

NASA SEWP VI ORDERING GUIDE

Categories B & C · Electronic Ordering Guide for Federal Customers

PROGRAM & CONTRACT INFORMATION	PROGRAM MANAGER & MAIN POINT OF CONTACT
 MetaPhase EDG MetaPhase EDG JV, LLC An SBA-Certified Mentor-Protégé Joint Venture Between MetaPhase Consulting and SharpEDG 6919 Deer Run Dr, Alexandria, VA 22306 (301) 537-3719 www.metaphaseedg.com CAGE: 9QKJ6 Category B: 80TECH26D1903 Category C: 80TECH26D1779 Period of Performance: Nov 2026 – Oct 2036 SEWP Program Surcharge: 0.34%	Sophia Edwards Program Manager sedwards@metaphaseedg.com (703) 399-4069 Sophia Edwards is MetaPhase EDG’s main point of contact for SEWP VI quote requests, post-delivery support, and order troubleshooting. NASA SEWP PROGRAM OFFICE help@sewp.nasa.gov (301) 286-1478 M–F 7:30 AM–6 PM ET www.sewp.nasa.gov

COMPANY & PROGRAM OVERVIEW

MetaPhase EDG JV, LLC is an SBA-certified Mentor-Protégé Joint Venture between MetaPhase Consulting and SharpEDG, formed to deliver enterprise program management, grants and financial management support, business process improvement, and technology modernization to federal mission and program offices — problem solvers for a digital world. MetaPhase EDG 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).

1 HOW TO OBTAIN A QUOTE

Federal agencies may request a quote from MetaPhase EDG 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 EDG 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 EDG monitors the QRT and responds to all applicable requests.
- 3. Contact MetaPhase EDG Directly for Pre-Quote Assistance.** Agencies that need help scoping a requirement or confirming SEWP VI scope may contact MetaPhase EDG's Program Manager, Sophia Edwards, directly, at no charge.
- 4. Receive the Quote.** MetaPhase EDG 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 EDG, 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 EDG.

2 POST-DELIVERY SUPPORT

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

Installation Coordination

MetaPhase EDG 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.

Warranty Support

MetaPhase EDG supports basic and extended warranty coverage on delivered products, serving as the single point of contact for warranty claims and tracking resolution through completion.

Technical Support

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

Software Support

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

POST-DELIVERY & SUPPORT CONTACT

Sophia Edwards – Program Manager | sedwards@metaphaseedg.com | (703) 399-4069

3 ORDER TROUBLESHOOTING

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

Delivery Status

Customers may inquire about the delivery status of any open order. MetaPhase EDG 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 EDG processes modifications promptly.

Incorrect or Damaged Deliverables

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

Billing & Invoice Questions

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

ORDER TROUBLESHOOTING & ESCALATION CONTACT

Sophia Edwards – Program Manager | sedwards@metaphaseedg.com | (703) 399-4069

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

4 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 EDG holds awarded seats under Categories B and C.

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

5 METAPHASE EDG SEWP VI SERVICE AREAS

MetaPhase EDG combines MetaPhase Consulting's enterprise IT delivery with SharpEDG's mission and program-management expertise to support federal customers across the following SEWP VI service areas:

SEWP VI Service Area	What MetaPhase EDG Delivers
Enterprise Program & Grants Management	Program and project management support, grants and financial management services, and mission-focused delivery drawing on firsthand experience with federal grant-making agencies' business processes, stakeholder relationships, and operational priorities.
Enterprise Integration & Modernization	Approaches that extend beyond a single office or program to identify organizational dependencies, strengthen collaboration, standardize business processes, and implement enterprise IT solutions that improve efficiency and performance.
Business Process Improvement	Performance management, governance, reporting and analytics, business process improvement, and technology modernization to improve transparency, strengthen executive decision-making, and reduce administrative burden.
Executive & Organizational Advisory	Executive advisory and strategic organizational support, combining current program-management expertise with continuity of operations planning to minimize transition risk and preserve institutional knowledge.

6 CONTACT INFORMATION

METAPHASE EDG PROGRAM OFFICE	NASA SEWP PROGRAM MANAGEMENT OFFICE
Sophia Edwards, Program Manager sedwards@metaphaseedg.com (703) 399-4069 MetaPhase EDG JV, LLC 6919 Deer Run Dr, Alexandria, VA 22306 (301) 537-3719 www.metaphaseedg.com	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

ADDITIONAL LINKS

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

[MetaPhase EDG Corporate Home Page — www.metaphaseedg.com](http://www.metaphaseedg.com)

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). MetaPhase EDG JV, LLC is an SBA-certified Mentor-Protégé Joint Venture between MetaPhase Consulting and SharpEDG. 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 EDG will republish an updated version of this guide no later than 10 business days following any contract modification affecting its contents.