverable, customer contact, and a description of the request. Agiliko coordinates the response with the responsible delivery staff and any applicable provider. Contract and order terms govern coverage, acceptance, remedies, and service levels.

Installation and implementation

When installation or implementation services are included in an order, Agiliko coordinates requirements, access, scheduling, and acceptance criteria with the ordering agency in accordance with the order's statement of work. For assistance, contact Scott Cosby, Program Manager, or Rich Dougherty, Deputy Program Manager, at SEWPVI@agiliko.com or 703-951-7831.

Basic warranty and service deficiencies

Report a suspected defect or nonconforming service to the contacts above, identifying the deliverable, acceptance or delivery date, expected result, and observed problem. Agiliko reviews the issue against the applicable contract and order requirements and coordinates corrective action or the applicable warranty process. For any authorized ancillary product or software, include its identifier and relevant entitlement information so the team can determine the applicable provider terms. This guide does not replace or limit contractual warranty or remedy provisions.

Extended warranty and additional support

Identify any requested extended coverage during the quote process, including the item or service, coverage period, and required support. Agiliko 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.

Technical support

Describe the affected service, operating environment, expected and actual behavior, business impact, and troubleshooting already attempted. Agiliko 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. Agiliko 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. Agiliko 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 Scott Cosby, Program Manager; Rich Dougherty, Deputy Program Manager, is the alternate contact. Include the issue history, operational impact, and any relevant correspondence. If the problem remains unresolved, request a management review by Scott and Rich using the same contact information. For SEWP processing or program questions, contact the NASA SEWP help desk below; contractual changes remain with the ordering contracting officer.

5. NASA SEWP Assistance

NASA SEWP Customer Help Desk: help@sewp.nasa.gov | 301-286-1478. Program website: www.sewp.nasa.gov. Company SEWP page: https://www.agiliko.com/nasa-sewp-vi.

Guide maintenance

Agiliko maintains this guide for customer downloading and printing before the first delivery order and publishes updated versions no later than 10 business days following each contract modification. The executed contracts, applicable order terms, and current NASA SEWP instructions govern if this guide differs.

Agiliko corporate homepage: https://agiliko.com/

6. Fair Opportunity and Requests for Quotes

A.1.13 Fair Opportunity and Requests for Quotes

Contractors will be provided a fair opportunity at the individual order level as appropriate per FAR Part 16.505(b), including the SEWP RFQ tools. No documentation for the order selection is required to be submitted with the order. All such documentation is to be maintained by the issuing procurement office.

The Contractor shall not market, quote or otherwise offer for sale, any IT Solutions not listed under this contract, until the said solutions are included in the SEWP database of record, and available to all Government end-users.

If the Government issues a Request For Information (RFI) as part of market research, the Contractor may provide items not yet listed on their SEWP contract as part of a market research quote if:

1. all such items are clearly marked as not yet available on their SEWP contract; and

2. the contractor submits a technology refreshment request to add those products to their contract

If the Government issues a Request For Quote (RFQ) or a Market Research Request (MRR), the Contractor may only respond with items available on their Contract and the price of each item shall be the no greater than the price in Attachment F SEWP database of record at the time the quote is issued. If the Contractor has insufficient items on their contract to fully respond to the Formal RFQ, the Contractor must respond with a No Bid.

Unless the RFQ specifically allows for partial quotes, the Contractor must respond fully to all requirements specified in the RFQ.

When submitting a quote to a government end-user, the contractor must clearly state the length of time the quote is valid. The contractor shall honor any order submitted within the stated time period of a quote.

When responding to an RFI or RFQ issued from the NASA SEWP RFQ on-line quoting system, the Contractor must respond as outlined in Attachment C: Contract Holder User Manual (CHUM).

Contract Holders are prohibited from using Government information posted on the NASA SEWP Contract Holder Only Page, such as RFQs, RFIs, etc., for purposes other than proposing on SEWP requirements. This includes Contract Holders providing third parties with SEWP information and requirements for the purpose of assisting companies, that are not SEWP Contract Holders, with providing unsolicited proposals to meet agency requirements already posted to the NASA SEWP RFQ on-line quoting system.