NASA SEWP VI User Guide

AGILE BUSINESS CONCEPTS, LLC

Ordering • Delivery • Customer support

Contract 80TECH26D1141 | Category C

Period of performance November 1, 2026 – October 31, 2036

Updated October 30, 2026

Use this guide to request a quote, place an order, and get help with installation, warranties, technical issues, or software support.

Your Agile contacts

Sales and customer support Shirley Dominick 703-793-3330 sdominick@agilebusinessconcepts.com	Deputy Program Manager Dean Osmani 703-793-3330 dosmani@agilebusinessconcepts.com

Start here

For a quote Use the SEWP Quote Request Tool or contact Shirley. See page 2.

For an existing order Have your order number ready. See page 3 for support and troubleshooting.

About this contract

Agile Business Concepts, LLC provides cybersecurity, cloud computing, data analytics, network engineering, program management, and mission-focused IT support for federal customers. Agile is a Service-Disabled Veteran-Owned Small Business (SDVOSB). Offerings under this contract are limited to its awarded Category C scope, Mission-Based ITC/AV Service Solutions, and authorized contract offerings.

Business address: 11710 Plaza America Dr, Suite 2000, Reston, VA 20190
Website: www.agilebusinessconcepts.com

Contract performance dates do not establish authorization to accept orders. Ordering through Agile is subject to NASA SEWP activation and applicable contract requirements.

1 Request a quote and place an order

Prepare your quote request

Use the NASA SEWP Quote Request Tool (QRT), as appropriate, to request quotations from eligible contract holders. For direct questions or quote assistance, contact Shirley Dominick at the telephone number or individual work email above. Include the agency name, QRT reference if available, requirement or statement of work, quantities, delivery location, requested schedule, and agency point of contact. Identify installation, warranty, maintenance, and support requirements in the request so they can be addressed in the quotation.

Follow the ordering steps

1. The agency end user identifies the requirement, prepares a purchase request, and secures required funding approval.
2. The agency procurement office evaluates quotations and issues the delivery or task order under its applicable procurement procedures. The issuing contracting officer applies the required fair-opportunity procedures.
3. Route issued orders through the NASA SEWP Program Management Office in accordance with SEWP ordering instructions. The SEWP PMO processes and tracks orders and forwards them to the contract holder; it does not issue agency orders.
4. Agile coordinates order acknowledgment, fulfillment, delivery, and the applicable support arrangements. Contact Shirley Dominick for order status.
5. Route order modifications through the SEWP PMO in accordance with SEWP procedures. Coordinate changes with the issuing contracting officer.

Arrange installation

Specify installation needs in the quote request, including site location, equipment or software, access and security requirements, prerequisites, and requested schedule. Review the quoted scope, charges, responsibilities, and acceptance criteria before placing the order. After award, contact Shirley Dominick with the order number to coordinate the installation schedule and site readiness. Report installation deficiencies through the same contact with the acceptance criteria and a description of the issue.

Request basic warranty service

Review the quotation and order for the applicable basic warranty coverage, duration, exclusions, and manufacturer or service-provider terms. To request warranty assistance, contact Shirley Dominick with the order number, delivery date, item or service description, serial number if applicable, and problem description. Agile coordinates coverage review and the applicable repair, replacement, or supplier referral. Obtain return instructions and any required return authorization before shipping an item. Warranty remedies and shipping responsibilities follow the applicable order and warranty terms.

Add or renew extended warranty coverage

Request extended warranty options during quotation or contact Shirley Dominick before existing coverage expires. Provide the order number, covered items, serial numbers, current coverage expiration, and desired extension. Review quoted coverage, exclusions, duration, and pricing. Purchase any extension through the authorized ordering or modification process; coverage applies only as documented in the resulting order and supplier terms.

2 Get support and resolve order issues

Technical support

Contact Shirley Dominick with the order number, affected product or service, configuration, error messages, business impact, troubleshooting already performed, and callback information. Agile coordinates the appropriate service team or manufacturer and communicates the next steps under the purchased support entitlement. Include an existing case number when requesting an update or escalation. Support hours, response commitments, and any charges are those stated in the order or support agreement.

Software support

For licensing, activation, installation, updates, maintenance, or software defects, contact Shirley Dominick with the order number, software name and version, license or entitlement identifier, affected environment, and error details. Do not send passwords or sensitive system data by ordinary email. Agile coordinates entitlement verification and the appropriate publisher or support team. Updates, upgrades, patches, and renewals are provided according to the purchased license and maintenance terms; request a quotation for additional coverage when needed.

Customer service and order troubleshooting

For late, damaged, incomplete, or incorrect deliveries, billing questions, installation concerns, or unresolved support requests, contact Shirley Dominick at 703-793-3330 or sdominick@agilebusinessconcepts.com. Provide the delivery or task order number, relevant line item, dates, problem description, supporting documents, and preferred contact information. For shipping damage or discrepancies, retain packaging and provide photographs where available.

Agile coordinates review with the applicable supplier or service team and communicates next steps. For escalation, reply with the prior correspondence or case number, outstanding issue, and requested resolution. Matters requiring a change to the order must be coordinated with the issuing contracting officer. Direct questions concerning SEWP routing or program administration to the NASA SEWP PMO as appropriate.

What to have ready

Order number • Affected item or service • Serial or license identifier, if applicable • Description of the issue • Error messages or photographs, where relevant • Your callback details

NASA SEWP program assistance

NASA SEWP Help Desk
Telephone: 301-286-1478
Email: help@sewp.nasa.gov
Program website and ordering tools: www.sewp.nasa.gov

For a scope review, provide the SEWP Help Desk with an overview of the requirement or bill of materials. Use the program website for current ordering instructions and tools.

Keeping this guide current

Agile maintains a downloadable, printable version of this guide and updates contract details, contacts, and procedures when they change. Updates following contract modifications will be made available within 10 business days.