

NASA SEWP VI

Categories B & C · Electronic Ordering Guide for Federal Customers

PROGRAM & CONTRACT INFORMATION	PROGRAM SUPPORT & POST-DELIVERY CONTACTS
 METAPHASE MetaPhase Consulting, LLC 11911 Freedom Dr, Ste 1010, Reston, VA 20190 Phone: 703-375-9006 www.metaphase.tech Category B: 80TECH26D0825 Category C: 80TECH26D0610 Period of Performance: Nov 2026 – Oct 2036 SEWP Program Surcharge: 0.34%	PROGRAM MANAGER Eric Ignacio esignacio@metaphase.tech 703-597-9636 DEPUTY PROGRAM MANAGER Lexi Phillips lphillips@metaphase.tech 727-641-3443

COMPANY & PROGRAM OVERVIEW

MetaPhase Consulting, LLC works at the intersection of business-to-IT partnerships – creating, deploying, and supporting practical solutions that serve as a force multiplier for government. MetaPhase delivers enterprise IT services, Microsoft Power Platform accelerators, cloud and data solutions, cybersecurity, and mission support to federal customers, and holds ISO 9001:2015, ISO 27001, and ISO 42001 certifications along with CMMI DEV/3 and CMMI SVC/3 appraisals.

MetaPhase was awarded NASA SEWP VI under Category B (Enterprise-Wide ITC/AV Service Solutions) and Category C (Mission-Based ITC/AV Service Solutions), and is ready to support Federal Executive Agencies with streamlined, compliant access to IT products and services beginning at contract go-live.

ABOUT NASA SEWP VI

The NASA Solutions for Enterprise-Wide Procurement (SEWP) program provides Federal Agencies and their approved contractors with the latest Information Technology, Communications, and Audio-Visual (ITC/AV) products and services. First awarded in 1993, SEWP was the original Government-Wide Acquisition Contract (GWAC) in the federal acquisition space and has continually expanded in scope over the past three decades. The SEWP VI program is self-funded through a program usage fee of 0.34% and supports more than 50,000 orders a year across all Federal agencies.

FAIR OPPORTUNITY

SEWP VI is a multiple-award contract. Per FAR 16.505(b)(1), each Contract Holder is given fair opportunity to be considered for every order exceeding \$10,000. Orders are awarded at the discretion of the ordering agency's Contracting Officer, typically through the NASA SEWP online Request for Quote (RFQ) and Quote Request Tool (QRT).

HOW TO OBTAIN A QUOTE

Federal agencies may request a quote from MetaPhase for IT products and services available under SEWP VI Categories B and C. The process for obtaining a quote follows the steps below.

- 1. Identify the Requirement.** Determine the IT product, solution, or service needed. If the requirement falls within the technical areas outlined in this guide, MetaPhase can provide a quote.
- 2. Submit a Request Through the SEWP Quote Request Tool.** The primary method for requesting a quote is the NASA SEWP Quote Request Tool (QRT) at www.sewp.nasa.gov. The QRT allows ordering agencies to issue RFQs, RFIs, and Market Research Requests to SEWP contract holders. MetaPhase monitors the QRT and responds to all applicable requests.
- 3. Contact MetaPhase Directly for Pre-Quote Assistance.** Agencies that need help scoping a requirement or confirming SEWP VI scope may contact MetaPhase's Program Manager, Eric Ignacio, directly, at no charge.
- 4. Receive the Quote.** MetaPhase provides quotes through the SEWP online Quote Request Tool. Quotes reference current SEWP contract pricing and are valid for the period stated on the quote.
- 5. Place the Order.** Once the agency selects MetaPhase, the ordering Contracting Officer issues a delivery or task order to the NASA SEWP Program Management Office (PMO) at sewporders@sewp.nasa.gov. The PMO assigns a SEWP Control Number (SCN) and routes the order to MetaPhase.

POST-DELIVERY SUPPORT

MetaPhase provides the following post-delivery support services at no additional charge to SEWP customers:

Installation Coordination

MetaPhase coordinates installation activities for products and services delivered under SEWP VI task orders, including scheduling and on-site or remote support as specified in the delivery order.

Technical Support

MetaPhase provides technical support for solutions delivered under SEWP VI, including troubleshooting, configuration assistance, and operational guidance.

Warranty Support

MetaPhase supports basic and extended warranty coverage on delivered products. MetaPhase serves as the single point of contact for warranty claims and tracks resolution through completion.

Software Support

For software delivered under SEWP VI, MetaPhase supports installation, licensing, updates, and compatibility, and coordinates with publishers on escalated issues.

POST-DELIVERY & SUPPORT CONTACT

Lexi Phillips – Deputy Program Manager | lphillips@metaphase.tech | 727-641-3443

ORDER TROUBLESHOOTING

If an issue arises with an existing order, MetaPhase’s goal is to resolve it as quickly as possible.

Delivery Status

Customers may inquire about the delivery status of any open order. MetaPhase maintains current status in the SEWP Contract Holder Only Page (CHOP) and provides updates upon request.

Order Modifications

If requirements change after an order is placed, the ordering Contracting Officer submits a modification through the SEWP PMO. MetaPhase processes modifications promptly.

Incorrect or Damaged Deliverables

If a delivered product does not match specifications or arrives damaged, contact MetaPhase immediately for replacement, return, or repair coordination.

Billing & Invoice Questions

For invoicing, payment, or order-amount questions, contact MetaPhase’s program office. Invoicing complies with all FAR requirements.

ORDER TROUBLESHOOTING & ESCALATION CONTACT

Eric Ignacio – Program Manager | eignacio@metaphase.tech | 703-597-9636

Unresolved issues may be escalated to the NASA SEWP Program Management Office at chhelp@sewp.nasa.gov.

WHAT'S IN SCOPE FOR SEWP VI?

SEWP provides a broad suite of Information Technology, Communications, and Audio-Visual (ITC/AV) solutions and services across three scope categories. MetaPhase holds awarded seats under Categories B and C.

CATEGORY A ITC/AV Solutions	CATEGORY B — AWARDED Enterprise-Wide ITC/AV Service Solutions	CATEGORY C — AWARDED Mission-Based ITC/AV Service Solutions
---------------------------------------	---	---

METAPHASE SEWP VI SERVICE AREAS

Category B – Enterprise-Wide ITC/AV Service Solutions

Managed IT services; enterprise cloud architecture and migration; enterprise application development and modernization built on the Microsoft Power Platform (Power Apps, Power Automate, Power BI, and Copilot); enterprise data analytics and business intelligence; IT service management; and enterprise-wide cybersecurity and compliance support.

Category C – Mission-Based ITC/AV Service Solutions

Mission and program-level application engineering, data processing and analysis, systems hosting, cybersecurity and security systems services, and custom low-code/no-code solution delivery for agency-specific mission needs.

CONTACT INFORMATION

METAPHASE SEWP VI PROGRAM OFFICE	NASA SEWP PROGRAM MANAGEMENT OFFICE
PROGRAM MANAGER Eric Ignacio eignacio@metaphase.tech 703-597-9636 DEPUTY PROGRAM MANAGER Lexi Phillips lphillips@metaphase.tech 727-641-3443 MetaPhase Consulting, LLC 11911 Freedom Dr, Ste 1010, Reston, VA 20190 Phone: 703-375-9006 www.metaphase.tech	Website: www.sewp.nasa.gov Questions: chhelp@sewp.nasa.gov Order Submission: sewporders@sewp.nasa.gov SEWP Helpline: help@sewp.nasa.gov (301) 286-1478

CERTIFICATIONS & QUALITY STANDARDS

ISO 9001:2015 • ISO 27001 • ISO 42001 • CMMI DEV/3 • CMMI SVC/3

ADDITIONAL LINKS

[NASA SEWP VI Program Home Page — www.sewp.nasa.gov](http://www.sewp.nasa.gov)

[MetaPhase Corporate Home Page — www.metaphase.tech](http://www.metaphase.tech)

[MetaPhase Contract Vehicles Page — www.metaphase.tech/contract-vehicles](http://www.metaphase.tech/contract-vehicles)

This guide is published in accordance with SEWP VI Statement of Work Section A.6 (Ordering Guides) and Section A.5.1 (Contractor Responsibilities), and complies with the requirements of the SEWP VI Contract Holder User Manual (CHUM). This guide and all linked SEWP VI resources comply with applicable Government access standards for electronic and information technology, including Section 508 of the Rehabilitation Act Amendments. MetaPhase will republish an updated version of this guide no later than 10 business days following any contract modification affecting its contents.