



Authorized Information Technology Schedule Pricelist

FSC GROUP 70, INFORMATION
TECHNOLOGY SCHEDULE
SPECIAL ITEM NO: 132-51 IT PROFESSIONAL SERVICES

Sierra Systems Inc.
222 North Sepulveda Blvd
Suite 1310
El Segundo, CA 90245

Telephone: 310.536.6288

Fax: 310.536.6282

Contract No: GS-35F-4605G
Period Covered by Contract: April 28, 2012 - April 27, 2017

General Services Administration
Federal Supply Service

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at www.gsa.gov

IT SCHEDULE PRICELIST



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INFORMATION FOR ORDERING OFFICES

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 micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three (3) schedule contractors or consider reasonably available information by using the GSA Advantage! on-line shopping service (www.gsa.gov). The catalogs/pricelists, GSA Advantage! and the Federal Supply Service Home Page (www.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, 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 the District of Columbia, Hawaii, Alaska, and the Commonwealth of Puerto Rico. In addition, we can provide services for United States Government installations in Canada.

2. **CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION**

(a) Contractor's Ordering Address

Sierra Systems Inc.
Attn: GSA Orders
222 North Sepulveda Blvd., Suite 1310 El Segundo, CA 90245
Telephone: 310-536-6288
Fax: 310-536-6282

(b) Credit Card Orders

Government Commercial Credit Cards will be acceptable for payment. Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government purchase cards will not be acceptable for payment above the micro -purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

(c) Technical and Ordering Assistance

Below is the telephone number that can be used by ordering agencies to obtain technical and/or ordering assistance.

310-536-6288



3. LIABILITY FOR INJURY OR DAMAGE

The contractor shall not be liable for any injury to Government personnel or damage to Government 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: Contractor Establishment Code (DUNS): 04-234-4585
- Block 35: Type of contractor — C — Large Business
- Block 31: Woman-Owned Small Business — No
- Block 36: Contractor's Taxpayer Identification Number (TIN) — 76-0741206

4.1 CAGE CODE — 4HP05

4.2 Contractor has registered with the Central Contractor Registration Database.

5. FOB DESTINATION

6. COMMERCIAL DELIVERY SCHEDULE (MULTIPLE A WARD SCHEDULES)

(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.

ITEMS OR GROUPS OF ITEMS (SIN or Nomenclature)	DELIVERY TIME (DAYS ARO)
132-51	As agreed to by the buying agency and Sierra Systems

(b) **URGENT REQUIREMENTS:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies 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 agency, 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.

(c) Overnight and two-day delivery not available for IT services.

7. DISCOUNTS

- (a) Prompt Payment: None
- (b) Quantity: None
- (c) Dollar Volume: None
- (d) Government Educational Institutions: None
- (e) Other: None

8. TRADE AGREEMENTS ACT 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 **\$7,000**.

11. MAXIMUM ORDER THRESHOLD

(All dollar amounts are exclusive of any discount for prompt payment)

Special Item 132-51— Information Technology (IT) Professional Services

The maximum dollar threshold per order for IT Professional Services will be \$500,000.

12. USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS. *In accordance with FAR 8.404:*

[NOTE: Special ordering procedures have been established for Special Item Numbers (SINs) 132-51 IT Professional Services and 132-52 EC Services; refer to the terms and conditions for those SINs.]

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering offices need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering office has concluded that the order represents the best value.

- a) Orders placed at or below the micro-purchase threshold: Ordering offices can place orders at or below the micro-purchase threshold with any Federal Supply Schedule contractor.
- b) Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold: Orders should be placed with the schedule contractor that can provide the supply or service that represents the best value. Before placing an order, ordering offices should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three (3) schedule contractors and selecting the delivery and other options available under the schedule that meets the agency's needs. In selecting the supply or service representing the best value, the ordering office may consider:
 - (1) Special features of the supply or service that are required in effective program performance and that are not provided by, a comparable supply or service;
 - (2) Trade-in considerations;

- (3) Probable life of the item selected as compared with that of a comparable item;
 - (4) Warranty considerations;
 - (5) Maintenance availability;
 - (6) Past performance; and
 - (7) Environmental and energy efficiency considerations.
- c) Orders exceeding the maximum order threshold: Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering office to seek a price reduction. In addition to following the procedures in paragraph (b), above, and before placing an order that exceeds the maximum order threshold, ordering offices shall:
- (1) Review additional schedule contractors' catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;
 - (2) Based upon the initial evaluation, generally seek price reductions from the schedule contractor(s) appearing to provide the best value (considering price and other factors); and
 - (3) After price reductions have **been** sought, place the order with the schedule contractor that provides the best value. If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the contractor may:

- (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
 - (2) Offer the lowest price available under the contract; or
 - (3) Decline the order (orders must be returned in accordance with FAR 52.216-19).
- d) Blanket Purchase Agreements (BPAs): The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering offices may use BPAs to establish accounts with contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.
- e) Price reductions: In addition to the circumstances outlined in paragraph (c), above, there may be instances when ordering offices will find it advantageous to request a price reduction. For example, when the ordering office finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering office the opportunity to secure greater discounts. Schedule contractors are

not required to pass on to all schedule users a price reduction extended only to an individual agency for a specific order.

- f) Small business: For orders exceeding the micro-purchase threshold, ordering offices should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.
- g) Documentation: Orders should be documented, at a minimum, by identifying the contractor the item was purchased from, the item purchased, and the amount paid. If an agency requirement in excess of the micro-purchase threshold is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering office shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the agency's needs.

13. **FEDERAL IT/TELECOMMUNICATION STANDARDS**

REQUIREMENTS: Federal departments and agencies 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 offices, shall be responded to promptly by the contractor.

13.1 **FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS)**

IT 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 United States 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 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 United States Department of Commerce, National Institute of Standards and Technology (KIST), pursuant to the 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 United States

Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number 351-975-2833.

14. SECURITY REQUIREMENTS

In the event security requirements are necessary, the ordering activities may incorporate, in their delivery order(s), a security clause in accordance with current laws, regulations, and individual agency policy; however, the burden of administering the security requirements shall be with the ordering agency. If any costs are incurred as a result of the inclusion of security requirements, such costs will not exceed ten percent (10%) or \$100,000, or the total dollar value of the order, whichever is lesser.

15. CONTRACT ADMINISTRATION FOR ORDERING OFFICES

Any ordering office, 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 (I) Termination for the Government's convenience, and (in) Termination for Cause (See C.1.)

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:

- (a) Manufacturer;
- (b) Manufacturer's Part Number; and
- (c) Product Categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (e.g., Netscape). The Internet address is www.gsa.gov.

17. PURCHASE OF INCIDENTAL, NON-SCHEDULE ITEMS

For administrative convenience, open market (non-contract) items may be added to a Federal Supply Schedule Blanket Purchase Agreement (BPA) or an individual order, provided that the items are clearly labeled as such on the order, all applicable regulations have been followed, and price reasonableness has been determined by the ordering activity for the open market (non-contract) items.

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, except as indicated below:

Not applicable.

Upon request of the contractor, the Government may provide the contractor with logistics support, as available, in accordance with all applicable Government regulations. Such Government 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 (SPAS)

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.303-1(a), which reads, in part, as follows:

"BPAs may be established with Federal Supply Schedule contractors, if not inconsistent with the terms of the applicable schedule contract"

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up "accounts" with schedule contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

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 received 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 requisitioning 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 132-8.

23. SECTION 508 COMPLIANCE

If applicable, Section 508 compliance information on the Electronic and Information Technology (EIT) supplies and services in this contract is available at the following: <http://www.SierraSystems.com>

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)**PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)****1. SCOPE**

- a) The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional 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 Government location, as agreed to by the contractor and the ordering office.

2. PERFORMANCE INCENTIVES

- a) When using a performance based statement of work, performance incentives may be agreed upon between the contractor and the ordering office on individual fixed price orders or Blanket Purchase Agreements, for fixed price tasks, under this contract in accordance with this clause.
- b) The ordering office must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c) To the maximum extent practicable, ordering offices shall consider establishing incentives where performance is critical to the agency's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.
- d) The above procedures do not apply to Time and Material or labor-hour orders.

3. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK)

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

The GSA has determined that the prices for services contained in the contractor's pricelist applicable to this schedule are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

- (a) When ordering services, ordering offices shall —
 - (1) Prepare a Request (Request for Quote or other communication tool):

- (A) A statement of work (a performance based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
 - B) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering office makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor-hour or time -and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-material orders.
 - C) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.
 - D) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2)(A) below, the request shall notify the contractors that will be the case.
- (2) Transmit the Request to Contractors:
- (A) Based upon an initial evaluation of catalogs and pricelists, the ordering office should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate). When buying IT professional services under SIN 132-51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies

and/or services under other SINS as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.

- (B) The request should be provided to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not to exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the agency's needs. Ordering offices should strive to minimize the contractors' costs associated with responding to requests for proposals for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. (See FAR 8.404)
- (3) Evaluate Responses and Select the Contractor to Receive the Order:
After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)
- (b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering office the opportunity to secure volume discounts. When establishing BPAs, ordering offices shall —
- (1) Inform contractors in the request (based on the agency's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.
 - (A) **SINGLE BPA:** Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the EPA. (See FAR 8.404)
 - (B) **MULTIPLE BPAs:** When the ordering office determines multiple BPAs are needed to meet its requirements, the ordering office should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must

follow the procedures in (a)(2)(B) above, and then place the order with the schedule contractor that represents the best value.

- (2) Review BPAs Periodically: Such reviews shall, be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value (considering price, special qualifications, etc.) to meet the agency's needs.
- (c) The ordering office should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.
- (d) When the ordering office's requirement involves both products as well as executive, administrative and/or professional services, the ordering office should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)
- (e) The ordering office, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For agency requirements in excess of the micro-purchase threshold, the order file should document the evaluation of schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.
- (f) Ordering procedures for other services available on schedule at fixed prices for specifically defined services or tasks should use the procedures in FAR 8.404. These procedures are listed in the pricelist, under "Information for Ordering Offices," paragraph #12.

4. 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 that extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 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.

5. PERFORMANCE OF SERVICES

- (a) The contractor shall commence performance of services on the date agreed to by the contractor and the ordering office.

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- (b) The contractor agrees to render services only during normal working hours, unless otherwise agreed to by the contractor and the ordering office.
- (c) The Agency 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. Any contractor travel required in the performance of IT/EC 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.

6. INSPECTION OF SERVICES

The Inspection of Services—Fixed Price (AUG 1996) 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) 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.

8. RESPONSIBILITIES OF THE GOVERNMENT

Subject to security regulations, the ordering office 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 Government.

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 Government contract, without some restriction on 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 Government, ordering offices 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 that may require restrictions are provided at FAR 9.508.

11. INVOICES

The contractor, upon completion of the work ordered, shall submit invoices for IT/EC services. Progress payments may be authorized by the ordering office 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 Government 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 (Alternate I (APR 1984)) at FAR 52.232-7 apply to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time -and-Materials and Labor-Hour Contracts (FEB 1997) (Alternate II (JAN 1986)) at FAR 52.232-7 applies to labor-hour orders placed under this contract.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user agency 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 agency in accordance with the guidelines set forth in the FAR.



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1 5 . 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.

1 6 . DESCRIPTION OF IT SERVICES AND PRICING

IT services being provided are described under Sierra Systems, Inc. service offerings. Hourly labor rates are shown as a separate chart in this catalog.

SIERRA SYSTEMS INC.

We face a world in which information is a competitive advantage; where time is compressed and decisions are made instantly. Communication across networks, hierarchies, organizations, governmental departments, and borders is demanded. This is the world that Sierra Systems, Inc. (Sierra Systems) can help bring into focus. Success depends on your ability to access and use information; on the quality of systems and technologies you choose and implement; and on the ability of your human resources to accept and change their procedures. We enable organizations to achieve the benefits of information technology based business solutions by maximizing these key assets. When you engage Sierra Systems, we deliver practical solutions to your operational and management challenges. We work with you as a partner from initial planning stages through to the implementation of solutions and the realization of benefits. We start by defining your precise needs and choosing appropriate solutions. Then we design, develop, and implement required procedures, systems, and technologies. In addition, we can help prepare your business environment for change and provide ongoing enhancement services.

Sierra Systems has over 40 years of experience providing practical advice and technical expertise to clients in a myriad of industries including government, health care, banking, insurance, utilities, airlines, unions, distribution, retail, engineering, education, mining, and forestry. We devote particular attention to high professional standards for our people and for the methods they apply. As a result, we have attracted and retained highly motivated and skilled systems professionals. We believe that skilled management, with a strong blend of both technical and leadership skills, is the most important characteristic of any successful endeavor — a quality we emphasize for successful project management.

Our highly trained professionals thoroughly understand leading, information technologies and new methods of operation that power today's corporate and government systems. We can provide custom, proprietary software development or select and implement packaged software from major vendors. To guide our staff in planning, executing, and managing projects, Sierra Systems has developed a comprehensive set of project methodology Guidelines. These Guidelines have been formulated based on the extensive, collective experience of our consultants, together with the insight of our research and development professionals. Sierra Systems' Guidelines include *Information Systems Planning, Solutions Delivery, Project Management, and Implementation Services*. The Sierra Systems' Guidelines help us remain an industry leader in the practical application of information technology. Quality is our paramount concern. We know our job is not done until our client is fully satisfied. Sierra Systems has established a creditable reputation for successfully completing projects on time and within budget. Successful long-term client relationships, and our high level of recurring business, result from over 40 years of proven performance.

Our high level of repeat business speaks volumes about the quality of our work and our ability to cooperate with all levels of management and staff. Business and government professionals know we produce excellent results. They know our staff of over 1100 consultants has a broad base of proven abilities in business management and information technologies. Furthermore, they know that when we estimate the cost and time of a project, they can be confident it will be completed on time and within budget.

Sierra Systems is in an enviable position of being large enough to tackle major projects, yet small enough that its management remains involved in each one of them. We are highly accessible with 14

offices around North America to serve you. However, we are not limited to these locations. Sierra Systems will move appropriate staff resources to your city for the duration of your project.

We are flexible and able to respond to any client need with speed and attention to detail. Services range from consulting, to systems delivery and integration, to implementation management to technology management.

Presently, Sierra Systems has offices located in the United States and Canada. The United States offices are located in Austin, Los Angeles, Hartford, Olympia, and Seattle. Each of our North American offices is staffed by experienced professionals who will work easily with your staff. Company growth has been substantial, yet has been managed in a controlled fashion to ensure financial stability and long-term viability. Sierra Systems is a successful, stable company that can serve the United States Federal Government in their information technology needs today, and well into the future.

Our key values are people, leadership, quality, and integrity. We express our values by:

- meeting the requirements of our clients as we help them prosper in the global economy;
- providing quality solutions that are in our clients' best interests;
- operating our business so that all Sierra Systems resources develop to their fullest personal potential; and
- being a responsible corporate citizen, demonstrating integrity and respect toward all individuals.

Sierra Systems is constantly seeking new ways to improve the level of service we provide to our clients. At the completion of each project, we send out a Client Satisfaction Survey to all our clients. This survey provides us with valuable information on the quality of service we provide and a means to evaluate our performance on all projects.

Key points regarding Sierra Systems are:

- **Commitment to Clients** — We have a proven track record of repeat business with many of our clients.
- **Staff Size** — More than 1100 staff; back-up and special assistance is available when needed.
- **Staff Continuity** — Staff turnover is very low by industry standards, and staff is recruited based on career orientation rather than short-term needs.
- **Staff Motivation** — Staff participates in a company profit sharing plan.
- **Staff Development**— Sierra Systems is committed to providing ongoing education for all its staff.
- **Business Focus** — Over 90 percent of our business is in the implementation of information technology based solutions on computer installations of different levels of complexity.
- **Depth of Experience** — Sierra Systems has the skills and experience necessary to successfully complete projects under this contract.

SIERRA SYSTEMS SERVICE OFFERINGS

Information Technology Service Offerings

The Federal Government faces a challenging work environment. Operational budgets and staff are being reduced at an alarming rate. An organization's success depends on access and use of information, quality of systems and technologies, and the ability of staff to accept and adapt to changing technologies. The mission of Sierra Systems is to enable organizations to achieve the benefits of information technology based business solutions by maximizing these key assets.

We offer a full complement of information technology services that support the needs of the Federal sector. Our service offerings include:

- Project /Technology Management (D399)
- Information Technology Consulting (D399)
- Systems Analysis and Design (D306)
- Systems /Software Development (D302)
- Information Technology Systems Implementation (D307)

Sierra Systems provides these services for the entire technology infrastructure — workstations, local and wide area networks, servers, operating systems, database management systems, messaging systems, and Internet connectivity.

1. PROJECT I TECHNOLOGY MANAGEMENT

With Sierra Systems, project management is not just a schedule. Project management is a set of principles and methods applied to effectively meet objectives. We bring extensive project management experience to all our assignments to ensure that solutions are delivered on time, on budget, and to the client's satisfaction.

We also understand that technically functional systems do not guarantee user satisfaction. Sierra Systems' goal is to ensure a high level of user acceptance by involving the users in the development of their new systems and processes from the beginning of the project. User participation helps us to successfully plan for organizational change, workflow adjustment, and the maintenance of business continuity during the transition from the old to the new system.

In our experience, the management and implementation of information technology requires a strong blend of technical and management skills. These include the ability to ensure that technology assets are properly deployed and functioning at top efficiency to meet the needs of the organization.

Our project managers are skilled at:

- selecting and building a successful team;
- planning and tracking with a focus on goals;
- managing change;
- assessing and managing risk;
- communicating effectively; and
- guiding and motivating team members.

Project managers are supported by the use of Sierra Systems -developed *Guidelines for Project Management*. These Guidelines are written to assist the project manager and project team members through all phases of the project life cycle and to promote effective communication with all groups concerned. These Guidelines are not intended to be inflexible — instead, they provide guidance and are designed to be interpreted and adapted to the unique needs of each project and to streamline the project management process.

2. INFORMATION TECHNOLOGY CONSULTING

Sierra Systems focuses on delivering the benefits of information technology to our clients. It is challenging for any organization to keep up-to-date with the rapid and ever-changing advances in technology. However, our consultants continually receive state of the art training, attend conferences, and contribute to professional journals. This enables us to provide the latest technology expertise. Our service areas include:

- **Information Technology Planning**

Information Technology planning represents an organized approach for planning and managing the information technology resources of an organization. To support the planning process are Sierra Systems -developed Guidelines that represent an integration of current planning techniques with the first-hand practical experience of our consultants. This service focuses on defining the data resources, applications, and technical environment an organization wishes to have in place in the future, as well as defining a strategy and timetable for implementation.

- **Client / Server Technology**

Client /server technology has created tremendous new possibilities in automation for organizations of all sizes. Many of these possibilities represent significant business opportunities. As client /server technology continues to expand and develop, it is becoming more closely intertwined with all application tools. Sierra Systems' expertise and experience with client /server architecture can help any organization fully realize the benefits associated with client /server architecture and its related application tools.

- **Internet / Intranet**

Sierra Systems provides planning, upgrading, security, risk assessment, training, and consulting assistance to ensure that client Internet and Intranet capabilities and resources are maximized. Our knowledge and understanding of these technologies enable us to provide our clients with effective and valuable advice in developing strategies and approaches for managing both internal and external information.

- **Data Modeling**

A data model represents the business data underlying an application system. It is typically created at a high level to represent the user's entire business environment. Sierra Systems' extensive knowledge and experience in data modeling allows us to share the benefits of analyzing the processes that transform data and create the most appropriate foundation for building your information systems.

- **Electronic Data Interchange (EDI)**

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EDI is the computer-to-computer exchange of routine business information using standard electronic formats. Selecting the appropriate EDI software can be quite overwhelming without the proper knowledge. Sierra Systems provides the experience and knowledge of important EDI features to ensure that the selection and implementation process is successful and relatively uncomplicated.

- **QA and Project Audits**

Quality assurance methods and processes are inherent in our approach to business consulting. Each Sierra Systems project emphasizes quality results as defined from the client's perspective. To ensure success, our consultants use Sierra Systems' Quality Assurance methodologies. These methodologies enable us to provide our clients with objective and unbiased advice.

- **Business Process Engineering / Improvement (BPE)**

In today's competitive business world, each organization needs to be as efficient and cost-effective as possible. Taking advantage of information technology-related business process engineering /improvements is one of the most effective ways of improving an organization's efficiency. We provide quality information technology-related BPE to help make organizations competitive and efficient leaders in their field. Our approach is **to** apply industry "best practices" BPE services to ensure the latest technology is employed and the highest quality standards available are exploited. Sierra Systems also provides facilitation to help client organizations identify and develop better and improved business procedures.

- **Feasibility of Information Technology Applications (Cost / Benefit Analysis)**

In the business world, solution delivery projects are undertaken to produce business results. These results are measured by the return on the investment that the solution delivery project represents. Sierra Systems uses Feasibility of Information Technology application tools to analyze in advance what this return is likely to be and assess whether the cost of the project is justified financially and whether it will improve the business processes of an organization.

- **HR and Financial Systems Consulting**

Sierra Systems is a recognized leader in the implementation of business application solutions including Human Resources, Payroll and Benefits, and Financial systems. Our HRMS and Financial application teams are committed to quality and client satisfaction. Our consultants will assist in formulating the appropriate strategy for your business and in defining a consolidated set of business needs so you can make an informed decision about the direction you want your HRMS and Financial system functions to take.

- **Electronic Document Management Strategic Planning**

Electronic Document Management is a complex collection of technologies that, when effectively integrated, allows an organization to collect, manage, and exploit its knowledge base. Examples of EDM technologies are imaging, text searching, desktop publishing, electronic mail, word processing, hypertext, and workflow and group-ware. The goal of the resulting systems is to manage the unstructured information found in various forms of

documents, including textual, graphic, image, audio, and video formats. Our consultants will assist an organization in identifying and directing the use of these technologies to support its information management goals and objectives.

3. **SYSTEM ANALYSIS AND DESIGN**

Sierra Systems provides a range of services that support the development and implementation of single user to enterprise-wide business solutions. We use industry standard analysis and design techniques that enable us to provide the best system at the lowest cost. Examples of our services include:

- **Facilitated Workshops**

A facilitated session is a structured and intensive workshop typically used to analyze user requirements and complete the design for a new system. Sierra Systems conducts facilitated workshops by bringing together a selected group of users and developers in a series of meetings structured to enable users to determine their requirements for the new solution, identify and resolve conflicts, establish priorities, and create and assume responsibility for the major business design features.

- **Feasibility / Requirements Analysis**

Sierra Systems works to understand user needs by analyzing the current situation, developing alternatives for review, and providing recommendations. These recommendations are used as the foundation for creating detailed requirements, which in turn become system technical specifications.

- **System Design**

The results of the analysis are translated into a set of specifications that will be used to develop and implement the new system. Sierra Systems provides the system design characteristics including hardware and software configuration, input and output layouts, logical and physical database design, and program specifications.

4. **SYSTEMS / SOFTWARE DEVELOPMENT**

We provide a full array of services to help organizations in many areas of systems and software development. We have a record of being successful using new and innovative technologies in practical applications. Our staff is knowledgeable and experienced in all aspects of the systems development life cycle. Depending on the client's needs, we will construct an application from the ground up, modify a package offered by a third-party vendor, or build on one of our foundation systems. Sierra Systems has developed a set of *Solutions Delivery Guidelines* that enable our consultants to organize the activities required to develop successful information processing systems. Specific services include:

- **Prototyping**

In the context of systems development, prototyping means building models of software systems making it easier to select the best alternative before investing in actual development. We use various tools to support prototyping including traditional third generation

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programming languages, query languages, 4GLs, and a variety of CASE tools from screen and report painters to the more comprehensive toolkits and workbenches.

- **Custom Development**

Sierra Systems creates systems tailored to meet the specifications of the client. We use the latest technologies and methodologies to ensure client satisfaction. We develop standalone, client /server and multi-tiered solutions operating with Windows Vista, Windows XP, and UNIX environments using tools such as Oracle, Informix, Microsoft .Net.

- **Graphical User Interface (GUI)**

Today's complex applications require sophisticated Graphical User Interfaces. A well-designed GUI tremendously increases the benefit that an application solution brings to the user. In addition, end users have come to expect a similar look and feel to all system solutions regardless of their complexity. Consequently, extensive knowledge and experience is required when developing and designing an effective GUI application solution. Sierra Systems recognizes the importance of a well-designed GUI and consequently follows proven GUI development standards to maximize the potential benefit of the business application.

- **Internet / Intranet**

Sierra Systems is experienced in the latest Internet technologies. Partnering with both Microsoft and Netscape provides us with experience and capabilities with the leading Internet technology vendors. In turn, this allows us to provide superior services and solutions to our clients ranging from implementing a Web site to host static Web pages to developing Java and database applications.

- **Package Implementations**

Sierra Systems has practical experience implementing solutions using commercial-off-the-shelf-software (COTS). Our services include evaluating, selecting, configuring, and modifying COTS software to ensure that the software is implemented effectively and efficiently.

5. **INFORMATION TECHNOLOGY SYSTEMS IMPLEMENTATION**

Sierra Systems puts information technology to work for clients with the services we provide to develop, install, integrate, and manage information technology business applications. Our mission is to enhance the competitive position of our clients through the implementation of information technology based business solutions. The measure of our success is the extent to which our clients are satisfied with the implemented solution. To ensure implementation success, Sierra Systems has developed *Solutions Delivery Guidelines* that are practical, adaptable, and designed to support the business of getting a solution delivery project planned and completed on time and on budget. Our methodology documents the results of our past project experience which allows us to save time and effort in the future. Its purpose is both to reduce project risk and to assure the highest possible quality with project deliverables.

Sierra Systems provides the following services:

- **HR/Financial Systems Implementation**

As an HRMS and Financial implementation partner with PeopleSoft, SAP, Lawson, Great Plains, and Platinum, we have made an investment in the future of **our** clients. We are certified experts in today's most sought after HRMS and Financial systems. With our hands-on package implementation and integration experience, we can help you with all phases of your FIRMS and Financial systems implementation to ensure a successful project.

Sierra Systems can assist you in streamlining your HRMS and Financial business processes in order to improve efficiency, effectiveness, and cost savings. Our knowledge of vendor products is extensive and our in-depth package evaluations ensure your selections will have long-term value for your organization. We will ensure compatibility among your software, hardware, and network components, so you can take advantage of your HRMS and Financial systems as soon as possible. In addition, we can provide the documentation and training needed to help make your staff as efficient and productive as possible.

- **Electronic Document Management**

Sierra Systems has extensive knowledge and understanding in a broad spectrum of EDM technologies and has implemented solutions using these technologies.

- ***CD-ROM***

We develop CD-ROM applications using software from leading CD-ROM vendors such as Dataware, FolioViews, Electronic Book Technologies, Engima, Adobe, DynaText and Sony. We provide a complete range of services from data conversion to application development to CD-ROM replication. In addition, we create hybrid CDs that link CD-ROM based information with information located on World Wide Web servers.

- ***Groupware***

Groupware solutions give organizations the ability to communicate information across the workplace and coordinate collaborative efforts electronically. Sierra Systems implements groupware solutions using software such as Microsoft Exchange

- ***Document Imaging, Workflow, Full Text Retrieval***

Sierra Systems provides both planning and implementation support for document imaging, workflow, and full text retrieval technologies. We have relationships with a variety of vendors including FileNet, Fulcrum, Oracle, and Informix. Integrating new technologies enables us to implement effective solutions that maximize the use of existing information assets in our clients' organizations.

LABOR CATEGORY QUALIFICATION REQUIREMENTS

PROJECT DIRECTOR

MINIMUM /GENERAL EXPERIENCE: Ten or more years of progressively responsible project management /direction with a specialization of technical or applications knowledge in an area directly related to the assignment. Experience includes two to four years of first /second line supervisory experience. Requires management and technical competencies in specific aspects of the project phases including design, development, use and maintenance of various computer systems. Relevant project activities include systems analysis, programming, and computer operations.

FUNCTIONAL RESPONSIBILITY: Oversees multiple projects, responsible for ensuring every project receives the appropriate support and resources required to deliver quality results. This includes identifying and resolving problems and issues that may arise during the project life cycle and ensuring the appropriate use and interpretation of Sierra Systems policies, guidelines, and procedures. Responsible for developing concept designs and strategic technology plans; conducting feasibility studies; preparing time and cost estimates; managing multiple multi-phased long and short term projects and staff; providing technical guidance and direction to staff and clients in the procurement of software and hardware; evaluating proposals for purchases of hardware, software and technical services to assure adherence to technical specifications and client business requirements.

MINIMUM EDUCATION: Bachelor's Degree in Information Systems Management, Computer Science, or a closely related field specific to area requirements or equivalent work experience.

PROJECT MANAGER

MINIMUM /GENERAL EXPERIENCE: Eight to ten years of progressively responsible project management with a specialization of technical knowledge in an area directly related to the assignment. Requires management and technical competencies in specific aspects of the project phases including design, development, use and maintenance of various computer systems. Relevant project activities include systems analysis, programming, and computer operations.

FUNCTIONAL RESPONSIBILITY: Manages various projects of a highly complex nature. Responsible for identifying appropriate resources needed, assembling project team, assigning individual responsibilities and developing schedule to ensure timely completion of project. Develops concept designs and strategic technology plans; defines and develops methodology to ensure compatibility of software and hardware utilized in projects; monitors productivity of team members, manages potential change of scope, and ensures project objectives are met. Interprets Sierra Systems' policies, guidelines, and procedures as appropriate for the purposes of the project.

MINIMUM EDUCATION: Bachelor's Degree in Information Systems Management, Computer Science, or a closely related field specific to area requirements or equivalent work experience.

TEAM LEADER

MINIMUM /GENERAL EXPERIENCE: Six to eight years of progressively responsible senior technical project support with a specialization of technical knowledge in an area directly related to the assignment. Experience includes technical coordination of assigned project staff. Requires

management and technical competencies in specific aspects of the project phases including design, development, use and maintenance of various computer systems. Relevant project activities include systems analysis, programming, and computer operations.

FUNCTIONAL RESPONSIBILITY: Serves as team leader over a team of professional and technical staff assigned to a complex multi-phased project or a variety of smaller moderately complex projects similar in scope and breadth. Provides technical direction and guidance to team members, delegates and monitors each phase of the project, and reviews and assesses work products. Has full technical knowledge of all necessary phases of the assigned project. May have input in the team /staff performance review process. Interprets Sierra Systems' policies, guidelines, and procedures as appropriate for the purposes of the project.

MINIMUM EDUCATION: Bachelor's Degree in Information Systems Management, Computer Science, or a closely related field specific to area requirements or equivalent work experience.

INFORMATION TECHNOLOGY SENIOR APPLICATIONS SPECIALIST

MINIMUM/GENERAL EXPERIENCE: Over 12 years of progressive experience in the implementation of business system solutions. This includes over four years of progressive business process project management and deployment experience in the implementation of Enterprise Resource Planning (ERP) client/server applications which include, but are not limited to, PeopleSoft, SAP and Lawson. Competent to work at the highest technical or functional level of any assigned project implementation with consideration to the business implications of the specific applications to the current and future business environment.

Has received extensive training related to the implementation of software applications and/or enterprise-wide information solutions.

FUNCTIONAL RESPONSIBILITY: Provides strategic support to assigned customers in designing business processes; identifies enabling technologies. Actively assesses the implications of a variety of technology applications as they relate to business processes; researches and provides information on technical trends. Formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry standards or extensive technical knowledge within a specific field. Directs project implementation; monitors performance criteria. May oversee client/server enterprise applications project through each phase of the project. Utilizes Sierra Systems or ERP vendor training applications as appropriate.

Utilizes/interprets Sierra Systems' policies, guidelines and procedures in the identification and resolution of functional or technical problems and issues.

Competent to function at the highest level of an enterprise solution implementation as a subject matter or technical expert.

Competent to apply functional or technical knowledge to the design and customization of the client/server applications to meet defined/identified requirements and system needs.

Competent to function as the lead participant in fit-analysis, defining functional requirements and resolving functional and applications issues.



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Provides thorough direction to project staff and client on business process engineering or process improvement projects.

MINIMUM EDUCATION: Bachelor's Degree in Information Systems Management, Computer Science or a closely related field specific to area requirements.

INFORMATION TECHNOLOGY APPLICATIONS SPECIALIST

MINIMUM /GENERAL EXPERIENCE: Six to eight years of progressive experience in the implementation of software applications and /or enterprise-wide information solutions. These may include (but are not limited to) PeopleSoft, SAP, Lawson, Lotus Notes, and FileNet. Competent to work at the highest technical level of the project with special focus on the systems analysis phase. Considers the business implications of implementing specific software applications to the current and future business environment.

Has received specialized training related to the implementation of software applications and /or enterprise-wide information solutions.

FUNCTIONAL RESPONSIBILITY: Formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry standards or extensive technical knowledge within a specific field (i.e., HRIS applications development, PeopleSoft, etc.). Devises or modifies procedures of complex problems, considering computer equipment capacity and limitations, operating time, and form of desired results. Work includes, but is not limited to, analysis of business and user needs, documentation of requirements, translation into proper system requirement specifications. Develops, organizes, prepares, and conducts complex training and educational programs in direct support of information systems. May provide technical guidance and support to assigned team members or to specific user groups as designated.

MINIMUM EDUCATION: Bachelor's Degree in Information Systems Management, Computer Science or a closely related field specific to area requirements.

INFORMATION TECHNOLOGY JUNIOR APPLICATIONS SPECIALIST

MINIMUM/GENERAL EXPERIENCE: Two to four years of experience with business systems solutions, including at a minimum of six months of experience in implementation of client/server applications which include, but are not limited to, PeopleSoft, SAP and Lawson. Competent to assist senior applications staff on most assigned projects, including the implementation of the analysis of business and user needs, documentation of requirements, translation into proper system requirement specifications. Prepares and conducts moderately complex end user training and educational programs in direct support of information systems.

Has received initial/basic training related to the implementation of software applications and/or enterprise-wide information solutions.

FUNCTIONAL RESPONSIBILITY: Assists in defining or designing business processes; assists in the identification of enabling technologies. Researches and provides information on technical trends. Assists in the formulation and definition of systems scope and objectives based on user needs. Assists in the monitoring of performance criteria. Works closely with senior applications staff with

the analysis of business and user needs and the subsequent implementation of ERP applications solutions. Prepares documentation requirements, translating materials into proper system requirement specifications; and assists in developing and conducting moderately complex training and educational programs in direct support of information systems. Utilizes/interprets Sierra Systems' policies, guidelines and procedures in the identification and resolution of technical problems and issues.

Actively participates in a team environment with project staff and client on business process engineering or process improvement projects.

INFORMATION TECHNOLOGY SENIOR DEVELOPMENT SPECIALIST

MINIMUM/GENERAL EXPERIENCE: Over ten years of progressively responsible experience in technical/development experience including over three years of progressively responsible experience in ERP applications; formulating systems scope and objectives relative to a client's business plan and industry requirements. Possesses full technical knowledge of all phases of software development and systems implementation solutions. Extensive technical project management skills/experience in organizing, planning and executing large complex projects from the concept stage through to implementation.

FUNCTIONAL RESPONSIBILITY: Works primarily in ERP client/server applications. Provides direction on the design of the applications database and applications tables, panels and reports. May function as team or project lead. Participates in project planning. Utilizes/interprets Sierra Systems policies, guidelines and procedures in the identification and resolution of technical problems and issues. Able to ensure that technology assets are properly deployed and functioning at top efficiency to meet the customer needs.

Competent at the highest technical level of an ERP oriented project with special focus on the technical implementation of business applications. This includes, but is not limited to, PeopleSoft, SAP and Groupware applications such as Lotus Notes or Novell Group Wise; records management packages such as FileNet; electronic forms packages such as JetForm or Delrina FormFlow.

Provides thorough direction to project staff and client on the design of the applications database and applications tables, panels and reports.

Provides technical leadership, guidance and direction to staff.

Highly proficient in advanced concept of relational data management and ERP technical implementations.

MINIMUM EDUCATION: Bachelor's Degree in Information Systems Management, Computer Science or a closely related field specific to area requirements.

INFORMATION TECHNOLOGY DEVELOPMENT SPECIALIST

MINIMUM /GENERAL EXPERIENCE: Three to four years of experience with software and /or enterprise-wide applications programming; experience with programming expertise in multi-platform environments such as Visual Basic, SQL, Oracle, PeopleSoft Tools, Applications Development/ Toolkit, SAP, Lawson, Lotus Notes, and FileNet. Has received specialized technical training in the use of the associated development tools for the implementation of software applications and /or



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enterprise-wide information solutions.

FUNCTIONAL RESPONSIBILITY: Designs, codes, tests, debugs, documents, and maintains new business system software applications programs or makes significant enhancements to existing software utilizing the appropriate development tools. Analyzes and revises existing system logic difficulties and updates documentation as necessary; creates linkages. Develops and implements moderately complex full life cycle systems applications, enhancements, and maintenance projects that are typically part of a multiple components /phased project. Prepares detailed specifications and program design; develops system prototypes and final applications based upon technical design documents, including defining data structures and documenting data structures. Interprets and /or implements Sierra Systems' policies, guidelines, and procedures as appropriate for the purposes of the project.

MINIMUM EDUCATION: Bachelor's Degree in Information Systems Management, Computer Science or a closely related field specific to area requirements.

INFORMATION TECHNOLOGY SENIOR CONSULTANT

MINIMUM /GENERAL EXPERIENCE: Six to eight years of progressive experience in specific business processes. Responsible for formulating system scope and objectives relative to a client's business plan and industry requirements. Possesses full technical knowledge of most phases of systems analysis, with a particular focus on the business environment. Has a general knowledge of trends and patterns related to the implementation and use of technology.

FUNCTIONAL RESPONSIBILITY: Formulates and defines system scope and objectives based on user needs and a thorough understanding of business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Responsibilities include: analysis of business and user needs, documentation of requirements, and translation into appropriate system requirement specifications. Performs project Quality Assurance /Independent Validation and Verification (WSW) functions. Works with users to develop database specifications and may design databases. May serve as team leader for projects of limited duration. Interprets Sierra Systems' policies, guidelines, and procedures as appropriate for the purposes of the project.

MINIMUM EDUCATION: Bachelor's Degree in Information Systems Management, Computer Science, or a closely related field specific to area requirements or equivalent work experience.

INFORMATION TECHNOLOGY CONSULTANT

MINIMUM /GENERAL EXPERIENCE: Four to six years of progressive experience in specific business processes. Responsible for formulating system scope and objectives relative to a client's business plan and industry requirements. Competent to work in some phases of systems analysis and evaluates the business implications of applied technology in the current business environment.

FUNCTIONAL RESPONSIBILITY: Formulates and defines system scope and objectives through research based on an understanding of applicable business systems and industry requirements. Reviews existing systems logic difficulties as necessary based on a thorough understanding of user needs, business systems and industry requirements. Develops project documentation detailing business processes and procedures. Interprets and /or implements Sierra Systems' policies,

guidelines, and procedures as appropriate for the purposes of the project.

MINIMUM EDUCATION: Bachelor's Degree in Information Systems Management, Computer Science, or a closely related field specific to area requirements or equivalent work experience.

SENIOR PROGRAMMER / ANALYST

MINIMUM /GENERAL EXPERIENCE: Four to six years of applications programming experience with specific applications programming expertise relevant to the project assignment. Proposes standards for client /server relational database structure for the business organization (SQL, Oracle, SYBASE, etc.) in multi-platform environments such as Visual Basic, SQL, Windows NT, Novell NetWare, UNIX, C and C++ languages, HTML, and Internet technologies. Depending on the project assignment, additional languages or applications knowledge may be required. Possesses considerable knowledge of system life cycle, system planning, and various computing environments, including mainframe, mini, and personal computers and network hardware and software.

FUNCTIONAL RESPONSIBILITY: Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs, documents, and maintains computer programs. Formulates, assesses, and defines program scope and objectives based on a thorough understanding of user needs, user applicable business systems and industry standards. Performs analysis of existing systems and requirements for new systems. Prepares detailed complex specifications and program design; develops system prototypes and final applications based upon technical design documents, including defining and documenting data structures in CASE tools, defining applications using appropriate technology (developing reports, screens, views). Competent to work at the highest technical level in all applications programming activities. Interprets and /or implements Sierra Systems' policies, guidelines, and procedures as appropriate for the purposes of the project.

MINIMUM EDUCATION: Bachelor's Degree in technical area specific to project assignment or equivalent work experience.

PROGRAMMER / ANALYST

MINIMUM / GENERAL EXPERIENCE: Two to four years of applications programming experience with applications programming expertise specific to project assignments in multi-platform environments which include (but are not limited to) Visual Basic, SQL, Windows NT, Novell NetWare, UNIX, Oracle, Sybase, C and C++ languages, and HTML. Depending on the project assignment, additional languages or applications knowledge may be required. Works under general supervision. Competent to work on moderately complex applications programming from detailed specifications. Requires some guidance on more complex projects.

FUNCTIONAL RESPONSIBILITY: Designs, codes, tests, debugs, documents, and maintains computer programs. Analyzes and revises existing system logic difficulties and documentation as necessary; creates linkages. Develops and implements moderately complex to complex full life cycle systems applications, enhancements, and maintenance projects that are typically part of a multiple components /phased project. Develops and /or assists in the analysis and assessment of the program's scope and objectives. Assists in the analysis of existing and proposed systems; defines the requirements for such systems. Prepares detailed specifications and program design; develops system prototypes and final applications based upon technical design documents, including defining data structures and documenting data structures in CASE tools, defining applications (developing



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reports, screens, views). Interprets and /or implements Sierra Systems' policies, guidelines, and procedures as appropriate for the purposes of the project.

MINIMUM EDUCATION: Bachelor's Degree in technical area specific to project assignment and network hardware and software or equivalent work experience.

PROGRAMMER / ANALYST — ENTRY

MINIMUM /GENERAL EXPERIENCE: Six or more months applications programming experience with expertise specific to project assignment, which may include UNIX, NT, Visual Basic, SQL, Windows NT, Novell NetWare, UNIX, Oracle, Sybase, C and C++ languages, and HTML. Depending upon the project assignment, additional languages or applications knowledge may be required. Working knowledge of CASE tools. Works under close supervision.

FUNCTIONAL RESPONSIBILITY: Modifies applications programs from detailed specifications. Codes, tests, debugs, documents, and maintains those programs. Implements Sierra Systems' policies, guidelines, and procedures as required for the purposes of the project.

MINIMUM EDUCATION: Bachelor's Degree in technical area specific to project assignment plus specialized training in appropriate client /server and /or DOS /Windows environment or equivalent work experience.

INFORMATION TECHNOLOGY DOCUMENTATION SPECIALIST

MINIMUM /GENERAL EXPERIENCE: One to two years of experience in technical documentation / writing. Competent to work at all levels of assigned technical project.

FUNCTIONAL RESPONSIBILITY: Prepares and for maintains project documentation, which includes technical procedures, methods, user manuals, reference manuals, etc. May maintain records of training activities, project status reports, and project objectives. Depending on scope and complexity of project, may be assigned functional responsibility of technical editor — reviewing author's document for grammar, format and content. Ensures documentation is in compliance with project specifications; suggests revisions to the style guide as appropriate.

MINIMUM EDUCATION: Bachelor's Degree in Business Administration, English, Liberal Arts, or Computer Science or equivalent work experience.

LABOR RATES

	4/28/12 Through 4/27/13	4/28/13 Through 4/27/14	4/28/14 Through 4/27/15	4/28/15 Through 4/27/16	4/28/16 Through 4/27/17
Project Director	\$285.26	\$285.26	\$285.26	\$285.26	\$285.26
Project Manager	\$237.51	\$237.51	\$237.51	\$237.51	\$237.51
Team Leader	\$206.07	\$206.07	\$206.07	\$206.07	\$206.07
IT Senior Applications Specialist	\$261.99	\$261.99	\$261.99	\$261.99	\$261.99
IT Applications Specialist	\$233.40	\$233.40	\$233.40	\$233.40	\$233.40
IT Junior Applications Specialist	\$174.64	\$174.64	\$174.64	\$174.64	\$174.64
IT Senior Development Specialist	\$218.32	\$218.32	\$218.32	\$218.32	\$218.32
IT Development Specialist	\$181.52	\$181.52	\$181.52	\$181.52	\$181.52
IT Senior Consultant	\$174.63	\$174.63	\$174.63	\$174.63	\$174.63
IT Consultant	\$155.43	\$155.43	\$155.43	\$155.43	\$155.43
Senior Programmer/ Analyst	\$141.45	\$141.45	\$141.45	\$141.45	\$141.45
Programmer/Analyst	\$118.74	\$118.74	\$118.74	\$118.74	\$118.74
Programmer / Analyst- Entry	\$89.24	\$89.24	\$89.24	\$89.24	\$89.24
IT Documentation Specialist	\$79.01	\$79.01	\$79.01	\$79.01	\$79.01

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USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

Sierra Systems, Inc. provides commercial products and services to the Federal Government. 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 demonstrates 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 insure 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 Federal Government contracts. To accelerate potential opportunities, please contact:

Shelley Hodgson
General Manger, US SLG and Justice
(310) 536-6288
(310) 536-6282 FAX
shelleyhodgson@sierrasystems.com



BLANKET PURCHASE AGREEMENT (Sierra Systems Inc.)

In the spirit of the Federal Acquisition Streamlining Act (Agency) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s)

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the Government that works better and costs less.

Signatures

Agency Date

Contractor Date



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 Agency):

- (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 Government 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;



IT SCHEDULE PRICELIST

- (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 inconsistency between the provisions of this BM and the Contractor's invoice, the provisions of this BPA will take precedence.

CONTRACTOR TEAM ARRANGEMENTS

Federal Supply Schedule Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to a customer agency 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 or 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 customers 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.