SEWP VI ORDERING GUIDE

AGN | ALCHEMY GLOBAL NETWORKS

NASA SEWP VI Category C Contract 80TECH26D0276

Period of Performance: November 1, 2026 through October 31, 2036

Version 1.0 | October 2026

Published at agn.tech/sewp6



HOW TO USE THIS GUIDE

This guide explains how Federal customers obtain quotes from, place orders with, and get support from AGN | Alchemy Global Networks (AGN) under our NASA SEWP VI contract. It is written for requiring activity staff, Contracting Officers, and ordering agency personnel, and it is available for download and printing.

Contract details at a glance

CONTRACT HOLDER	Alchemy Global Networks, LLC (AGN)
CONTRACT NUMBER	80TECH26D0276
SEWP CATEGORY	Category C: Mission-Based ITC/AV Services (NAICS 541512)
PERIOD OF PERFORMANCE	November 2026 - 2036 (10-year contract, no options)
SET-ASIDE	Category C requirements are small business set-asides by default; the ordering customer selects the size designation
SEWP FEE	0.34%, included in all AGN SEWP prices
AGN SEWP WEB PAGE	agn.tech/sewp6
AGN MAIN OFFICE	619 Bellerive Boulevard Nicholasville, KY 40356 (202) 980-7840 | info@agn.tech
NASA SEWP HELPLINE	help@sewp.nasa.gov | (301) 286-1478 Monday to Friday, 7:30 AM to 6:00 PM ET | www.sewp.nasa.gov NASA SEWP PMO, 7601 Ora Glen Dr., Greenbelt, MD 20770

PRECEDENCE

This guide is a convenience document. The SEWP VI contract and the NASA SEWP Contract Holder User Manual (CHUM) take full precedence over anything stated here. Where this guide and those documents differ, the contract and the CHUM govern.

1. ABOUT AGN AND NASA SEWP VI

ABOUT AGN

AGN | Alchemy Global Networks is "The Gold Standard" in cybersecurity and network engineering. Founded in 2016, AGN delivers managed engineering and professional services to Federal, state and local, education, and enterprise clients. AGN engineers secure 6+ million assets worldwide.

Under Category C, AGN offers mission-based ITC/AV services, including professional services, managed services, and network automation. AGN holds certified partner status with Armis (now Armis from ServiceNow), ServiceNow, Forescout, and Dispel.

ABOUT NASA SEWP VI

NASA SEWP (Solutions for Enterprise-Wide Procurement, pronounced "soup") is a Government-Wide Acquisition Contract (GWAC) that provides Information Technology, Communications, and Audio-Visual (ITC/AV) products and services to all Federal agencies and their approved contractors. SEWP began in 1993 and is self-funded through a usage fee, currently 0.34%, that is built into contract prices.

SEWP VI contracts are awarded by scope category:

CATEGORY	SCOPE
CATEGORY A	ITC/AV solutions (products, with related services)
CATEGORY B	Enterprise-wide ITC/AV service solutions
CATEGORY C	Mission-based ITC/AV service solutions. **AGN holds a Category C contract.**

Category C carries order thresholds set in the contract: $2 million per order, inclusive of options, in the first year of performance, and $10 million per order in the second year. These thresholds are subject to removal beginning in the third year of performance. Ancillary products in Category C are limited to supporting a mission-based services requirement. If you are unsure whether a requirement is in scope, send an overview or bill of materials to help@sewp.nasa.gov for review.

FAIR OPPORTUNITY

Orders under SEWP VI are placed under a multiple-award contract and are subject to the Fair Opportunity requirements of FAR Part 16. The method of providing fair opportunity is at the discretion of the Contracting Officer, who must document the rationale for the placement and price of each order. Using the SEWP Quote Request Tool (QRT) is the recommended method and supports the required decision documentation.

> CONTRACT CLAUSE 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.

2. OBTAINING A QUOTE

AGN SEWP CONTACTS

Direct quote and sales questions to the AGN SEWP team below. For fastest handling, include the QRT request number and the SEWP category, NAICS code, and size designation selected.

ROLE	NAME	PHONE	EMAIL
SEWP VI PROGRAM MANAGER	Anthony Burns	(202) 980-7845	aburns@agn.tech
SEWP VI DEPUTY PROGRAM MANAGER	Cathy Keigley	(202) 980-7840	ckeigley@agn.tech
QUOTE AND SALES REPRESENTATIVE	Madi Mooneyhan	(202) 980-7840	SEWP6@agn.tech
AGN MAIN LINE	AGN	(202) 980-7840	info@agn.tech

HOW A REQUEST REACHES AGN

SEWP quoting runs through the SEWP Quote Request Tool. The steps below describe the process from the customer side and how AGN responds.

1. **Choose the category.** The customer selects Category C for a mission-based services requirement. A requirement that mixes products under Category A and services under Category C needs two separate requests, and SEWP recommends sending each request to one category only.
2. **Set the NAICS code and size.** The customer selects the NAICS code and business size designation. AGN is eligible when these match AGN's verified NAICS crosswalk for the category and any other customer criteria.
3. **Select the request type.** The QRT supports a Request for Information (RFI), a Market Research Request (MRR), and a Request for Quote (RFQ). Other solicitation types, such as an RFP, are submitted as RFQs.
4. **Choose who is solicited.** By default, all eligible Contract Holders in the category receive the request. The customer decides the criteria for fair opportunity, including sole source and brand name requirements.
5. **AGN responds.** AGN is notified by email and submits its quote through the Contract Holder Only Page (CHOP) Quote tool. If a customer asks for an emailed quote, AGN provides one and also submits it through the CHOP.

Customers who prefer another RFQ method, such as an agency system, may use it. AGN will respond in the form the customer defines, and any resulting order must still be routed through the SEWP Program Management Office (PMO) before it is fulfilled.

DURING AN OPEN REQUEST

- **Questions.** AGN asks questions through the QRT Q&A tool. Answers go to every solicited Contract Holder without identifying who asked. Customers may contact AGN directly about our capabilities at any time outside an open request.
- **Response options.** AGN may mark a request Plan to Quote, Would Quote (which tells the customer we would bid but for an issue or question, such as needing more time), or No Bid. Plan to Quote is not a commitment to quote.
- **Response time.** The default response time in all categories is 5 business days. The customer sets the actual deadline based on the complexity of the requirement.

WHAT EVERY AGN QUOTE CONTAINS

- Only offerings already on the SEWP contract, priced at or below the contract price. The SEWP system verifies each quote, and a quote that includes an item that is not on contract or not properly priced is not sent to the customer.
- A CLIN list file that matches the quote line by line in number, meaning, and price.
- The delivery time or fulfillment schedule. Quoted delivery times must be met and are tracked in SEWP Program Performance.
- Any named teaming partners, subcontractors, or providers, identified in line with the request.
- The payment type the price is based on (see Section 3).

- Quote validity: AGN quotes are valid for 90 days. AGN honors any order submitted within the stated validity period.

3. PRICING, FEE, AND PAYMENT

SEWP fee. The SEWP fee, currently 0.34%, is included in the price of every AGN offering, including labor rates and other direct costs. It is not shown as a separate line item. The fee is due on all SEWP orders whether or not the QRT was used.

Discounts. AGN prices are offered at or below the commercial list price published in the SEWP Database of Record. Reasonable additional discounts may be offered at the order level, and fair and reasonable pricing is determined by the customer at the quote and order level.

Credit card orders. AGN accepts the Government Purchase Card (Visa or Mastercard issued under the GSA SmartPay program) for all orders and processes payment itself using the cardholder information the customer provides. SEWP does not process or store card numbers. AGN's contract-level credit card fee percentage is not to exceed 4%. The total surcharge cannot exceed 4% in any State, and AGN does not add other merchant fees or "pay now" links to invoices.

Other payments. Non-card orders are paid by Electronic Funds Transfer to the account defined in the task order. AGN does not require third-party payment methods.

Payment-type pricing. When a quote's price depends on payment type, AGN states so on the quote. If a customer who was quoted a non-card price later pays by card and the request did not specify card payment, AGN may return the order with an updated price based on its contract credit card fee.

4. PLACING AN ORDER

The internal ordering process, including the Purchase Request (PR) and Delivery Order (DO) or Task Order (TO) forms, is defined by the issuing agency. Any valid Federal agency order form and order number may be used. The NASA SEWP PMO does not issue orders. It reviews, processes, and tracks orders issued by agencies and forwards them to the Contract Holder.

1. **Select the quote.** The customer selects AGN's quote and completes its agency approvals and funding.
2. **Issue the order.** The agency procurement office issues the DO, TO, or credit card order. Order modifications follow the same path.
3. **Send it to the SEWP PMO.** Every order, including credit card orders and modifications, must be sent to the SEWP PMO, preferably by the customer, or by AGN if the customer sends the order to AGN directly. The PMO order intake email is sewporders@sewp.nasa.gov, and the order intake fax is (301) 286-0317.
4. **SEWP verification.** The PMO enters the order, confirms all offerings are on contract and properly priced, and notifies AGN of the SEWP Control Number (SCN), the unique order tracking number.
5. **AGN fulfills.** AGN cannot process or fulfill an order until the SCN is assigned. If the PMO needs a valid CLIN list file from AGN, the order shows Awaiting CLIN List status and cannot be fulfilled until AGN supplies it.

6. **Status updates.** AGN updates order status in the SEWP Order Status application. For service orders, this includes the required monthly status statement. Order status does not replace the reporting the customer requires in the order.

ORDER NOTES FOR CATEGORY C

- **Order thresholds.** Category C orders are subject to the per-order limits in Section 1.
- **Service orders.** The fulfillment date, rather than a ship date, is the milestone used for service orders.
- **Partial shipments.** Partial shipments are not accepted unless authorized on the order or by the issuing Contracting Officer before delivery (contract clause A.1.19).
- **Changes during performance.** A change that does not affect price and does not require an order modification, such as a subcontractor change, does not need to be reported to the SEWP PMO. Order modifications must be sent to the PMO.
- **Support service contractors.** Support service contractors may place SEWP orders if the SEWP PMO has a Letter of Authorization from their Government Contracting Officer.

5. INSTALLATION, WARRANTY, AND POST-DELIVERY SUPPORT

This section sets out AGN's policies for installation, warranty, technical support, software support, and other post-delivery matters. Terms specific to an order are stated in the quote and the order, and they control for that order.

TOPIC	AGN POLICY
INSTALLATION AND DEPLOYMENT	Where included on an order, installation is scheduled with the customer's designated point of contact and confirmed in writing upon completion.
BASIC WARRANTY	Products provided under SEWP VI are covered by the manufacturer's standard commercial warranty unless otherwise specified on the order.
EXTENDED WARRANTY	Where available from the manufacturer, AGN can provide extended warranty coverage, maintenance agreements, and manufacturer support plans. Extended warranty options are identified during the quote process and may be added to orders in accordance with SEWP contract requirements.
TECHNICAL SUPPORT	AGN provides technical support coordination for all products and services delivered under SEWP VI. Each quote contains support entitlement (manufacturer or AGN-delivered, coverage hours and support channel). Technical support services include: • Product troubleshooting • Configuration assistance • Escalation to manufacturers • Defect reporting • Resolution tracking

TOPIC	AGN POLICY
SOFTWARE SUPPORT	AGN coordinates software support services with software publishers and OEM partners. Software support requests may include: • License activation issues • Software installation assistance • Access and entitlement questions • Version upgrades • Manufacturer support coordination
OTHER POST-DELIVERY MATTERS	After delivery, customers should inspect all products and services to verify completeness and accuracy. Customers experiencing any issue should notify AGN within five business days of discovery. Post-Delivery issues may include: • Damaged shipments • Missing items • Incorrect products • License discrepancies • Service performance concerns AGN will acknowledge all issues within one business day and work with the customer to establish an appropriate corrective action plan.

AGN POST-DELIVERY SUPPORT CONTACTS

ROLE	NAME	PHONE	EMAIL
SUPPORT LEAD	Bill Wells	(202) 980-7840	bwells@agn.tech
TECHNICAL SUPPORT	AGN Technical Support	(202) 980-7840	support@agn.tech
ESCALATION	Madi Mooneyhan	(202) 980-7840	SEWP6@agn.tech

6. TROUBLESHOOTING A PROBLEMATIC ORDER

If an order is delayed, stalled, or not meeting expectations, use the escalation path below. Please have the SEWP Control Number (SCN), the order or PO number, the QRT request number, and the agency point of contact ready. NASA SEWP Program Office correspondence comes only from @sewp.nasa.gov or @nasa.gov addresses, so treat messages from other domains claiming to be NASA SEWP with caution.

LEVEL	CONTACT	USE FOR
1	AGN Quote and Sales Representative Madi Mooneyhan (202) 980-7840 sewp6@agn.tech	Order status, delivery timing, quote and CLIN questions, and payment questions
2	AGN SEWP VI Program Manager Anthony Burns (202) 980-7845 aburns@agn.tech Deputy Program Manager Cathy Keigley (202) 980-7840 ckeigley@agn.tech	Issues not resolved at Level 1, performance concerns, and contract questions
3	NASA SEWP PMO helpline help@sewp.nasa.gov (301) 286-1478	Order processing, SCN assignment, QRT problems, and any order issue the PMO should know about

COMMON ORDER ISSUES

ISSUE	WHAT IT USUALLY MEANS	WHAT TO DO
NO SCN YET	The order has not completed SEWP PMO processing, and AGN cannot fulfill it.	Confirm the order was sent to the PMO. Contact AGN or the SEWP helpline with the order number.
AWAITING CLIN LIST	The PMO needs a valid CLIN list file from AGN to finish processing.	Contact the AGN Quote and Sales Representative. AGN submits the CLIN list file.
QUOTE NOT RECEIVED	A quote that is not on contract or not properly priced is not sent to the customer.	Contact AGN. Confirm the request was sent to Category C and that AGN was selected.
DELIVERY DELAY	Delivery is later than the quoted time.	Contact the AGN Quote and Sales Representative first. Report unresolved delays to the SEWP PMO.
CARD PAYMENT PROBLEM	A card was declined, or the price assumed another payment type.	Contact AGN. See payment-type pricing in Section 3.

ISSUE	WHAT IT USUALLY MEANS	WHAT TO DO
OUT-OF-SCOPE REQUEST	The requirement falls outside Category C scope.	Contact the SEWP PMO, which will work with the customer on alternatives.