Metrica, Inc.™

NASA SEWP VI Solutions for Enterprise-Wide Procurement Contract Holder

ORDERING GUIDE

Metrica's Teammate and Provider: traclabs

NASA SEWP VI, Category C (Mission-Based ITC/AV Service Solutions), Contract # 80TECH26D1247.
Period of Performance: November 1, 2026, to October 31, 2036.

SEWP Overview

The NASA Solutions for Enterprise-Wide Procurement (SEWP, pronounced "soup") provides the latest Information Technology, Communication, and Audio-Visual (ITC/AV) solutions and services for all federal agencies and their approved contractors. Created in 1993, SEWP I was the first Government-Wide Acquisition Contract (GWAC) in the federal acquisition space. Originally, the contract vehicle provided only technology products for NASA and all other agencies. SEWP has continually evolved over the past 30 years, expanding its scope to meet the requests of its customers. The SEWP vehicle represents acquisition innovation within the federal government. The program is self-funded through usage fees (0.34%) and provides all federal agencies with acquisition support — more than 50,000 orders per year.

What's in Scope for SEWP VI?

SEWP is designed to provide a broad suite of ITC/AV solutions and services. Technology is ever evolving, and for that reason SEWP's processes enable contract holders to add new commercial technology and IT services to their contract daily, as requested by our customers. The focus of SEWP is on the full suite of technology offerings that simplify governmental access and industry offerings across the entire ITC/AV solutions and services landscape. SEWP is composed of three scope categories by which the SEWP contracts were awarded. Metrica, Inc.'s SEWP VI prime contract # 80TECH26D1247 is in Category C (Mission-Based ITC/AV Service Solutions), and its NAICS codes include 541512, 541715, 513210, and others. If you would like SEWP to determine whether your requirement is within scope of the SEWP VI contract, please send an overview and/or bill of materials to help@sewp.nasa.gov, and they will quickly review and provide feedback. TRACLabs, Inc. is Metrica's affiliate and its teammate on this contract.

Metrica's and TRACLabs' Corporate Headquarters and Points of Contact

100 N.E. Loop 410, Suite 520, San Antonio, TX 78216. Phone: 210-822-2310. Email: sewp@metricanet.com. Websites: https://metricanet.com and https://traclabs.com.

Corporate SEWP Program Manager: Bruce H. Dunson, 210-410-6039, bdunson@metricanet.com.

Deputy Program Manager: Peggy S. Schildt, 210-477-4608, pschildt@metricanet.com.

Sales Contact: Jonathan Fast, 210-477-4661, jonathan.fast@metricanet.com.

Post-Delivery Support Contact: Steve Deleon, 210-624-8318, steve.deleon@metricanet.com.

Customer Service/Order Troubleshooting Contact: Vince Ward, 979-267-9160, vince.ward@metricanet.com.

SEWP VI Program Support: Order Issues and Post-Delivery Contacts

NASA SEWP Program Manager: Theresa Kinney, theresa.m.kinney@nasa.gov.

Deputy Program Manager: George Nicol, george.s.nicol@nasa.gov.

SEWP Helpline: help@sewp.nasa.gov, 301-286-1478.

SEWP Program Management Office (PMO) hours: Monday–Friday, 7:30 AM–6:00 PM (ET). https://www.sewp.nasa.gov/.

Fair Opportunity

FAR 16.505(b)(1) provides that 1) each contractor shall be given fair opportunity to be considered for each order exceeding $10,000 and issued under multiple award contracts and 2) the method to obtain fair opportunity is at the discretion of the Contracting Officer (CO), who must document the rationale for placement and price of each order. The recommended method to assist in this activity and augment the required decision documentation is the NASA SEWP online Quote Request Tool (QRT), which automatically includes the contract holders within a selected group or based on a suggested source.

Overview of Ordering Process

The internal ordering process of each agency varies. The process and accompanying forms for Purchase Requests (PRs) and Delivery Orders (DOs) that are issued against a SEWP contract are defined by the issuing agency, not the NASA SEWP PMO. The typical process is for an end user to determine a requirement and generate a PR. The PR and any necessary funding information are sent to that agency's procurement office, which issues a DO. Any valid federal agency DO form and associated DO number may be used. The PMO does not issue DOs but reviews, processes, and tracks issued DOs and forwards them to the contract holders. Some agencies have special requirements for issuing IT DOs. It is the agency's COs' responsibility to be aware of any agency-specific policies regarding issuing orders via an existing contract vehicle and GWACs. Under the SEWP contracts, agencies do not have to use other intermediary procurement offices, except as directed through their own internal policies. If modifications are made to any order, they must also route through the PMO.

Obtaining a Quote

Using the QRT, customers should describe the mission objective, anticipated scope, timing, place of performance, security or performance requirements, staffing or delivery needs, evaluation basis, and any agency-specific requirements so Metrica can coordinate a responsive, complete quote. Please include the following information when available, but do not submit any classified, controlled unclassified, procurement-sensitive, or personally sensitive information through public forums or unsecured channels:

- Agency, bureau, organization, or office name
- Customer point of contact, contracting point of contact, email, and phone number
- Mission need, anticipated scope, desired outcome, or requirement summary
- Product, service, manufacturer, part number, configuration, or technical assumptions when known
- Quantity, staffing, delivery location, place of performance, and schedule requirements
- Desired response date, estimated value when available, and evaluation or best-value considerations
- Applicable statement of work, bill of materials, terms, security, performance, or compliance requirements
- Warranty, maintenance, installation, training, software support, post-delivery, or technical coordination needs

When creating a request in the SEWP QRT, customers may identify verification preferences or supporting documentation needs. These may include Section 508 accessibility documentation, accessibility conformance reports, supply chain risk management preferences, authorized or approved reseller requirements, TAA compliance, EPEAT levels, brand-name requirements, cybersecurity requirements, or other agency-specific terms. Clearly stating these preferences will support faster quote coordination and better acquisition-file documentation.

Installation, Basic Warranty, Extended Warranty, Technical Support, and Software Support

Metrica provides direct help before, during, and after an order, including quote coordination, technical coordination, order processing support, installation coordination, software support, warranty assistance, extended warranty support, provider escalation, issue resolution, and problematic-order escalation.

Troubleshooting and Resolving Order Issues

If an issue occurs, customers should gather the quote number, delivery order number, SEWP Tracking Number, shipping information, affected line items, invoice information when applicable, and a short description of the issue. Metrica will coordinate with the customer, provider, or NASA SEWP PMO as appropriate to help resolve the matter:

- Requirement intake, scope questions, quote coordination, and ordering assistance
- Order status, tracking questions, invoice questions, modifications, and customer support
- Delivery delays, shipping discrepancies, installation coordination, and acceptance support
- Software support, warranty, extended warranty, maintenance, and technical support coordination
- Performance concerns, troubleshooting, replacements, returns, or provider escalation support
- Questions involving SEWP order routing, SEWP tools, contract performance, or process improvement

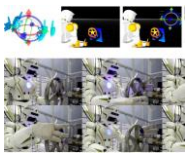
ABOUT METRICA AND TRACLABS

Established in 1984, Metrica is a family-owned small business dedicated to providing a range of professional services to Government and corporate clients in the areas of Information Technology, Professional Consulting, and International Logistics. Metrica's approach to quality control earned it an ISO 9001:2015 quality management system certification in June 2020, which was renewed in 2023 and 2026.

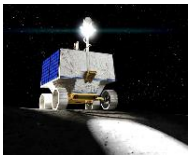
TRACLabs, Inc. was established in 1994 as a division of Metrica, Inc. and has been a Metrica affiliate since 2007. Thus, TRACLabs has over 30 years of experience conducting world-class robotics, automation, and artificial intelligence research for NASA, the DoD, and the commercial sector. The pioneering work of its strong team of engineers and scientists serves many industries and is currently in use from the deepest oceans to the International Space Station. Team members come from diverse backgrounds and have earned international recognition for their research. TRACLabs' Software Development Center is located in Houston, Texas, near the Johnson Space Center.

TRACLabs personnel have delivered breakthrough technologies and services. Examples include:

PRIDE The PRIDE Software Suite consists of four modules for electronic procedure authoring, execution, monitoring, and analysis. Initially developed for NASA, it is currently used by NASA for ground operations on the VIPER project. PRIDE has been commercialized as a spin-off product and is currently used by several firms in the energy sector, covering thousands of installed instances of the software. The PRIDE Software Help Center has a Technical Support Desk that is staffed by seasoned professionals ready to assist with any queries, troubleshoot issues, and optimize your application of our technology; it can be reached at https://traclabs.atlassian.net/servicedesk/customer/user/login?destination=portals.



CRAFTSMAN CRAFTSMAN is a ROS-based tool suite for creating task-based robot control interfaces for manipulation and navigation. It uses a powerful technique for encoding task definitions called Affordance Templates. The development of CRAFTSMAN has been supported by over a dozen small-business grants from NASA and the DoD. CRAFTSMAN has also been installed in automotive manufacturing facilities. It allows non-robotics experts to design and use cutting-edge user interfaces and control software for robotics systems, and it seamlessly supports a variety of supervisory modes, from full teleoperation to full automation.

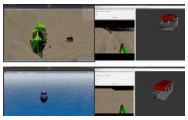


VIPER VIPER is a lunar rover that will be tasked with prospecting for lunar resources in permanently shadowed areas of the Lunar south pole region. NASA uses the PRIDE electronic procedure system for all VIPER ground procedures during mission operations. TRACLabs personnel are involved in the on-board and ground-based rover software, the ground data systems, and the operator interface.

CAMBR CAMBR uses the CRAFTSMAN toolkit to build a digital twin of an industrial robot and subsequently create custom toolpaths for a given production item (propeller blade). Computer vision techniques detect defects on the surfaces of the blade, which are then used to tailor the grinding speed profile so that defects are removed in fewer passes.

PHARAOH The PHARAOH project integrated the PRIDE electronic procedure software with CRAFTSMAN's robot control capabilities to help guide an operator through a complex procedure involving robotic assets. It also demonstrated how to use the automation capabilities of both packages.

VALOR VALOR is exploring virtual and augmentation reality environments for first responder training and operations. This multi-year collaboration between TRACLabs, NIST, and the Houston Fire Department incorporates immersive simulations with real-world objects and advanced user interface displays.



RUM RUM uses the CRAFTSMAN toolkit to enable coupled control of underwater remotely operated vehicles and manipulator payloads within a single platform-agnostic, unified operator interface. It streamlines and standardizes complex underwater tasks, reduces the complexity of control stations, and minimizes the number of system operators required.