



Next Phase

Solutions and Services

NASA SEWP VI

Customer Ordering Guide

Solutions for Enterprise-Wide Procurement VI

Category B: 80TECH26D0106 | Category C: 80TECH26D0120

CATEGORY B	80TECH26D0106
CATEGORY C	80TECH26D0120

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Prepared for Federal Government customers and authorized SEWP users

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1. Purpose and Use of This Guide

This Customer Ordering Guide provides Federal Government customers and authorized users with practical information for requesting quotes, placing and managing orders, obtaining technical and post-delivery support, and resolving order-related issues with Next Phase Solutions and Services, Inc. (Next Phase) under NASA Solutions for Enterprise-Wide Procurement VI (SEWP VI).

This guide supplements the applicable Next Phase SEWP VI contracts, the SEWP VI Contract Holder User Manual (CHUM), NASA SEWP Program Management Office (PMO) guidance, the Federal Acquisition Regulation (FAR), and ordering-agency procedures. If this guide conflicts with the applicable contract or NASA SEWP PMO direction, the contract and NASA SEWP PMO supersedes this guide.

2. Contractor and SEWP VI Overview

2.1 Next Phase Solutions and Services, Inc. (Next Phase)

Next Phase is a Federal technology and professional services contractor headquartered in Columbia, Maryland. The company supports government missions through enterprise data modernization, artificial intelligence, cloud engineering, cybersecurity, DevSecOps, enterprise observability, systems modernization, and mission-focused IT services.

Company Information	Details
Legal Name	Next Phase Solutions and Services, Inc.
Address	10211 Wincopin Circle, Suite 502, Columbia, MD 21044
Telephone	410-258-2928
Website	https://www.npss-inc.com
UEI	GF3NMJ8FFSC1
CAGE Code	6JQJ6

2.2 Next Phase SEWP VI Contracts

SEWP VI Category	Contract Number	General Scope
Category B	80TECH26D0106	Enterprise-wide ITC/AV service solutions
Category C	80TECH26D0120	ITC/AV mission-based services

SEWP VI is a Government-Wide Acquisition Contract administered by the NASA SEWP Program Management Office at Goddard Space Flight Center. NASA has awarded SEWP VI contracts and currently anticipates a November 1, 2026 go-live date. Customers should consult the official NASA SEWP website for current operational dates, tools, policies, and ordering instructions.

2.3 Representative Next Phase Capabilities

- Enterprise IT and application modernization
- Architecture and Systems Engineering
- Cloud engineering, migration, and operations
- Data modernization, data engineering, data science, and data analytics and visualization
- Artificial intelligence platforms and machine learning
- Cybersecurity and security engineering & operations
- DevSecOps and Agile-based software delivery
- Enterprise observability and Enterprise Intelligence AI Platforms
- IT & Science operations, program management, and mission support
- Spectrum Engineering-as-a-Service

3. Program Contacts and Customer Support

Next Phase provides a single accountable point of contact for SEWP VI program management, quotes, order administration, and escalation. Laura Suffecool is the Program Manager for both Next Phase SEWP VI contracts. Katrina Utz serves as the alternate Program Manager.

Function	Contact	Telephone	Email
SEWP VI Program Manager / Sales / Quotes / Order Support	Laura Suffecool	410-258-2928	lsuffecool@npss-inc.com
Deputy Program Manager	Katrina Utz	314-435-9677	Kutz@npss-inc.com
Corporate / General Inquiries	Next Phase Solutions and Services, Inc.	410-258-2928	SEWPVI@npss-inc.com

For the fastest response, customers should include the applicable SEWP VI contract number, agency name, RFQ or order number (if available), and a concise description of the request.

4. How to Obtain a Quote

4.1 Quote Requests

Customers seeking a quote for in-scope software, solutions, or services should use the NASA SEWP Quote Request Tool (QRT) or another SEWP-approved process. The QRT supports RFQs, RFI, and market research and assists agencies with applicable fair opportunity procedures.

For assistance before or during a quote request, contact Next Phase SEWP VI Program Office, SEWPVI@npss-inc.com. For an active QRT request, Next Phase will submit formal responses and revisions through the applicable SEWP system as required by SEWP procedures.

4.2 Information to Include

- Statement of Work (SOW), Performance Work Statement (PWS), Statement of Objectives (SOO), or bill of materials, as applicable
- Technical specifications, quantities, configurations, labor categories, and estimated hours
- Period of performance, delivery schedule, and place of performance
- Security, accessibility, supply-chain, sustainability, or agency-specific requirements
- Installation, implementation, warranty, maintenance, software support, and service-level requirements
- Evaluation criteria and any special terms or instructions

4.3 What the Next Phase Quote Will Address

- Applicable products and/or services and quantities
- Pricing and quote validity period
- Estimated delivery or period of performance
- Applicable warranty, maintenance, installation, and support
- Assumptions, dependencies, and requested terms as appropriate
- Applicable SEWP VI contract and required quote identifiers

5. Ordering Process

Each ordering agency is responsible for its internal acquisition process, including approvals, funding, acquisition documentation, fair opportunity, and issuance of the order. Orders and modifications must be routed and processed in accordance with current NASA SEWP PMO procedures.

5.1 Recommended Order Information

- Government order number and date
- Issuing agency and ordering office
- Authorized Contracting Officer / Ordering Official and contact information
- Applicable Next Phase SEWP VI contract number
- SEWP RFQ or quote reference
- Line items, quantities, pricing, and total order value
- Accounting and funding information
- Billing and shipping addresses or place of performance
- Period of performance for services
- Applicable SOW/PWS/SOO and incorporated terms
- Any agency-specific clauses or delivery/acceptance instructions

5.2 SEWP Processing and Start of Performance

Next Phase will not begin fulfillment or performance until the order has been properly processed through the NASA SEWP PMO and the required SEWP Control Number (SCN) has been assigned. This protects the customer and Next Phase by ensuring that the order is recognized and tracked under the SEWP program.

6. Installation and Implementation

When installation or implementation is included in the order, Next Phase will coordinate the work with the customer and, as applicable, the OEM, software publisher, authorized service provider, distributor, or subcontractor. The specific responsibilities, schedule, acceptance criteria, and support level are governed by the order and associated statement of work.

- Site readiness and access requirements
- Security and badging requirements
- Delivery and staging coordination
- Configuration and integration requirements
- Installation schedule and maintenance windows
- Government-furnished information/equipment dependencies
- Testing, acceptance, and transition requirements

Installation support contact: Next Phase SEWP VI Program Office, SEWPVI@npss-inc.com. Next Phase will route technical matters to the appropriate delivery team or provider while retaining prime-contract responsibility for order fulfillment.

7. Warranty, Maintenance and Post-Delivery Support

7.1 Basic Warranty

Unless otherwise stated in the quote or order, commercially available products are generally provided with the standard warranty offered by the applicable OEM or software publisher. The specific warranty applicable to an item will be identified in the quote, order, or product documentation as appropriate.

7.2 Extended Warranty and Maintenance

Extended warranty, maintenance, premium support, and lifecycle services may be available when within scope and included in the quote/order. Customers should identify these requirements during the quote process whenever possible.

- Extended hardware warranty and replacement services
- On-site or next-business-day support where available
- Preventive maintenance
- Software maintenance and assurance
- Version upgrades, patches, and security updates
- Manufacturer or publisher premium support

7.3 Warranty Claim Information

To speed resolution, provide the Government order number, SCN (if available), manufacturer/publisher, product and part number, serial number or license identifier, date received, description of the issue, and customer technical contact information.

Post-delivery support contact: Next Phase SEWP VI Program Office, SEWPVI@npss-inc.com.

8. Technical and Software Support

Technical and software support will be provided according to the support level purchased and the requirements of the applicable order. Support may be performed by Next Phase personnel, an OEM/software publisher, or an authorized provider under Next Phase management.

8.1 Technical Support Request

- Agency and customer point of contact
- Government order number and SCN
- Product, service, serial number, or license involved
- Detailed issue description and operational impact
- Relevant error messages or logs
- Troubleshooting already performed
- Requested or required resolution timeframe

8.2 Software Support

- License activation and entitlement assistance
- Account provisioning and installation assistance
- Updates, patches, and security releases
- Version upgrades and maintenance
- Troubleshooting and publisher escalation
- Subscription or maintenance renewal support

Technical/software support contact: Next Phase SEWP VI Program Office, SEWPVI@npss-inc.com. Customers should not transmit passwords, credentials, classified information, or sensitive authentication data through ordinary email.

9. Returns, Replacements and Delivery Issues

Returns, replacements, exchanges, credits, and delivery discrepancies will be handled in accordance with the applicable order, manufacturer/provider terms, and SEWP requirements. Customers should promptly notify Next Phase of incorrect items, shortages, damaged shipments, defective products, license/entitlement problems, or other discrepancies.

Customers should retain original packaging and shipping documentation when practical until the issue is resolved. Next Phase will coordinate with the applicable OEM, publisher, distributor, service provider, or subcontractor while remaining accountable as the prime Contract Holder.

10. Troubleshooting a Problematic Order

10.1 First-Level Resolution

Contact Laura Suffecool, SEWP VI Program Manager, at Next Phase SEWP VI Program Office, SEWPVI@npss-inc.com. Include the agency name, Government order number, SCN, RFQ number if applicable, affected product/service, relevant dates, current status, description of the problem, and desired resolution.

10.2 Alternate / Escalation Support

If Laura is unavailable, request Katrina Utz, Alternate Program Manager, through the Next Phase main office at 410-258-2928. Next Phase will coordinate contractual, technical, supplier, subcontractor, and management resources as needed to resolve the issue.

10.3 NASA SEWP PMO Assistance

When appropriate, customers may contact the NASA SEWP PMO for assistance with SEWP procedures, ordering questions, or SEWP-system issues. Current NASA SEWP customer support information should be verified on the official SEWP website. As of this guide version, the SEWP Customer Support helpline is 301-286-1478 and the published support email is help@sewp.nasa.gov.

11. Order Modifications and Status

11.1 Modifications

Changes to an existing order must be made through a properly authorized order modification and routed through the NASA SEWP PMO as required. Next Phase will not knowingly perform work outside the authorized scope, period, or funding of the order.

11.2 Order Status

Next Phase will manage and monitor order status throughout performance. Consistent with the CHUM, Next Phase will provide required order-status updates through the Contract Holder system when order status changes, including updates to expected delivery dates, ship dates, and other required status fields.

12. Fair Opportunity and Acquisition Considerations

Ordering agencies are responsible for satisfying applicable fair opportunity requirements under FAR 16.505 and their agency procedures. NASA SEWP tools are designed to assist ordering agencies in identifying eligible Contract Holders and conducting competitive acquisitions. Customers should use the current SEWP tools and instructions for the applicable category and acquisition strategy.

Next Phase personnel will support customer market research and acquisition planning while respecting the ordering agency's responsibility for fair opportunity and source-selection decisions.

13. Information Security and Sensitive Information

Customers should not submit classified information, Controlled Unclassified Information (CUI), Personally Identifiable Information (PII), passwords, credentials, or other sensitive information through systems or communication methods not authorized for that information. When a requirement involves protected information, Next Phase and the customer will coordinate an appropriate transmission and handling method consistent with the contract, order, and applicable Government security requirements.

14. Quick Reference

Customer Need	Contact / Action
Quote for software or services	Use NASA SEWP QRT as applicable; SEWPVI@npss-inc.com
Installation / implementation	Next Phase SEWP VI Program Office, SEWPVI@npss-inc.com
Basic or extended warranty	Next Phase SEWP VI Program Office, SEWPVI@npss-inc.com
Technical / software support	Next Phase SEWP VI Program Office, SEWPVI@npss-inc.com
Post-delivery / returns / replacements	Next Phase SEWP VI Program Office, SEWPVI@npss-inc.com
Problematic order / escalation (ONLY)	Laura Suffecool, 410-258-2928, lsuffecool@npss-inc.com; if unavailable, request Katrina Utz , 314-435-9677, please copy SEWPVI@npss-inc.com
Category B contract	80TECH26D0106
Category C contract	80TECH26D0120
NASA SEWP Customer Support	301-286-1478 / help@sewp.nasa.gov
Official SEWP information	sewp.nasa.gov

15. Compliance and Guide Maintenance

This guide is intended to satisfy the ordering-guide content requirements in the SEWP VI Contract Holder User Manual, including program support information, quote contacts, installation/warranty/technical/software/post-delivery support procedures, problematic-order troubleshooting contacts, and an overview of the Contractor and its SEWP contracts.

Next Phase will maintain an electronic version suitable for downloading and printing and will update the guide within the timeframe required by the CHUM following applicable contract modifications. The Program Manager is responsible for reviewing contact information, contract information, and procedures for continued accuracy.

Official Reference

NASA SEWP VI program information, current contract documentation, the Contract Holder User Manual, onboarding materials, and customer tools are available through the official NASA SEWP website at sewp.nasa.gov. Customers should rely on the current SEWP VI contract and NASA SEWP PMO guidance for authoritative requirements.