



General Services Administration

Federal Supply Service

Authorized Federal Supply Schedule Price List

For

**INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES and
HEALTH IT SERVICES**

Period of Performance: Mar 1, 2023 - Feb 28, 2028



**Bestica, Inc.
418 Pueblo Pintado
Helotes, TX 78023
Phone: 210-614-4198
Email: harvinder@bestica.com
www.bestica.com**



GSA Multiple Award Schedule (MAS)

Special Item No. 54151S Information Technology Services

Note: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Special Item No. 54151HEAL Health Information Technology Services

Note: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 1: *All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.*

Note 2: *Offerors and Agencies are advised that the GSA Multiple Award Schedule (MAS) is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.*

Note 3: *This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.*

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Contract Number: GS35F227AA

General Services Administration
Federal Supply Service

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The Internet address for GSA Advantage! is: www.GSAAdvantage.gov



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INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micro-purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage! a on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage! and the Federal Supply Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. GEOGRAPHIC SCOPE OF CONTRACT

The geographic scope of this contract is the 48 contiguous states and Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Services provided outside of the continental United States shall be provided on an as-needed basis and shall include any additional expenses required such as travel and living expenses.

Offerors are requested to check one of the following boxes:

- ☐ The Geographic Scope of Contract will be domestic and overseas delivery.
- ☐ The Geographic Scope of Contract will be overseas delivery only.
- ☒ The Geographic Scope of Contract will be domestic delivery only.

2. ORDERING ADDRESS AND PAYMENT INFORMATION

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number can be used by ordering activities to obtain technical and/or ordering assistance: ☐ 210-614-4198 ☐ 210-399-0694

Ordering and Payment:

Bestica, Inc.
418 Pueblo Pintado
Helotes, TX 78023
☐ 210-614-4198 ☐ 210-399-0694
www.bestica.com | harvinder@bestica.com



Check Payments should be sent to the following address:

Bestica, Inc.
Att: Accounting Department
418 Pueblo Pintado
Helotes, TX 78023

Any remittance information please email to Neelu@bestica.com

Electronic Funds Transfers (EFT) should be sent to the following address:

The Bank of San Antonio
8000 IH-10 West, Ste 100
San Antonio, Texas 78230
210-807-5500
ABA Routing Number 114025641
Bestica, Inc.
Account Number 0000013979
(Please refer to our invoice number)

3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

Block 9: G. Order/Modification Under Federal Schedule
Block 16: Data Universal Numbering System (DUNS) Number: 002003375
Block 30: Type of Contractor – Services
 A. Small Disadvantaged Business
 B. Other Small Business : 8A Certified

Block 31: Woman-Owned Small Business - No

Block 36: Contractor's Taxpayer Identification Number (TIN): 16-1721345

4a. CAGE Code: 68W76

4b. CENTRAL CONTRACTOR REGISTRATION: BESTICA has registered with the Central Contractor Registration Database.

5. FOB DESTINATION

All shipments will be FOB destination unless otherwise specified during ordering.



6. DELIVERY SCHEDULE

- (a) TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

<u>Special Item Number</u>	<u>Delivery Time (Days ARO)</u>
54151S	As negotiated with ordering activity
54151HEAL	As negotiated with ordering activity

- (b) URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. DISCOUNTS

- (a) Prompt Payment: None.
(b) Dollar Value Discount:

AMOUNT	DISCOUNT
\$100,000.00-\$500,000.00	1%
\$500,001.00-\$1,000,000.00	2%
\$1,000,001.00 < greater	2.5%

- (c) Government Educational Institutions: Government Educational Institutions are offered the same discounts as all other Government customers.
(d) Other: None

8. TRADE AGREEMENT ACT OF 1979, AS AMENDED

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING

Not applicable

10. SMALL REQUIREMENTS

The minimum dollar value of orders to be issued is \$100.00.

11. MAXIMUM ORDER THRESHOLD (All dollar amounts are exclusive of any discount for prompt payment.)

The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:

Special Item Number 54151S Information Technology Services and 54151HEAL Health Information Technology Services

12. USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- (a) FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- (b) FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. FEDERAL INFORMATION TECHNOLOGY/ TELECOMMUNICATION STANDARDS REQUIREMENTS

Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDs), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS)

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDs)

Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDs) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDs should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. SECURITY REQUIREMENTS/ CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

- (a) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders



placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.

NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

- (b) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (c) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (d) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (e) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (f) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (g) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (h) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (i) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (j) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR



52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

16. GSA Advantage!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: Netscape). The Internet address is <http://www.fss.gsa.gov/>.

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract.

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES, AND REPRESENTATIONS

- (a) For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
 - (1) Time of delivery/installation quotations for individual orders;
 - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
 - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
- (b) The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia.

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Contractor's Reports of Sales and 552.238-76, Industrial Funding Fee, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 54151S and SIN 54151HEAL.

23. SECTION 508 COMPLIANCE

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

<http://www.osource.com>

The EIT standard can be found at: www.Section508.gov.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement: This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997) (FAR 52.228-5)

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
 - (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
 - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY.

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

27. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)



TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SIN 54151S) AND HEALTH IT SERVICES (SIN 54151HEAL)

1. SCOPE

- (a) The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services and Special Item Number 54151HEAL Health IT Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
- (b) The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES

- (a) Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
- (b) The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- (c) Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- (a) Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- (b) All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- (a) The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- (b) The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

- (c) The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- (d) Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5.STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
 - (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and



Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

9. INDEPENDENT CONTRACTOR

All IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

(a) Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

- (b) To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress



payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under th52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item

Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.is contract.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 54151S and 54151HEAL. IT Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.
The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices. Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies. Minimum Education: Bachelor's Degree in Computer Science

BESTICA'S IT PROFESSIONAL SERVICES OVERVIEW

Founded in 2005, Bestica, Inc. derives its name from providing “best of breed” services in the area of User Experience design, Usability and Information Technology Professionals. Bestica, Inc. has long been recognized for the diversity and depth of our information technology (IT) and consulting work. We did this by placing system design philosophy of the same name: a process which focuses on the user's needs and goals throughout the entire product lifecycle from concept ideation through design, development, deployment, and post-deployment assessment. We thrive on technological problem solving. We track national and their implications for doing business, and we welcome new challenges as we strive to maintain our nationwide-class status. Bestica specializes in the four main types of activities that make up the user-centered design process:

1. **User Research.** We perform diverse activities that help develop an understanding of the users, the environment in which they work, the tasks they perform, and how they currently perform the tasks. This includes profile/persona development, interviews, user and task analysis, competitive evaluations, GOMS modeling, and field observation.
2. **Product Design & Development.** To move rapidly from concept to full detailed design, we produce assorted artifacts to quickly provide visualization and allow for feedback on proposed designs. These may include storyboards, wireframes and mockups, card sorts, and diagrams as well as hi-fidelity web prototypes utilizing HTML/CSS/Javascript code.
3. **Design Evaluation.** We evaluate existing products against industry standards and best practices, offering recommendations for improvement. This is done through expert reviews/heuristic evaluations, style guide reviews, and cognitive walkthroughs. User-Based Testing. Throughout the design cycle, we obtain feedback from users to ensure that the design meets their needs. Usability tests assess the suitability and usability of proposed designs and can be conducted using several different protocols: think aloud, interrupted task-based, and performance based.
4. **Staffing Information Technology.** Providing a large variety of information technology positions to government entities’.

Ergonomics. In the US, ergonomics is considered distinct from Human Factors and covers physical issues (workspaces, forces, strain, etc.). We have experience in several elements of ergonomics including system safety assessments, time & motion studies, and workspace layout.



Accessibility. Government websites and products are required to adhere to Section 508 standards for accessibility. We conduct accessibility reviews on existing products, and ensure that our own designs and deliverables are Section 508 compliant whenever required.

Website and Mobile Application Development. We offer website development services from the coding of custom templates in HTML/CSS/Javascript to full site creation employing PHP/Perl and MySQL database integration. We also offer mobile application development on Apple's iOS platform.

Web Analytics. Web analytics is the analysis of collected data regarding a website's traffic and can help site owners identify areas of interest for further research or content revision. We perform reviews of web analytics and make recommendations based on our findings.

Applied Research. Additionally, BESTICA conducts Applied Research. Applied research projects expand the field of user-centered design through the development of general knowledge, tools, or processes. Examples of BESTICA's work include: development of a test method for voting machines, research on understanding patient reactions to the presentation of cancer survival data, and research on how to display statistical information to the general public.

When there is an immediate need, Bestica is the organization to contract with because we can provide a fast response. Our IT capability is outstanding and covers the core IT areas of database planning and design, systems analysis and design, network services, programming, network services project management, data/records management, and other services.



BESTICA IT PROFESSIONAL SERVICES (SIN 54151S) LABOR CATEGORIES

Senior Graphic Designer

Minimum/General Experience: Six (6) years' experience in development of Graphic Designer artwork on a computer console. Excellent written and verbal communication skills.

Functional Responsibility: Provides creative computer presentation graphics by the creation of artwork on a graphic console. This includes, but is not limited to, timely and effective color processing of computer graphics with a reversal film processor. Supports the proper preventive maintenance for all the computer graphic facility hardware. Renders effective images using a wide range of media to create slides, viewgraphs, wall charts, and hard copy for presentations and technical papers. Interprets information effectively in graphic form to meet the communications requirements of administrators, managers, scientists, engineers or other technical personnel. Selects letters, colors, overlays, and design layouts to carry out a graphic theme and convey information as intended by the customer. Solves simple problems of design, choice of media, etc., for graphics design communications. Executes graphics assignments using a variety of media in a production environment. Communicates effectively with clients concerning technical requirements of graphics assignments.

Minimum Education: Bachelor's degree in computer graphics, commercial art or related field or equivalent work experience.

Graphic Designer II

Minimum/General Experience: Four(4) years' experience in development of Graphic Designer artwork on a computer console. Excellent written and verbal communication skills.

Functional Responsibility: Provides creative computer presentation graphics by the creation of artwork on a graphic console. This includes, but is not limited to, timely and effective color processing of computer graphics with a reversal film processor. Supports the proper preventive maintenance for all the computer graphic facility hardware. Renders effective images using a wide range of media to create slides, viewgraphs, wall charts, and hard copy for presentations and technical papers. Interprets information effectively in graphic form to meet the communications requirements of administrators, managers, scientists, engineers or other technical personnel. Selects letters, colors, overlays, and design layouts to carry out a graphic theme and convey information as intended by the customer. Solves simple problems of design, choice of media, etc., for graphics design communications. Executes graphics assignments using a variety of media in a production environment. Communicates effectively with clients concerning technical requirements of graphics assignments.

Minimum Education: Bachelor's degree in computer graphics, commercial art or related field or equivalent work experience.

Graphic Designer I

Minimum/General Experience: Two (2) years' experience in development of graphic design artwork on a computer console. Excellent written and verbal communication skills.

Functional Responsibility: Provides creative computer presentation graphics design by the creation of artwork on a graphic console. This includes, but is not limited to, timely and effective color processing of computer graphics with a reversal film processor. Supports the proper preventive maintenance for all the computer graphic facility hardware. Renders effective images using a wide range of media to create slides, viewgraphs, wall charts, and hard copy for presentations and technical papers. Interprets information effectively in graphic form to meet the communications requirements of administrators, managers, scientists, engineers or other technical personnel. Selects letters, colors, overlays, and design layouts to carry out a graphic theme and convey information as intended by the customer. Solves simple



problems of design, choice of media, etc., for graphics designs communications. Executes graphics designs assignments using a variety of media in a production environment. Communicates effectively with clients concerning technical requirements of graphics assignments.

Minimum Education: Associates degree in computer graphics, commercial art or related field or equivalent work experience.

Quality Engineer Tester

Minimum/General Experience: Responsible for development of project quality assurance plans and the implementation of procedures that conform to the requirements of the contract. Responsible for verifying that each functional component of the project follows a defined process that conforms with contractual requirements. Reports findings to project staff, line management, and the customer, as appropriate. Provides an assessment of how the project's development process is being implemented relative to the defined process and recommends methods to optimize the organization's process.

Functional Description: A certain degree of creativity and latitude is required.

Minimum Education/Experience: Bachelors and seven (7) years of experience.

Senior Quality Assurance Engineer

Minimum/General Experience: Responsible for development and final approval of quality assurance and the implementation of procedures that conform to the requirements of the contract. Experience in a supervisory or management role in a large-scale communications network environment. Responsible for verifying that each functional component of the project follows a defined process that conforms with contractual requirements. Reports findings to project staff, management, and the customer, as appropriate. Provides an independent assessment of how the project's development process is being implemented relative to the defined process and recommends methods to optimize the contractor's process.

Functional Description: A certain degree of creativity and latitude is required.

Minimum Education/Experience: Bachelors and ten (10) years of experience.

Software Engineer I

Minimum/General Experience: A minimum of two years or more of related experience.

Functional Responsibility: Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques, and other enterprise design tools. Interprets software requirements and design specifications to code, and integrates and tests software components. Estimates software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques.

Minimum Education: Bachelor's degree in Information Systems, Computer Science or engineering related fields or equivalent work experience is preferred.

Software Engineer II

Minimum/General Experience: A minimum of four to six years of related software development experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.



Functional Responsibility: Designs and codes software components, units and modules that meet product specification and development schedules. Tests and debugs assigned components and units. Participates in large system and subsystem planning. Adheres to product build and release schedules and strategies. Acts as a technical resource for lower level developers. Requires comprehensive knowledge of one or more platforms and operating systems and of programming languages. Typically requires knowledge of one or more systems architectures such as client/server and distributed processing.

Minimum Education: Bachelor's Degree in Computer Science, Electrical Engineering, Math or an associated discipline or equivalent work experience is preferred.

IT Systems Engineer III

Minimum/General Experience: Four (4) to six (6) years of related experience including hardware/software integration experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

Functional Responsibility: Defines, designs and develops system requirements. Assesses architecture and current hardware limitations, defines and designs complex system specifications, input/output processes and working parameters for hardware/software compatibility. Coordinates design of subsystems and integration of total system. Analyzes and resolves difficult and complicated program support deficiencies. Conducts independent technical investigations in systems design. Coordinates and consolidates design efforts on major products. May provide work leadership for lower level employees. Excludes those with full supervisory responsibilities.

Minimum Education: Bachelor's Degree in an associated discipline or equivalent work experience is preferred.

Network System Engineer I

Minimum/General Experience: Experience in design, troubleshooting and maintenance of large data networks or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required. An advanced degree in a directly related field may be substituted for two years experience.

Functional Responsibility: Oversees daily operations of the Network. Responsible for overall LAN/WAN system and activity. Studies and projects micro resource requirements including personnel, software, equipment and facilities and makes recommendations to management. Is typically a top-level technical contributor with advanced knowledge of and experience in the local and wide area networking, communications, and related hardware/software such as bridges, gateways, routers, multiplexers and hubs. Provides for the training of department's staff and end users. May supervise the setup and maintenance of library and materials for end users reference. Ensures that security procedures are implemented and enforced. May supervise or lead more junior network engineers.

Minimum Education: BA or BS in computer science, engineering or other business related disciplines with emphasis on computer systems, computer engineering, or data communications is preferred.

Network System Engineer II

Minimum/General Experience: 5 or more years experience in design, troubleshooting and maintenance of large data networks or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required. An advanced degree in a directly related field may be substituted for two years experience.

Functional Responsibility: Oversees daily operations of the Network. Responsible for overall LAN/WAN system and activity. Studies and projects micro resource requirements including personnel, software,



equipment and facilities and makes recommendations to management. Is typically a top-level technical contributor with advanced knowledge of and experience in the local and wide area networking, communications, and related hardware/software such as bridges, gateways, routers, multiplexers and hubs. Provides for the training of department's staff and end users. May supervise the setup and maintenance of library and materials for end users reference. Ensures that security procedures are implemented and enforced. May supervise or lead LAN/WAN Engineering staff.

Minimum Education: BA or BS in computer science, engineering or other business related disciplines with emphasis on computer systems, computer engineering, or data communications is preferred.

SharePoint Developer

Minimum/General Experience: Must have at least 3 (3) years of related experience in applicable SharePoint field.

Functional Responsibility: Analyzes and designs SharePoint databases and design in order to assist clients with cloud data storage and utilization needs. Establishes and defines data elements, relationships among elements, and physical structures in order to establish and maintain data SharePoint consistency and organization. Implements and maintains databases in order to ensure proper establishment and continued performance of database systems.

Minimum Education: Bachelor's degree in an associated discipline or equivalent work experience is preferred.

Systems Architect I

Minimum/General Experience: Progressive experience in systems engineering.

Functional Responsibility: Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures. Evaluates analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. Provides daily supervision and direction to staff.

Minimum Education: Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience is preferred.

Senior Systems Architect

Minimum/General Experience: Eight to ten years of related experience or equivalent combination of experience and training to meet required skill level and leading projects.

Functional Responsibility: Top level technical expert responsible for the design and development of a client/server environment. Develops strategy of client /server system and the design infrastructure necessary to support that strategy. Advises on the selection of technological purchases with regards to processing, data storage, and data access and applications development. Sets standards for client/server relational database structure for the organization. Advises on feasibility of future projects to management. Determines style, technique, and medium best suited to produce desired effects and conform to reproduction requirements.

Minimum Education: Bachelor's Degree (Master's preferred) in a related discipline or equivalent experience is preferred.



SQL DBA

Minimum/General Experience: Must have at least five (5) years of related experience in SQL applicable field.

Functional Responsibility: Create and/or maintain SQL DBA operating systems, communications software, data base packages, compilers, assemblers and utility programs. Modify existing software. Create special-purpose software to ensure integrity between systems and applications.

Minimum Education: Bachelor's Degree (Master's preferred) in a related SQL discipline or equivalent experience is preferred.

Application DBA

Minimum/General Experience: Must have at least five (5) years of related experience Progressive related experience in Application DBA.

Functional Responsibility: Qualified in the design, planning and programming of computer programs using formal languages relating to Application DBA. Experienced in software validation and testing techniques. Capable of implementing software design requirements as specified by system design documentation.

Minimum Education: Bachelor's degree in Computer Science, or Engineering or equivalent experience is preferred

Senior Oracle DBA

Minimum/General Experience: Must have at least eight (8) years of related experience in applicable Oracle DBA field.

Functional Responsibility: Provides expertise and guidance in the use of complex oracle database management systems. Oracle DBA Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Establishes procedures for operations of the database and database management systems. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary.

Minimum Education: Bachelor's degree in Computer Science, or Engineering or equivalent experience is preferred

Oracle DBA

Minimum/General Experience: 3-4 years of continued programming experience. Experienced in writing/modifying and/or maintaining application software.

Functional Responsibility: Qualified in the design, planning and programming of computer programs using formal languages. Knowledge of advanced programming techniques and advance data structures. Experienced in software validation and testing techniques. Capable of implementing software design requirements as specified by system design documentation.

Minimum Education: Bachelor's degree in Computer Science or a related field or equivalent experience is preferred.



Oracle Application Developer

Minimum/General Experience: Progressive related experience with Oracle Application Developer network design, installation, operation, maintenance and detailed knowledge of current data communications technology.

Functional Responsibility: Specific responsibilities may include:

Installation and configuration of network hardware/software to meet user needs IAW Oracle Applications established network policy. Establish detailed fault management, configuration control, and performance monitoring. Activation, back-up, deactivation, and restart of network resources/services. Problem isolation and correction; performance monitoring; and configuration control. Certification/re-certification actions. Advice on operational impacts of network expansions, additions, upgrades, and reconfiguration in hardware/ software suites.

Minimum Education: Bachelor's Degree or equivalent work experience in a related discipline is preferred.

Information Assurance Engineer

Minimum/General Experience: Two (2) to four (4) years of related experience or equivalent combination of experience and training to meet required skill level.

Functional Responsibility: Develops technical solutions to support client requirements in solving moderately complex network, platform, and system security problems. Responsibilities include secure system engineering and development, including system/security requirements analysis and secure system definition. Also may design test beds of advanced hardware and software solutions.

Minimum Education: Bachelor's Degree in a related discipline or equivalent work experience is preferred.

Network System Technician

Minimum/General Experience: Progressive related experience with network design system, installation, operation, maintenance and detailed knowledge of current data communications technology.

Functional Responsibility: Specific responsibilities may include:

Installation and configuration of network hardware/software to meet user needs IAW established network policy. Establish detailed fault management, configuration control, and performance monitoring. Activation, back-up, deactivation, and restart of network resources/services. Problem isolation and correction; performance monitoring; and configuration control. Certification/re-certification actions. Advice on operational impacts of network expansions, additions, upgrades, and reconfiguration in hardware/software suites. Potential supervision of network administration employees

Minimum Education: Bachelor's Degree or equivalent work experience in a related discipline is preferred.

Project Manager

Minimum/General Experience: Progressive related experience with 4 to 6 years continued experience.

Functional Responsibility: Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the Customer's Representative, management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.



Minimum Education: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent work experience is preferred.

Program Manager I

Minimum/General Experience: Six (6) years of relevant documented experience. Manages functional area or business line programs that are sensitive or critical in nature, broad in scope and impact, and significant in terms of company-committed resources. Provides senior interface between client and company resources and managers assigned programs to meet client requirements. Works with the client and program director to establish policy and strategic direction for programs. Communicates with senior levels of the client on a frequent basis. Ensures client satisfaction with company performance. Responds effectively to meet client needs.

Functional Responsibility:

- Responsible for managing cost and pricing of assigned programs.
- Assures programs are carried out consistent with pre-established program budgets.
- Directs project managers in accomplishing individual facets of program services.
- Responsible for program budget, planning and scheduling, progress reporting, and earned value.

Minimum Education: Masters/applicable discipline, or equivalent.

Program Manager II

Minimum/General Experience: Six (6) years of relevant documented experience. Manages functional area or business line programs that are sensitive or critical in nature, broad in scope and impact, and significant in terms of company-committed resources. Provides senior interface between client and company resources and managers assigned programs to meet client requirements. Works with the client and program director to establish policy and strategic direction for programs. Communicates with senior levels of the client on a frequent basis. Ensures client satisfaction with company performance. Responds effectively to meet client needs.

Functional Responsibility:

- Responsible for managing cost and pricing of assigned programs.
- Assures programs are carried out consistent with pre-established program budgets.
- Directs project managers in accomplishing individual facets of program services.
- Responsible for program budget, planning and scheduling, progress reporting, and earned value.

Minimum Education: Masters/applicable discipline, or equivalent.

Internet/Intranet Developer

Minimum/General Experience: One to three years of related experience or equivalent combination of experience and training to meet required skill level.

Functional Responsibility: Designs, develops, troubleshoots, debugs, and implements software code for a component of an Internet/Intranet website. Works with graphics designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Requires strong navigation and site-design instincts

Minimum Education: Bachelor's Degree (preferred) in a related discipline or equivalent work experience is preferred.



Functional Analyst I

Minimum/General Experience: One (1) to three (3) years of related experience in analyzing user needs to determine functional and cross-functional requirements.

Functional Responsibility: Analyze user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task.

Minimum Education: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific, functional or technical discipline or equivalent work experience is preferred. .

Systems Engineer I

Minimum/General Experience: Progressively more difficult ADP experience

Functional Responsibility: Participates in system feasibility studies concerning hardware capabilities and configurations. Reviews computer systems in terms of machine capabilities, and man and machine time. Prepares or directs preparation of reports and studies concerning hardware. Prepares or participates in preparing functional requirements and specifications for hardware acquisitions. Coordinates with contractor management, other ADP technicians and Customer representatives to ensure problems have been properly identified, and that solutions will satisfy the users' requirements.

Minimum Education: High school graduate or equivalent or equivalent experience preferred.

Network Architect Engineer II

Minimum/General Experience: Seven (7) years' experience in electronics, data communications or telecommunications positions is preferred with progressive experience designing and/or installing LAN's.

Functional Responsibility: Specific Duties under this contract may include but not be limited to: Design, engineer and plan overall site activities, including inside and outside plant specifications, equipment room layouts, and hardware configuration. Oversee all technical phases of systems. Formulate logical designs of system problems and devise procedures for solutions to the problems. Give support to other network support staff. Assist the Project Manager in the determination of labor hours and categories needed to perform site surveys resulting from a network design Task Order. Oversee all technical documentation activities and determine documentation specification methods and technical support manuals.

Minimum Education: Bachelor's Degree or equivalent work experience in a related discipline is preferred.

Quality Assurance Analyst

Minimum/General Experience: Three (3) to four (4) years of related experience in systems analysis/programming and performing Quality Assurance Analyst software development tasks.

Functional Responsibility: Provides supervisory technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and the user standards, and for progress in accordance with schedules. Coordinates with the Program Manager and Customer Project Manager to ensure problem solutions and solutions and user satisfaction. Prepares and delivers presentations on the system concept to colleagues, subordinates and user representatives.

Minimum Education: Bachelor's degree in Engineering or related technical discipline or equivalent experience is preferred.

Sr. User Experience Designer

Minimum/General Experience: Five (5) to seven (7) years of experience in User Experience Designer or World Wide Web design and usability. Requires competence in all aspects of User Experience Designer, including user-centered requirements gathering, user design specification, prototype evaluation, usability testing and technical information communication.

Functional

Responsibility:

- Identifies and understands user and User Experience Designer organizational requirements and context of use.
- Produces user design solutions, evaluates designs against requirements.
- Produces user experience detailed user interface specifications.
- Supports rollout of new systems to user base
- Plans and manages the Human-Centered Design process.

Minimum Education: Bachelor's Degree in Computer Science, Human-Computer Interaction, Psychology, Graphic Arts or other related subject area or Masters/applicable discipline(preferred), or equivalent.

Usability Analyst

Minimum/General Experience: Four (4) to seven (7) years of experience in computer software or World Wide Web design and usability. Requires competence in all aspects of usability, including user-centered requirements gathering, design specification, prototype evaluation, usability testing and technical information communication.

Functional Responsibility: Identifies and understands user and organizational requirements and context of use. Produces design solutions, evaluates designs against requirements and gives detailed user interface specifications. Helps plans and manages the Usability Centered Design process.

Minimum Education: Bachelor's Degree in Computer Science, Human-Computer Interaction, Psychology, Graphic Arts or other related subject area.

Senior Usability Specialist

Minimum/General Experience: Five (5) to seven (7) years of experience in computer software or World Wide Web design and usability. Requires competence in all aspects of usability, including user-centered requirements gathering, design specification, prototype evaluation, usability testing and technical information communication.

Functional

Responsibility:

- Identifies and understands user and organizational requirements and context of use.
- Produces design solutions, evaluates designs against requirements.
- Produces detailed user interface specifications.
- Supports rollout of new systems to user base
- Plans and manages the Human-Centered Design process.

Minimum Education: Bachelor's Degree in Computer Science, Human-Computer Interaction, Psychology, Graphic Arts or other related subject area.



Usability & Interface Design Lead

Minimum/General Experience: Eight (8)-plus years of Usability & Interface experience (or equivalent combination of education and experience) supervising large technical programs or contracts.

Functional Responsibility: Provide Usability & Interface management and technical direction to multiple complex projects and project personnel. Responsible for managing highly technical, complex and large programs. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor's personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for overall contract performance.

- Identifies and understands user and organizational requirements and context of use.
- Produces design solutions, evaluates designs against requirements.
- Produces detailed user interface specifications.
- Supports rollout of new systems to user base
- Plans and manages the Human-Centered Design process

Minimum Education: Bachelor's Degree in Computer Science, a Related Technical Field, Human-Computer Interaction, Psychology, Graphic Arts or equivalent practical experience.

Senior Usability Analyst

Minimum/General Experience: Five (5) to seven (7) years of experience in computer software or World Wide Web design and usability. Requires competence in all aspects of usability, including user-centered requirements gathering, design specification, prototype evaluation, usability testing and technical information communication.

Functional Responsibility: Identifies and understands user and organizational requirements and context of use. Produces design solutions, evaluates designs against requirements and gives detailed user interface specifications. Helps plans and manages the Usability Centered Design process. Works independently, with management review of end results to plan, develop, test and documents Usability programs. Evaluates user requirements to determine Usability programming procedures and approaches for problem solution. Determines Usability program specifications and procedures. May lead Usability team on projects. Works with Usability Customer to set schedules and priorities. Has accountability for the Usability maintenance and operating efficiency of a major subsystem, such as the, database management systems, etc. of system software and related hardware. May perform other duties as assigned.

Minimum Education: Bachelor's Degree in Computer Science, Human-Computer Interaction, Psychology, Graphic Arts or other related subject area.

Usability & Interface Design Specialist

Minimum/General Experience: Two (2) to five (5) years of experience in computer software or World Wide Web design and usability. Requires competence in all aspects of usability, including user-centered requirements gathering, design specification, prototype evaluation, usability testing and technical information communication.

Functional Responsibility:

- Identifies and understands user and organizational requirements and context of use.
- Produces design solutions.
- Evaluates designs against requirements.
- Produces detailed user interface specifications.
- Supports rollout of new systems to user base.



Minimum Education: Bachelor's Degree in Computer Science, Human-Computer Interaction, Psychology, Graphic Arts or other related subject area.



BESTICA HEALTH IT SERVICES (SIN 54151HEAL) LABOR CATEGORIES

Health IT SME

Minimum/General Experience: 8 years related experience.

Functional Responsibility: Serves as subject matter expert, possessing in-depth knowledge of a particular health or medical related area. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at solutions.

Minimum Education: Bachelor's degree (5 years of experience can substitute for Bachelor's)

Health Software Engineer I

Minimum/General Experience: 3 years related experience.

Functional Responsibility: Determines operational feasibility by evaluating analysis, problem definition, requirements, solution development, and proposed solutions. Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code. Prepares and installs solutions by determining and designing system specifications, standards, and programming. Possesses knowledge of health applications and software or programming languages such as MUMPS.

Minimum Education: Bachelor's degree (5 years of experience can substitute for Bachelor's)

Health Software Engineer II

Minimum/General Experience: 6 years related experience.

Functional Responsibility: Leads team for design, implementation, and integration of software or independently performs complex software development tasks. Ensures efficient delivery of contract capabilities using industry standards and repeatable processes. Possesses knowledge of health applications and software or programming languages such as MUMPS.

Minimum Education: Bachelor's (5 years of experience can substitute for Bachelor's)

Health IT Analyst I

Minimum/General Experience: 2 years related experience.

Functional Responsibility: Supports feasibility testing or analysis of a solution, its implementation and interaction with existing systems to improve productivity, cost effectiveness and efficiency in health, medical and clinical organizations. Serves as a technical specialist in a specific line of technology, domain or industry. Analyzes existing systems and highlight areas of improvement. Perform gap analysis and recommend solutions to appropriate functional manager or lead subject matter expert. Assists in the development of technical user manuals, system configuration documents and other technical reports. Supports conducting gap analysis and testing and assists in recommending appropriate solutions.

Minimum Education: Bachelor's (5 years of experience can substitute for Bachelor's)

Health IT Analyst II

Minimum/General Experience: 5 years related experience.

Functional Responsibility: Defines feasibility of a solution, its implementation and interaction with existing systems to improve productivity, cost effectiveness and efficiency in health, medical and clinical organizations. Serves as an authority in a specific line of technology, domain or industry. Analyzes existing systems and highlight areas of improvement. Perform gap analysis and recommend solutions to appropriate functional manager or lead subject matter expert. Prepares technical user manuals, system



configuration documents and other technical reports. Supports conducting gap analysis and testing and assists in recommending appropriate solutions.

Minimum Education: Bachelor's (5 years of experience can substitute for Bachelor's)

Health Systems Specialist

Minimum/General Experience: 5 years related experience.

Functional Responsibility: Provide the technical expertise required to support and advance application and system software functions of the computer installation at the decision-making level in health, medical and clinical organizations. Directs the generation and maintenance of the installations of software systems. Supports domain-specific applications.

Minimum Education: Bachelor's (5 years of experience can substitute for Bachelor's)

Health Systems Architect

Minimum/General Experience: 8 years related experience.

Functional Responsibility: Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment in health, medical and clinical organizations. Provides quality assurance review and the evaluation of new and existing software products.

Minimum Education: Bachelor's degree (5 years of experience can substitute for Bachelor's)

Health DataBase Specialist

Minimum/General Experience: 4 years related experience.

Functional Responsibility: Participates in activities related to the administration of computerized databases in health, medical and clinical organizations. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Applies knowledge and experience with database technologies, development methodologies, and front-end/back-end programming languages. Performs database programming and supports systems design.

Minimum Education: Bachelor's degree (5 years of experience can substitute for Bachelor's)

Health DataBase Engineer

Minimum/General Experience: 6 years related experience.

Functional Responsibility: Designs, recommends, develops, and implements procedures to ensure integrity, security, and privacy of all IT database systems in accordance with the client's regulatory and contractual environment. Determines procedures for backup/recovery to ensure adequate recovery in a timely manner according to internal and external Service Level Agreements. Includes database backup / recovery process design, implementation, and testing.

Health Project Manager

Minimum/General Experience: 3 years related experience.

Functional Responsibility: Possesses experience and comprehensive knowledge of several IT related fields, and recognition as a leader within the team's functions. Manages the IT activities of the project team. Directs multiple activities of a group of management and technical professional. Executes the business plans and develops plans and projects. Determines needs as well as investigates and resolves



problems. Interfaces with other functional area and other external personnel. Prepares capital and operating requests. Manages staff. Acts as senior resource for a specific discipline or function. Organizes and directs work, coordinates efforts with other functions, and directs personnel to achieve objectives. Develops comprehensive project management plans to include project Scope, Time, Cost and Quality management subsidiary plans. Responsible for addressing complaints and resolving problems.

Minimum Education: Bachelor's degree (5 years of experience can substitute for Bachelor's)



BESTICA IT PROFESSIONAL SERVICES (SIN 54151S) HOURLY RATES

Labor Category	3/1/2023 - 2/28/2024	3/1/2024 - 2/29/2025	3/1/2025 - 2/28/2026	3/1/2026 - 2/28/2027	3/1/2027 - 2/28/2028
Senior Designer	123.46	125.68	127.94	130.24	132.58
Graphic Designer II	101.97	103.81	105.68	107.58	109.52
Graphic Designer I	86.38	87.93	89.51	91.12	92.76
QA Engineer Tester	79.18	80.61	82.06	83.54	85.04
Senior QA Engineer	98.37	100.14	101.94	103.77	105.64
Software Engineer I	94.78	96.49	98.23	100.00	101.80
Software Engineer II	105.58	107.48	109.41	111.38	113.38
IT Systems Engineer III	123.46	125.68	127.94	130.24	132.58
Network System Technician	56.37	57.38	58.41	59.46	60.53
Help Desk Technician I	56.14	57.15	58.18	59.23	60.30
Help Desk Technician II	69.60	70.85	72.13	73.43	74.75
Network Systems Engineer I	93.58	95.26	96.97	98.72	100.50
Network Systems Engineer II	99.97	101.77	103.60	105.46	107.36
System Architect	141.09	143.63	146.22	148.85	151.53
Senior System Architect	173.98	177.11	180.30	183.55	186.85
SQL DBA	101.97	103.81	105.68	107.58	109.52
Sr. Oracle DBA	137.97	140.45	142.98	145.55	148.17
Oracle DBA	101.97	103.81	105.68	107.58	109.52
Oracle Application Developer	101.38	103.20	105.06	106.95	108.88
Information Assurance III	123.46	125.68	127.94	130.24	132.58
Information Assurance II	104.38	106.26	108.17	110.12	112.10
Information Assurance I	81.58	83.05	84.54	86.06	87.61
Senior Project Manager	125.99	128.26	130.57	132.92	135.31
Project Manager	98.37	100.14	101.94	103.77	105.64
Program Manager I	125.99	128.26	130.57	132.92	135.31
Program Manager II	129.34	131.67	134.04	136.45	138.91
Business Analyst I	93.58	95.26	96.97	98.72	100.50
Business Analyst II	105.58	107.48	109.41	111.38	113.38
Systems Engineer I	101.97	103.81	105.68	107.58	109.52
Network Architect Engineer II	115.23	117.30	119.41	121.56	123.75
Developer II	91.69	93.34	95.02	96.73	98.47
Developer I	83.99	85.50	87.04	88.61	90.20

Labor Category	3/1/2023 - 2/28/2024	3/1/2024 - 2/29/2025	3/1/2025 - 2/28/2026	3/1/2026 - 2/28/2027	3/1/2027 - 2/28/2028
UX Developer	88.17	89.76	91.38	93.02	94.69
Technical Writer	93.58	95.26	96.97	98.72	100.50
Senior UX Designer	129.34	131.67	134.04	136.45	138.91
Midlevel User Experience Designer	99.97	101.77	103.60	105.46	107.36
User Experience Designer	89.44	91.05	92.69	94.36	96.06
Usability Analyst	105.58	107.48	109.41	111.38	113.38
Senior Usability Specialist	143.99	146.58	149.22	151.91	154.64
UX Architects	168.01	171.03	174.11	177.24	180.43
Senior Usability Analyst Lead	146.98	149.63	152.32	155.06	157.85



BESTICA HEALTH IT SERVICES (SIN 54151HEAL) HOURLY RATES

Labor Category	3/1/2023 - 2/28/2024	3/1/2024 - 2/29/2025	3/1/2025 - 2/28/2026	3/1/2026 - 2/28/2027	3/1/2027 - 2/28/2028
Health IT SME	144.68	147.28	149.93	152.63	155.38
Health Software Engineer I	84.33	85.85	87.40	88.97	90.57
Health Software Engineer II	91.36	93.00	94.67	96.37	98.10
Health IT Analyst I	77.79	79.19	80.62	82.07	83.55
Health IT Analyst II	81.52	82.99	84.48	86.00	87.55
Health Systems Specialist	81.25	82.71	84.20	85.72	87.26
Health Systems Architect	115.91	118.00	120.12	122.28	124.48
Health DataBase Specialist	85.44	86.98	88.55	90.14	91.76
Health DataBase Engineer	92.03	93.69	95.38	97.10	98.85
Health Project Manager	110.18	112.16	114.18	116.24	118.33

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

Bestica, Inc. provides services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor, and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To ensure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact **Federal Business Development or Harvinder Singh, CEO telephone 210-614-4198, fedbd@bestica.com or harvinder@bestica.com, fax 210-399-0694.**



BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

- (1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

- (2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

- (3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

- (4) This BPA does not obligate any funds.

- (5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

- (6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;



(g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

(h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.



BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to an ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer’s needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.