Agileana L.C.

PENDING NAME CHANGE TO

Agileana Digital Services Inc.

Category B — Enterprise-Wide ITC/AV Services
Category C — ITC/AV Mission-Based Services

AGILEANA L.C.
PENDING NAME CHANGE TO
Agileana Digital Services Inc.
42400 Willow Creek Way
Brambleton, Virginia 20148
Telephone: 202.660.2940
Fax: not applicable
Web: www.agileana.com/nasa-sewp-vi-category-b-c

Unique Entity Identifier (UEI): FCZCE76234L4
CAGE Code: 5YCN3
Business size and status: Small business; SBA-certified Service-Disabled Veteran-Owned Small Business (SDVOSB)

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Document owner: Blake Newman, Program Manager

This guide is published under Attachment A, Section A.6 of the NASA SEWP VI contract and is available for download and printing at www.agileana.com/nasa-sewp-vi-category-b-c.

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1. About this guide

This ordering guide describes how Federal customers obtain quotes from, and place orders with, Agileana L.C. pending name change to Agileana Digital Services Inc. under the NASA Solutions for Enterprise-Wide Procurement (SEWP) VI Government-Wide Acquisition Contract, Categories B and C.

It is published in accordance with Attachment A, Section A.6 of the contract and is available for download and printing from the Agileana SEWP VI contract page at www.agileana.com/nasa-sewp-vi-category-b-c. Updated versions are published no later than ten business days following each contract modification.

2. SEWP overview

NASA SEWP (Solutions for Enterprise-Wide Procurement, pronounced “soup”) provides Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services to all Federal agencies and their authorized contractors. Created in 1993, SEWP was the first Government-Wide Acquisition Contract in the Federal acquisition space, and its scope has expanded over three decades to meet customer demand. The program is self-funded through a usage fee and is governed throughout by FAR Part 16.

SEWP VI is a multi-award GWAC awarded in three scope categories: Category A for ITC/AV solutions, Category B for enterprise-wide ITC/AV service solutions, and Category C for mission-based ITC/AV service solutions. Contracts are awarded by category, and task orders are issued by category. Agileana holds contracts in Category B and Category C.

Other Federal agencies and authorized contractors may use SEWP contracts to satisfy information technology requirements. Non-Federal governments are not authorized to use these contracts unless mandated by Congress (A.1.4). Support service contractors may place SEWP orders on behalf of the Government when their Government Contracting Officer sends a letter of authorization to the SEWP Program Office at least three days before access is needed (A.1.5). A Delegation of Procurement Authority is not required.

Program figures published by the SEWP Program Management Office for SEWP V, the predecessor vehicle, and offered here only as background on the program: approximately $97 billion in total obligations to date (as of August 2025), $12 billion obligated in FY25 across roughly 51,000 contract actions, more than 140 contract holders, and about 30,000 active Government customers. These are SEWP V figures and do not describe SEWP VI performance or Agileana's performance.

3. Contract information

Table 1. Agileana L.C. (pending name change to Agileana Digital Services Inc.) SEWP VI contract data

Contractor legal name	Agileana L.C. pending name change to Agileana Digital Services Inc.
Contract number — Category B	80TECH26D1541
Contract number — Category C	80TECH26D1139
Contract vehicle type	Multi-award Government-Wide Acquisition Contract (GWAC); indefinite-delivery, indefinite-quantity
Contract effective date	November 1, 2026 — the official start of the NASA SEWP VI program. Agileana's Category B and Category C contracts were awarded in June 2026.
Period of performance	November 1, 2026 – October 31, 2036. A ten-year ordering period from the contract effective date (A.1.6). Orders placed during the ordering period may be completed up to 60 months past the contract's expiration date.
Maximum ordering value	$20,000,000,000 per contract (A.1.12)
Minimum order	$25.00 (A.1.12, A.1.10)
Authorized contract types	Firm Fixed Price, Time and Materials, Labor Hour, Fixed Price Award Fee, Fixed Price Incentive Fee, Fixed Price Economic Price Adjustment, or any hybrid of commercial contract types (A.1.7)
SEWP administrative handling fee	.34%, included in the price of every offering and never listed separately (A.1.26)
Business size and status	Small business; SBA-certified Service-Disabled Veteran-Owned Small Business (SDVOSB). Size representation per the verified Exhibit 4 NAICS crosswalk on file with the SEWP PMO for each category.
NAICS codes	See Table 2. Thirteen codes, held in both Category B and Category C.
SEWP contract holder detail page	https://www.sewp.nasa.gov/sewpvi/sewppublic/contractholders#/detail/398
Corporate home page	https://www.agileana.com
SEWP VI contract page	https://www.agileana.com/nasa-sewp-vi-category-b-c
SEWP program home page	https://www.sewp.nasa.gov/sewpvi/

NAICS codes

Agileana's NAICS codes are stated per the SEWP VI Exhibit 4 NAICS size standard crosswalk and hold for both Category B and Category C. A customer selects the category first, then the NAICS code and business size; Agileana appears in the eligible contract holder list where that selection matches the codes below. Category C requirements are issued under NAICS 541512 (A.1.2).

Table 2. Agileana NAICS codes, SEWP VI Categories B and C

NAICS	Description
518210	Computing Infrastructure Providers, Data Processing, Web Hosting, and Related Services
519290	Web Search Portals and All Other Information Services
541330	Engineering Services
541430	Graphic Design Services
541490	Other Specialized Design Services
541511	Custom Computer Programming Services
541512	Computer Systems Design Services
541519	Other Computer Related Services
541611	Administrative Management and General Management Consulting Services
541613	Marketing Consulting Services
541618	Other Management Consulting Services
541690	Other Scientific and Technical Consulting Services
541990	All Other Professional, Scientific, and Technical Services

Codes are pending SEWP PMO verification of Agileana's Exhibit 4 submissions for each category.

4. Fair opportunity

Agileana's SEWP VI contracts are part of a multi-award Government-Wide Acquisition Contract. Under FAR 16.505(b)(1), each contract holder must be given a fair opportunity to be considered for each order exceeding the micro-purchase threshold issued under a multiple-award contract. The method of providing fair opportunity is at the discretion of the Contracting Officer, who documents the rationale for placement and price of each order. Using the SEWP online Quote Request Tool is the recommended method of obtaining fair opportunity and of supporting the required decision documentation; the Quote Request Tool automatically includes contract holders within a selected group or based on a suggested source.

Fair Opportunity clause as stated in the contract

The following is the Fair Opportunity clause found within the body of the contract, Section A.1.13, posted here in full.

> **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 period of a quote.
>
> When responding to an RFI or RFQ issued from the NASA SEWP RFQ online 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 online quoting system.

Fair opportunity, including any sole-source requirement, is determined by the customer in accordance with FAR 16.505. The customer also determines which eligible contract holders receive a given request; by default, this includes all contract holders whose verified NAICS code and business size match the customer's selection within that category.

5. What Agileana provides under Categories B and C

SEWP VI Categories B and C cover ITC/AV *services*. Category B covers services providing an enterprise-wide solution; Category C covers services providing a mission-specific solution. In both categories, ancillary products are limited to supporting the services requirement — neither category may be used to lead with products, and an “all products” requirement is out of scope in Categories B and C. Commercial off-the-shelf software is treated as a product for the purpose of this limitation. Software development is within scope for both categories, depending on whether the requirement is enterprise-wide or mission-specific.

Agileana is a digital services firm specializing in Drupal and open-source content management for Federal agencies and mission-driven organizations. Agileana's SEWP VI offerings are delivered through the labor categories and contract line items (CLINs) on contract in the SEWP database of record.

Category B — enterprise-wide ITC/AV service solutions

Agency-wide platforms and shared services that consolidate scattered systems into something maintainable.

- Enterprise Drupal platforms and multisite consolidation
- Cloud migration and modernization off end-of-life platforms
- Managed hosting, including FedRAMP-authorized and Cloud.gov environments
- Enterprise design systems and component libraries, including USWDS
- Portfolio-wide accessibility remediation programs
- Continuous maintenance, patching, and platform operations

Category C — mission-based ITC/AV service solutions

Mission-specific technology services scoped to a single program, office, or system.

- Custom software and web application development
- Human-centered design, user research, and usability testing
- Digital government services and content strategy
- Data processing, analysis, hosting, and related services
- DevSecOps, CI/CD engineering, and ATO support
- Section 508 and WCAG audits, remediation, and training
- Agile coaching and technical training for agency staff

> **Offerings must be on contract before they are quoted.** Under A.1.13, Agileana does not market, quote, or offer for sale any solution that is not yet listed in the SEWP database of record. Labor categories and services are added to the contract through the Technology Refreshment process. If a customer's requirement calls for a service or labor category not yet on contract, Agileana will say so and, where appropriate, submit a Technology Refreshment request.

Category C order thresholds. Category C carries a threshold restriction of $2 million per order, inclusive of options, during the first year of contract performance, and $10 million per order during the second year. These restrictions are subject to removal beginning in the third year of contract performance (A.1.2). Category C is reserved for small business, so a Category C requirement is a small business set-aside by default; the customer may select whichever small business size designation it deems appropriate.

If you would like SEWP to determine whether a requirement is within scope of a SEWP VI contract, send an overview or statement of work to help@sewp.nasa.gov.

6. How to obtain a quote

The recommended and preferred method of requesting a quote from Agileana is the NASA SEWP Quote Request Tool (QRT). The QRT supports three request types: Request for Information (RFI), Market Research Request (MRR), and Request for Quote (RFQ). Most task orders are placed from quotes received in response to an RFQ.

Select the appropriate category — Category B for an enterprise-wide services requirement, Category C for a mission-based services requirement — then the applicable NAICS code and business size, and select Agileana. A customer with both a product requirement and a services requirement submits separate requests, because each category is evaluated separately. Note that NAICS code 541519 and 541519e are separate entries in the customer NAICS selection.

The default quote response window in the SEWP system is five business days. Customers are encouraged to set a response time appropriate to the complexity of the requirement; complex service requirements may reasonably be left open for 30 days or longer. The response window is entirely at the customer's discretion.

Agileana responds to requests submitted through the QRT using the SEWP quoting system. Agileana submits every quote through the SEWP system; if a customer also asks for an emailed copy, Agileana sends an identical courtesy copy after the SEWP submission. If a customer's requirements dictate that a quote cannot be submitted through the SEWP system — for example, where a classified agency system must be used — Agileana follows the customer's instructions, and any resulting order is still routed through the SEWP Program Management Office before fulfillment.

Every Agileana quote states the length of time the quote is valid, and Agileana honors any order submitted within that period. Quotes are provided at no charge.

Sales representatives

Table 3. Agileana sales contacts for SEWP VI Categories B and C

Role	Name	Telephone	Email
Deputy Program Manager — named contact for all quote requests, Categories B and C	Jim Mischke	410.721.6330	jim@agileana.com
Program Manager — primary point of contact with the SEWP Program Office, accountable for all contractual and program requirements	Blake Newman	202.660.2940	blake@agileana.com

7. Ordering process

The internal ordering process of each agency varies, and the forms used for Purchase Requests and Delivery or Task Orders are defined by the issuing agency, not by the NASA SEWP Program Management Office. The typical sequence is:

1. **Requirement and Purchase Request.** An end user determines a requirement and generates a Purchase Request, which is sent with any necessary funding information to the agency's procurement office.
2. **Request issued.** The customer issues an RFI, MRR, or RFQ, selecting the category, NAICS code, business size, and any customer-specific criteria that determine which contract holders receive the request. SEWP requests are visible only to the contract holders solicited for that specific request; they are not posted on SAM.gov or any other public site.
3. **Quote.** Agileana submits its response through the SEWP quoting system. All quoted services and labor categories must be on contract at the time of the quote and priced at or below the contract price. The SEWP system verifies every quote against the database of record before it reaches the customer.
4. **Order issued by the agency.** The issuing agency's procurement office issues the Delivery or Task Order. Any valid Federal agency order form and order number may be used. The NASA SEWP Program Management Office does not issue orders.
5. **Routing and SEWP Control Number.** All orders — including delivery orders, task orders, credit card orders, and order modifications — are sent to the SEWP Program Office at sewporders@sewp.nasa.gov, preferably directly

from the customer, rather than to Agileana. The SEWP PMO enters the order, confirms that all offerings are on contract and properly priced, and notifies Agileana of the SEWP Control Number (SCN) assigned to the order. Agileana cannot process or fulfill an order until the SCN is assigned.

6. **Performance.** Agileana performs to the terms of the order and the schedule stated in the quote and submits the reports the order requires.

Modifications to an order must also be routed through the SEWP Program Management Office. Some agencies have special requirements for issuing IT delivery orders; it is the issuing Contracting Officer's responsibility to be aware of agency-specific policies. There are no requirements under the SEWP contracts for issuing agencies to use intermediary procurement offices except as directed by their own internal policies.

The issuing Contracting Officer may negotiate additional terms and conditions for a specific order. Where an order-level term conflicts with the SEWP contract, the SEWP contract terms prevail (A.1.8).

Delivery and performance schedules

Delivery and performance dates quoted by Agileana are firm commitments and are the dates against which SEWP tracks performance. Where a service requirement warrants a schedule other than a standard 30-calendar-day delivery, Agileana proposes that schedule at the time of the quote or on an individual CLIN basis, so that the agreed schedule is established before the order is placed (A.1.18). If an item or milestone cannot be delivered within the committed time, Agileana notifies the issuing Contracting Officer and the SEWP PMO within two business days of receipt of the order or of learning of the delay, at which point the ordering agency may cancel the order or request due consideration.

Partial shipments are not accepted unless authorized on the order or by the issuing Contracting Officer before the time of delivery (A.1.19).

8. Pricing, labor categories, and the SEWP fee

Agileana's SEWP VI prices are the labor rates and line-item prices published in the SEWP database of record. Quoted and ordered prices never exceed the price in the SEWP database of record: the price of any item on an order is no greater than the price in the database of record on the date the issuing Contracting Officer signs the order. The Government may negotiate a lower price on an order-by-order basis, and Agileana may offer a lower price in response to a specific requirement.

Under A.1.15, the price of an offering in the SEWP database of record is equal to or less than the price for the same offering on Agileana's current GSA Schedule after discounting for any GSA or other Government fee. Where an offering is not on the GSA Schedule, the SEWP price is equal to or less than the price on Agileana's current commercial price list or comparable Federal contracts, unless a pricing difference can be justified.

For orders with labor services based on labor rates, the issuing Contracting Officer is responsible for considering the labor hours and labor mix proposed for the tasks being ordered and for determining that the price of those services is fair and reasonable. Fair and reasonable pricing is determined at the quote and order level; the SEWP PMO provides pricing information to support that determination.

The SEWP administrative handling fee. An agency administrative handling fee of 0.34% applies to all orders under the SEWP VI contracts (A.1.26). The fee is included within the total price of every quoted offering, including labor

rates, other direct costs, travel, and handling. **The fee is never listed separately on a quote or an order and is never added to an order as a separate charge.** Agileana invoices the ordering agency for the entire amount of the order inclusive of the fee and forwards the collected fee to NASA quarterly.

Specialized contract line items established under A.1.23.1 — including TRAVEL-Z for travel at current Government per diem and transportation rates, ODC-Z for other direct costs, and DELIVERY-Z for specialized delivery requirements — are quoted where applicable and supported by documentation on request. Profit is not applied to travel costs.

9. Payment and purchase cards

Agileana accepts payment by Electronic Funds Transfer and by Government Purchase Card, regardless of order size.

Electronic Funds Transfer

Non-credit-card orders are paid by Electronic Funds Transfer to the bank account defined in the task order. Agileana's invoices carry banking information associated with the banking information registered in SAM.gov. Agileana does not require the Government to use a third-party payment platform such as CashApp, Venmo, Zelle, or PayPal (A.1.52).

Government Purchase Card

Agileana accepts the Government Purchase Card administered through the GSA SmartPay program. Agileana processes the payment directly with its payment processor or merchant service provider; the Government customer's involvement is limited to providing the card information needed to process the transaction.

If a credit card fee applies to an order, Agileana states the fee and its amount clearly in the quote, using the PURCHASECARD-Z contract line item. A fee that was not stated in the quote cannot be added afterward, and the Government is not required to cover it. Any fee Agileana imposes is limited to its specifically negotiated acceptance rate with the card networks, may not exceed 4% in any State, and is applied uniformly across all card networks (A.1.43). Agileana's fee percentage is provided to the SEWP Program Office and posted on the SEWP website.

Agileana's credit card fee percentage for Categories B and C is 3.5%. This is Agileana's negotiated card-network acceptance rate, applied uniformly across all accepted networks and within the 4% ceiling that applies in any State. It is quoted on the PURCHASECARD-Z line and stated in the quote. The fee is distinct from the .34% SEWP administrative handling fee (SEWP Fee) described in section 8, which is embedded in Agileana's prices and never appears as a charge.

Invoicing

Invoices are submitted to the designated billing office and designated payment office specified in each order. Monthly invoice copies for all Category B and Category C order awards are also sent to the SEWP PMO as required by A.1.28.

10. Post-delivery policy and support

The headings below follow Section A.6(1)(b) of the contract. Because Agileana's Category B and Category C contracts cover ITC/AV services rather than hardware products, several of these topics are addressed in services terms, and where a topic does not apply to a services order, that is stated plainly rather than omitted. Agileana delivers services

rather than hardware, so delivery means working software in the customer's environment and a team that remains reachable after go-live. **The terms of an individual order take precedence over the standard policies stated here.**

Installation

For services orders, installation means deployment of the developed or configured solution into agency-controlled cloud or on-premises environments. Deployment includes configuration of the continuous integration and delivery pipeline, environment documentation, and a knowledge transfer session for agency staff. Deployment activities, environments, acceptance criteria, and the schedule for each are defined in the order's statement of work and in Agileana's quoted approach. Agileana does not sell or install standalone hardware under Categories B or C; ancillary products are limited to those supporting the services requirement.

Basic warranty

Agileana warrants that services are performed in a professional and workmanlike manner and that deliverables conform to the requirements of the order. Agileana corrects defects in delivered code and configuration at no additional cost to the Government, measured from acceptance.

The basic warranty period is 90 days from acceptance. The process for reporting a nonconforming deliverable is established in each order.

Extended warranty

Extended maintenance is Agileana's continuing coverage for delivered services beyond the 90-day basic warranty period. It covers security patching, core and module updates, dependency upgrades, and regression testing, and is available as a separately priced line item on an order.

Where an order includes commercial products or third-party software as ancillary items, an extended warranty on those items may be purchased and may begin at any time during the standard commercial warranty period, up to and including the end of that period, with coverage based on the commercial warranty period (A.1.20). At the Government's discretion, monthly maintenance at a discounted monthly extended warranty amount may be ordered in lieu of an extended warranty. Extended warranty packages may be invoiced and paid at the start of the warranty period.

Technical support

Agileana provides ticketed technical support Monday through Friday, 9:00 a.m. to 6:00 p.m. Eastern Time, excluding Federal holidays. Standard response targets, unless the order specifies otherwise:

- **Critical** (site down or security incident): response within 2 business hours
- **High** (major function impaired, no workaround): response within 4 business hours
- **Normal** (minor defect or workaround available): response within 1 business day
- **Low** (questions and enhancement requests): response within 2 business days

Response targets are times to acknowledge a ticket and begin work; resolution times are set in each order. After-hours and 24x7 coverage are available as a priced option. Support covers response to incidents, defects, and questions concerning solutions Agileana has delivered. Escalation paths and the intake channel are defined in each order. Agileana can also provide ongoing operations and maintenance support as a separately ordered service.

Software support

For open-source components Agileana delivers, Agileana provides upgrade paths and security advisories, together with the defect correction, security patching, dependency and platform updates, and the operability and usability maintenance described in A.1.20.1. For third-party licensed software, Agileana coordinates with the publisher and remains the customer's single point of accountability; that publisher's maintenance and licensing terms apply to the underlying product, and Agileana identifies those terms in the quote.

Under A.1.20.1, product and software maintenance, warranty, and licensing are treated as a commercial product unless priced on a usage basis. Creation, design, implementation, and integration of a software package are software maintenance as a *service* and are billed monthly.

Other post-delivery matters

Accessibility conformance. Interfaces Agileana delivers are tested against Section 508 and WCAG 2.1 Level AA. An Accessibility Conformance Report is available on request for any delivered application.

Transition and knowledge transfer, documentation delivery, source code and artifact handover, and account closeout are performed as specified in each order. Any software delivered under these contracts is free of geographic license restrictions that would prevent an authorized user from using the product regardless of location while connected to an agency network or VPN (A.1.45) and contains no embedded feature that monitors a government network or transmits information back to a provider without the agency's express consent (A.1.46).

Post-delivery support contacts

Table 4. Agileana post-delivery support contacts

Support area	Name	Telephone	Email
Installation and deployment	Jim Mischke, Deputy Program Manager	410.721.6330	jim@agileana.com
Basic warranty and defect correction	Jim Mischke, Deputy Program Manager or Blake Newman, Program Manager	410.721.6330 202.660.2940	jim@agileana.com blake@agileana.com
Extended maintenance	Jim Mischke, Deputy Program Manager	410.721.6330	jim@agileana.com
Technical and software support	Jim Mischke, Deputy Program Manager	410.721.6330	jim@agileana.com
Accessibility and conformance reporting	Jim Mischke, Deputy Program Manager	410.721.6330	jim@agileana.com

11. Troubleshooting a problematic order

If anything about an order is not going as expected — a quote that does not match the requirement, an order that has not been acknowledged, a deliverable that does not conform, an invoice discrepancy, or a schedule concern — contact Jim Mischke, Agileana's Deputy Program Manager, at jim@agileana.com or 410.721.6330. Give the SEWP

Control Number, the agency order number, and a short description of the issue. Agileana acknowledges the issue and provides a named point of contact and a plan of action.

Each step below names a person rather than a queue. If you do not hear back within the stated window, move to the next step. Customers may also contact the NASA SEWP help desk at help@sewp.nasa.gov or 301.286.1478 at any point, and do not need Agileana's permission to raise a concern with the SEWP Program Management Office.

Where a delivery or performance date is at risk, Agileana notifies the issuing Contracting Officer and the SEWP PMO within two business days, as required by A.1.18. The ordering agency may then cancel the order or request due consideration for the delay. Agileana does not treat a customer's willingness to accept a later date as a substitute for that notification.

Table 5. Agileana order escalation contacts

Step	Contact	When and what for	Telephone and email
First	Jim Mischke Deputy Program Manager	First contact for delivery delays, access problems, defects, and invoice questions. Response within one business day.	410.721.6330 jim@agileana.com
Second	Blake Newman Program Manager	If unresolved after two business days, and for scope disagreements, staffing concerns, schedule slips, and quality issues.	202.660.2940 blake@agileana.com
Any point	NASA SEWP Program Office	Available to the customer at any time, independently of Agileana. Monday through Friday, 7:30 a.m. to 6:00 p.m. Eastern Time.	301.286.1478 help@sewp.nasa.gov

12. Contact information

Agileana L.C. pending name change to Agileana Digital Services Inc.

Table 6. Agileana contract office

Main office	42400 Willow Creek Way, Brambleton, Virginia 20148
Telephone	202.660.2940
Fax	Not applicable — Agileana does not maintain a fax line
SEWP VI Program Manager	Blake Newman · 202.660.2940 · blake@agileana.com
SEWP VI Deputy Program Manager	Jim Mischke · 410.721.6330 · jim@agileana.com
Corporate home page	www.agileana.com
SEWP VI contract page	www.agileana.com/nasa-sewp-vi-category-b-c

NASA SEWP Program Management Office

Table 7. How to contact SEWP

Customer help desk	301.286.1478
Email — general help	help@sewp.nasa.gov
Email — order submission	sewporders@sewp.nasa.gov

Hours	Monday through Friday, 7:30 a.m. to 6:00 p.m. Eastern Time
Website	https://www.sewp.nasa.gov/sewpvi/

13. Certifications, accessibility, and supply chain

ISO 9001:2015. Agileana holds a current ISO 9001:2015 certification, registered by PRI Certification (Performance Review Institute), an ANAB-accredited certification body, under certificate number 19738. The registered scope is "Provider of Digital Support Services for the Federal Government." The certificate was issued 22 March 2024, re-issued 17 February 2025, and expires 21 March 2027. A copy is available on request.

The certificate is issued in the company's prior registered name, Agileana L.C. The change of name to Agileana Digital Services Inc. is a change of name under FAR 42.1205 rather than a novation — the legal entity is continuous — and is reflected in SAM.gov. The change-of-name modification is in process with GSA, after which the SEWP VI contracts will be modified. Registrar records will be updated as that process completes.

CMMI. Agileana's CMMI-DEV Maturity Level 2 appraisal is in process, with completion expected by 31 December 2026. Five Agileana staff hold individual CMMI Associate certifications. Under A.1.47, a contract holder awarded while a certification is in process has twelve months from contract award to obtain it and, until it is obtained, does not compete on acquisitions requiring a certification it does not yet possess. Agileana observes that restriction and does not represent itself as holding a CMMI appraisal that is not yet complete.

ISO 9001:2015 certification is required for all SEWP VI categories and a current CMMI-DEV or CMMI-SVC appraisal at Maturity Level 2 or higher is required for Category B, in each case within twelve months of contract award and maintained for the life of the contract.

Supply chain risk management. Agileana submits a Cybersecurity Supply Chain Risk Management attestation to the SEWP Program Management Office annually, as required by A.1.30.1, and implements safeguards and countermeasures consistent with NIST SP 800-161, NISTIR 8276, and NIST SP 800-218. Agileana reports any C-SCRM security incident involving a potential compromise of a contract-related system or data to the SEWP Program Management Office and to affected agency customers within 72 hours of knowledge of the event, and provides a corrective action plan within 30 days.

Section 508 accessibility. Information and communication technology delivered under these contracts conforms to the Revised Section 508 Standards at 36 C.F.R. § 1194.1 and Appendices A, C, and D. Delivered interfaces are tested against Section 508 and WCAG 2.1 Level AA. Agileana provides an Accessibility Conformance Report, most commonly in Voluntary Product Accessibility Template format, on request for any delivered application, as required by A.1.44 and by the individual order. Accessibility engineering and remediation are also available as ordered services. This ordering guide and Agileana's SEWP VI contract page are themselves published to the Revised Section 508 Standards.

14. Document control

This guide is maintained by the Agileana SEWP VI Program Manager. It is reviewed and reissued within ten business days following each contract modification, and whenever contract data, contacts, scope, pricing structure, or support policies change. The current version is always the version published at Agileana's SEWP VI contract page.

Table 8. Revision history

Version	Date	Summary of change	Approved by
1.0	21 September 2026	Initial issue for SEWP VI Categories B and C.	Blake Newman, Program Manager
1.1	01 October 2026	Update period of performance	Blake Newman, Program Manager
1.2	01 October 2026	Update POC	Blake Newman, Program Manager
1.3	09 October 2026	Added standard support hours and severity response targets; updated SEWP V figures, name-change status, and SEWP website link	Blake Newman, Program Manager

Agileana L.C. pending name change to Agileana Digital Services Inc. · NASA SEWP VI Categories B and C · Published under Attachment A, Section A.6.