Table of Contents

Section J: List of Attachments

List of Tables

J.1 Labor Categories

The following labor categories are included on the Connections II contract. Additional categories may be requested for inclusion by the contractor. Fields are taken from Table B-5 Labor_Table; the minimum levels of education and years of experience indicated in the Min_Educ and Min_Exp fields shall be relevant to the duties enumerated in the Description fields for each labor category. The numbers shown in the Min_Exp field are the actual minimum years of experience required for that category. The legend for the codes shown in the Min_Educ I are as follows; H = High School, T = Trade School, A = Associate Degree, B = Bachelor Degree, M = Masters Degree, P = Ph.D. At the discretion of the agency contracting officer, *specifically applicable* years of experience, in the skills required, may be substituted for formal education requirements. Additionally, certifications referenced in Table J.1 may be replaced by the Ordering Contracting Officer (OCO) with other industry standard, best practice certifications which are specifically aligned with the skills and experience required by the task order. This must be determined on a case by case basis for each Task Order where requested by the contractor (reference Section H.25.1).

Table J-1.   Labor Categories

Labor_Type_Name	Description	Min_Educ	Min_Exp
Applications Systems Analyst/Programmer - Entry	1. Formulates and defines system scope and objectives. 2. Prepares detailed specifications for programs. 3. Designs, codes, tests, debugs and documents programs. 4. Works in all phases of applications, systems analysis, and programming activities.	B	None
Applications Systems Analyst/Programmer - Mid	1. Oversees and formulates and defines system scope and objectives. 2. Prepares detailed specifications for programs. 3. Designs, codes, tests, debugs and documents programs. 4. Works in all phases of applications, systems analysis, and programming activities. 5. Provides guidance and training to less experienced analysts/programmers.	B	5
Applications Systems Analyst/Programmer - Sr	1. Directs, formulates and defines system scope and objectives. 2. Prepares detailed specifications for programs. 3. Designs, codes, tests, debugs and documents programs. 4. Works in all phases of applications, systems analysis, and programming activities. 5. Provides guidance and training to less experienced analysts/programmers.	B	7
Business Analyst	1. Responsible for analyzing the business needs of clients to help identify business problems and	B	4

Labor_Type_Name	Description	Min_Educ	Min_Exp
	propose solutions. 2. Performs a liaison between all stakeholders and the providers of services to the enterprise in order to elicit, analyze, communicate and validate requirements for changes to business processes, policies and information systems. 3. Understands business problems and opportunities in the context of the requirements and recommends solutions that enable the organization to achieve its goals.		
Business Process Engineer - Entry	1. Applies process improvement and reengineering methodologies teams to ensure enterprise-wide integration of reengineering efforts. 2. Familiar with e-business and its applicability to Government or commercial organizations.	B	None
Business Process Engineer - Mid	1. Acts as the lead for process improvement and reengineering methods for customer and technical support. 2. Applies process improvement and reengineering methodologies teams to ensure enterprise-wide integration of reengineering efforts. 3. Familiar with e-business and its applicability to Government or commercial organizations.	B	4
Business Process Engineer - Sr	1. Acts as the lead for process improvement and reengineering methods for customer and technical support. 2. Applies process improvement and reengineering methodologies teams to ensure enterprise-wide integration of reengineering efforts. 3. Familiar with e-business and its applicability to Government or commercial organizations.	B	6
Cable Installer - Entry	1. Installs telephone, coaxial, and fiber optic cables, including vertical and horizontal cable pairs to the desktop. 2. Locates and diagnoses signal transmission defects using various test equipment and visual inspection. 3. Uses tools and related test equipment, ground power equipment, and pressure equipment. 4. Prepares necessary reports.	T	None

Labor_Type_Name	Description	Min_Educ	Min_Exp
	5. Communicates effectively with technical and management personnel.		
Cable Installer - Mid	1. Oversees and installs telephone, coaxial, and fiber optic cables, including vertical and horizontal cable pairs to the desktop. 2. Locates and diagnoses signal transmission defects using various test equipment and visual inspection. 3. Uses tools and related test equipment, ground power equipment, and pressure equipment.	H	4
Cable Installer - Sr	1. Oversees and installs telephone, coaxial, and fiber optic cables, including vertical and horizontal cable pairs to the desktop. 2. Locates and diagnoses signal transmission defects using various test equipment and visual inspection. 3. Uses tools and related test equipment, ground power equipment, and pressure equipment. 4. Prepares necessary reports. Communicates directly with technical and management personnel.	H	6
Communications Analyst - Entry	1. Assists in the planning, design, implementation, and operation of communications networks. 2. Responsible primarily for the assessment and optimization of network design through review and assessment of user needs. 3. Conducts feasibility studies for large projects, develops requests for proposals, evaluates contractor equipment, and makes recommendations on selection.	T	None
Communications Analyst - Mid	1. Oversees in the planning, design, implementation, and operation of communications networks. 2. Responsible primarily for the assessment and optimization of network design through review and assessment of user needs. 3. May provide guidance and training to less experienced analysts.	H	6
Communications Analyst - Sr	1. Directs the planning, design, implementation, and operation of communications networks. 2. Responsible primarily for the assessment and optimization of network design through review and	A	8

Labor_Type_Name	Description	Min_Educ	Min_Exp
	assessment of user needs. 3. Conducts feasibility studies for large projects, develops requests for proposals, evaluates contractor equipment, and makes recommendations on selection. 4. Provides guidance and training to less experienced analysts.		
Data Entry Operator	1. Responsible for the accurate and timely entry of data into a computer system for the purpose of storage, printing, analysis, or computation.	H	1
Data/Configuration Management Specialist - Entry	1. Prepares, integrates, installs and tests equipment. 2. Under direct supervision, responsible for effectively tracking, logging, categorizing, and maintaining documented changes made against the accepted baseline(s) standards. 3. Distributes, and tracks all change packages resulting from approved Configuration Control Board action. 4. Provides daily information to staff as to change status requirements, deadlines, and problems. **Certifications:** Supply Chain Risk Management (SCRM) certification or training highly preferred	B	None
Data/Configuration Management Specialist - Mid	1. Prepares, integrates, installs and tests equipment. 2. Under general direction, responsible for effectively tracking, logging, categorizing, and maintaining documented changes made against the accepted baseline(s) standards. 3. Develops, distributes, and tracks all change packages resulting from approved Configuration Control Board action. 4. Provides daily support and direction to staff as to change status requirements, deadlines, and problems. **Certifications:** Supply Chain Risk Management (SCRM) certification or training highly preferred	B	5
Data/Configuration	1. Prepares, integrates, installs and tests equipment.	B	7

Labor_Type_Name	Description	Min_Educ	Min_Exp
Management Specialist - Sr	2. Under minimal direction, responsible for effectively tracking, logging, categorizing, and maintaining documented changes made against the accepted baseline(s) standards. 3. Develops, distributes, and tracks all change packages resulting from approved. Configuration Control Board action. 4. Provides daily support and direction to staff as to change status requirements, deadlines, and problems. **Certifications:** Supply Chain Risk Management (SCRM) certification or training highly preferred		
Database Manager/Administrator - Entry	1. Administers computer databases. 2. Confers with peers and superiors on administrative policies and procedures, technical problems, priorities and methods. 3. Consults with and advises users of the various databases. 4. Prepares activity and progress reports regarding the database management section. 5. Must have skill using Microsoft Access.	B	None
Database Manager/Administrator - Mid	1. Administers computer databases. 2. Assigns contractor-supplied personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports. 3. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities and methods. Consults with and advises users of the various databases. Prepares activity and progress reports regarding the database management section. 5. Must have skill using Microsoft Access.	B	5
Database Manager/Administrator - Sr	1. Administers computer databases. 2. Assigns contractor-supplied personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports.	B	7

Labor_Type_Name	Description	Min_Educ	Min_Exp
	3. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities and methods.		
	4. Consults with and advises users of the various databases.		
	5. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function.		
	6. Prepares activity and progress reports regarding the database management section.		
	7. Must have skill using Microsoft Access.		
Desktop Support Manager	1. Responsible for overall personal computer activity. 2. Establishes and implements PC policies, procedures and standards, and ensures their conformance with information systems goals and procedures. 3. Studies and projects PC resource requirements including personnel, software, equipment and facilities, and makes recommendations to management. 4. Maintains currency in new developments and technology. 5. Provides for the training of department staff and end users. 6. Directs setup and maintenance of library and materials for end user reference and reviews department staff. 7. Ensures that security procedures are implemented and enforced. 8. Provides leadership in the effective use of internal data processing, automated office systems and data communications. May also manage LAN services. **Certifications:** HDI Support Center Manager Certification	B	4
Desktop Systems Specialist	1. Under general supervision, performs analytical, technical and administrative work in the planning, design and installation of new and existing personal computer systems. 2. Works on moderately complex applications. 3. Confers with end users to determine types of hardware and software required. 4. Writes programs to fulfill requirements or selects appropriate off-the-shelf software and modifies	H	5

Labor_Type_Name	Description	Min_Educ	Min_Exp
	to suit. 5. May maintain or utilize telecommunications protocols. 6. Installs new hardware and maintains existing hardware. 7. Trains end users in use of equipment and software. **Certifications:** HDI Desktop Support Technician Certification		
Engineering Assistant	1. Uses standard design techniques (including computerized tools), planning documents and other records to perform work (other than that of a clerical nature) required to install and test telecommunications equipment. 2. Prepares or directs the preparation of as-built drawings of installations.	H	5
Financial Analyst	1. Employs spreadsheet and statistical software packages to analyze financial data, define trends, and develop forecasts of organizational financial health. 2. Develops and presents reports, provides recommendations for the financial management of organizational projects and resources. 3. Provides recommendations regarding financial risks and mitigation strategies.	B	4
Graphics Specialist	1. Develops visual representations of information, data or knowledge which is capable of being used anywhere where information needs to be explained quickly or simply, such as in signs, maps, journalism, technical writing, and education.	H	2
Help Desk Coordinator	1. Responsible for ensuring the timely process through which problems are controlled; includes problem recognition, research, isolation, resolution and follow-up steps. 2. Requires experience and understanding of MIS environment. Is able to resolve less complex problems immediately, while more complex problems are assigned to second level support or supervisor. 3. Typically involves use of problem management database and help desk system. 4. May provide guidance/training for less experienced personnel.	B	6

Labor_Type_Name	Description	Min_Educ	Min_Exp
	Certifications: HDI Customer Service Representative Certification		
Help Desk Support Service Specialist - Entry	1. Under direct supervision, provides support to end-users for PC, server or mainframe applications, and hardware. 2. May interact with network services, software systems engineering and/or applications development to restore service and/or identify and correct core problems. 3. Simulates or recreates user problems to resolve operating difficulties. 4. Recommends systems modifications to reduce user problems. 5. Refers more complex problems to intermediate and/or senior level. **Certifications:** HDI Support Center Analyst Certification	T	None
Help Desk Support Service Specialist - Mid	1. Under general supervision, provides second-tier support to end-users for PC, server, mainframe applications and hardware. 2. Handles problems that the first-tier of help desk support is unable to resolve. 3. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. 4. Simulates or recreates user problems to resolve operating difficulties. 5. Recommends systems modifications to reduce user problems. 6. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to Senior Level. **Certifications:** HDI Desktop Support Technician Certification	B	4
Help Desk Support Service Specialist - Sr	1. Under general direction, provides second-tier support to end-users for PC, server, mainframe applications, and hardware. 2. Handles problems that the first-tier of help desk support is unable to resolve. 3. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem.	B	6

Labor_Type_Name	Description	Min_Educ	Min_Exp
	4. Simulates or recreates user problems to resolve operating difficulties. 5. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise. **Certifications:** HDI Support Center Team Lead Certification		
Information Assurance Engineer - Entry	1. Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. 2. Provides for the development, design, and implementation of information assurance solutions Coordinates with client representatives to establish and define programs, resources, and risks. 3. Applies expertise to Government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.	B	None
Information Assurance Engineer - Mid	1. Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. 2. Provides leadership and guidance in the development, design, and application of solutions implemented by more junior staff members. 3. Coordinates with senior client representatives to establish and define programs, resources, and risks. 4. Applies expertise to Government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. 5. Possesses an expert understanding of government security policy.	B	7
Information Assurance Engineer - Sr	1. Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. 2. Provides leadership and guidance in the development, design, and application of solutions implemented by mid-level and junior staff members. 3. Coordinates with senior client representatives to establish and define programs, resources, and risks.	B	10

Labor_Type_Name	Description	Min_Educ	Min_Exp
	4. Applies expertise to Government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. 5. Possesses an expert understanding of government security policy		
LAN/MAN/WAN Integrator - Entry	1. Must have proven technical ability in LAN/MAN/WAN integration and implementation. 2. Sound knowledge of the customer's intranets, extranets, Internet, E-business, telephony and any other associated networking systems, including the support necessary to develop, implement, and maintain such systems. 3. Possesses a working knowledge of TCP/IP and routing protocols. 4. Other responsibilities include security audits, assessments, design, implementation and configuration. Works with project managers, business analysts and contractors on security solutions to address customer's security requirements. Researches and provides information on security related solutions. 5. Can install, configure, and operate networks in highly complex environments with specific protocols **Certification:** Cisco Certified Internet Expert(CCIE), Cisco Certified Internet Professional(CCIP), or Cisco Certified Network Professional (CCNP) highly preferred	B	None
LAN/MAN/WAN Integrator - Mid	1. Must have proven technical ability in LAN/MAN/WAN design and implementation. Management of the customer's intranets, extranets, Internet, E-business, telephony and any other associated networking systems, including the support necessary to develop, implement, and maintain such systems. 2. Excellent understanding of TCP/IP and routing protocols is needed. Acts as the technology lead for designing the network and security platforms. 3. Other responsibilities include security audits, assessments, design, implementation and configuration. 4. Works with project managers, business analysts and contractors on security solutions to address customer's security requirements.	B	6

Labor_Type_Name	Description	Min_Educ	Min_Exp
	5. Researches and provides information on security related solutions. 6. Performs software evaluations and testing of new and existing security solutions. 7. Must be able to assume responsibility and work autonomously in a professional manner. 8. Can install, configure, and operate networks in highly complex environments with specific protocols and instruct and direct those doing these tasks as well. 9. Can assume management responsibilities if required. **Certification:** Cisco Certified Internet Expert (CCIE), Cisco Certified Internet Professional (CCIP), or Cisco Certified Network Professional (CCNP) highly preferred		
LAN/MAN/WAN Integrator - Sr	1. Must have proven technical ability in LAN/MAN/WAN design and implementation. Management of the customer's intranets, extranets, Internet, E-business, telephony and any other associated networking systems, including the support necessary to develop, implement, and maintain such systems. 2. Excellent understanding of TCP/IP and routing protocols is needed. 3. Acts as the technology lead for designing the network and security platforms and technical lead supporting network. 4. Other responsibilities include security audits, assessments, design, implementation and configuration. 5. Provides leadership, direction and vision in the support and deployment of network and security technologies. Works with project managers, business analysts and contractors on security solutions to address customer's security requirements. 6. Researches and provides information on security related solutions. 7. Performs software evaluations and testing of new and existing security solutions. 8. Must be able to assume responsibility and work autonomously in a professional manner. 9. Can install, configure, and operate networks in highly complex environments with specific protocols and instruct and direct those doing these tasks as well.	B	8

Labor_Type_Name	Description	Min_Educ	Min_Exp
	10. Assumes management responsibilities as needed. **Certification:** Cisco Certified Internet Expert(CCIE), Cisco Certified Internet Professional(CCIP), or Cisco Certified Network Professional (CCNP)		
Network Administrator - Entry	1. Sets up, configures, and supports internal and/or external networks. 2. Develops and maintains all systems, applications, security, and network configurations. 3. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. 4. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. 5. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. 6. Relies on instructions and pre-established guidelines to perform the functions of the job. 7. Works under immediate supervision.	B	None
Network Administrator - Mid	1. Sets up, configures, and supports internal and/or external networks. 2. Develops and maintains all systems, applications, security, and network configurations. 3. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. 4. Recommends upgrades, patches, and new applications and equipment. 5. Provides technical support and guidance to users. 6. Familiar with standard concepts, practices, and procedures within a particular field. 7. Relies on limited experience and judgment to plan and accomplish goals. 8. Performs a variety of tasks. Works under general supervision.	B	4
Network Administrator - Sr	1. Sets up, configures, and supports internal and/or external networks. 2. Develops and maintains all systems, applications, security, and network configurations. 3. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. 4. Recommends upgrades, patches, and new applications and equipment.	B	6

Labor_Type_Name	Description	Min_Educ	Min_Exp
	5. Provides technical support and guidance to users.		
	6. Familiar with a variety of the field's concepts, practices, and procedures.		
	7. Performs a variety of tasks; may provide consultation on complex projects and is considered to be the top level contributor/specialist.		
Network Engineer - Entry	1. Acts as the technology lead for designing and implementing network systems and security platforms. **Certification:** Cisco Certified Network Professional (CCNP) and Registered Communications Distribution Designer (RCDD) highly preferred	B	None
Network Engineer - Mid	1. Performs LAN/WAN design and implementation support and deployment of network and security technologies. Installs, configures, and operates network in highly complex environments and act as lead for others doing these tasks. **Certification:** Cisco Certified Network Professional (CCNP) and Registered Communications Distribution Designer (RCDD) highly preferred	B	5
Network Engineer - Sr	1. Performs LAN/WAN design and implementation support and deployment of network and security technologies. Installs, configures, and operates networks in highly complex environments and acts as lead for others doing these tasks. **Certification:** Cisco Certified Network Professional (CCNP) and Registered Communications Distribution Designer (RCDD)	B	7
Network Technician - Entry	1. Monitors and responds to hardware, software, and network problems using a variety of hardware and software testing tools and techniques. 2. Provides primary interface with contractor's technical support groups or provides internal analysis and support to ensure appropriate notification during outages or periods of degraded system performance. 3. Provides LAN server support. Requires extensive knowledge of PC/LAN communications hardware and software in multi-protocol environment and network management software.	T	None

Labor_Type_Name	Description	Min_Educ	Min_Exp
Network Technician - Mid	1. Monitors and responds to complex hardware, software, and network problems using a variety of hardware and software testing tools and techniques. 2. Provides primary interface with contractor's technical support groups or provides internal analysis and support to ensure appropriate notification during outages or periods of degraded system performance. 3. Provides LAN server support. Requires extensive knowledge of PC/LAN communications hardware and software in multi-protocol environment and network management software. 4. May function as task lead providing guidance and training for less experienced technicians.	T	5
Network Technician - Sr	1. Oversees, monitors and responds to complex hardware, software, and network problems using a variety of hardware and software testing tools and techniques. 2. Provides primary interface with contractor's technical support groups or provides internal analysis and support to ensure appropriate notification during outages or periods of degraded system performance. 3. Provides LAN server support. Requires extensive knowledge of PC/LAN communications hardware and software in multi-protocol environment and network management software. 4. May function as task lead providing guidance and training for less experienced technicians.	T	7
Operations System Security Specialist - Entry	1. Provides technical knowledge and analysis of information assurance, to include applications, operating systems, physical security, networks, risk assessment, critical infrastructure continuity, contingency planning, emergency preparedness, security awareness, and training. 2. Under direct supervision, provides analyses of existing system's vulnerability to possible intrusions, resource manipulation, resource denial, or destruction of resources. 3. Provides technical support and analysis to document the customer's information protection framework and supports policy and procedures preparation and implementation.	A	None
Operations System Security Specialist - Mid	1. Provides technical knowledge and analysis of information assurance, to include applications, operating systems, physical security, networks, risk assessment, critical infrastructure continuity,	B	6

Labor_Type_Name	Description	Min_Educ	Min_Exp
	contingency planning, emergency preparedness, security awareness, and training.		
	2. Under general supervision, provides analyses of existing system's vulnerability to possible intrusions, resource manipulation, resource denial, or destruction of resources.		
	3. Provides technical support and analysis to document the customer's information protection framework and supports policy and procedures preparation and implementation.		
	Certification: Certified Information Systems Security Professional (CISSP) highly preferred		
Operations System Security Specialist - Sr	1. Provides technical knowledge and analysis of information assurance, to include applications, operating systems, physical security, networks, risk assessment, critical infrastructure continuity, contingency planning, emergency preparedness, security awareness, and training. 2. Provides analyses of existing system's vulnerability to possible intrusions, resource manipulation, resource denial, or destruction of resources. 3. Provides technical support and analysis to document the customer's information protection framework and supports policy and procedures preparation and implementation.	B	8
Program Manager	1. Under indirect supervision, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program consisting of a set of closely related projects. 2. Oversees the fiscal, schedule, scope, operational, administrative and resource management of the program. 3. Serves as the principal representative of the program to external entities; provides day-to-day technical/professional guidance and leadership as appropriate. **Certifications:** Project Management Institute's Project Management Professional (PMP)(R) certification	B	7
Project Manager - Jr	1. Responsible for small (<$1m to $5m)) or mid-range ($5M to $10M) projects or a significant segment of these projects. 2. Translates customer requirements into formal agreements and plans that culminate in customer acceptance of results while meeting business objectives. Identifies requirements and develops the	B	2

Labor_Type_Name	Description	Min_Educ	Min_Exp
	proposed solution. 3. Performs as the team leader in initiating, planning, controlling, executing, and closing tasks of a project or a segment of a project to produce an acceptable solution. 4. Uses the concepts defined ANSI/PMI Standard 99-001-2008 to ensure project objectives are met. 5. Analyzes new and complex project-related problems and creates innovative solutions to the customer's requirements. **Certifications:** Certified Associate in Project Management (CAPM)(R) certification highly preferred		
Project Manager - Mid	1. Responsible for large projects ($10M to $35M) or a significant segment of a large project. 2. Translates customer requirements into formal agreements and plans that culminate in customer acceptance of results while meeting business objectives. 3. Identifies requirements and develops the proposed solution. 4. Performs as the team leader in initiating, planning, controlling, executing, and closing tasks of a project or a segment of a project to produce an acceptable solution. 5. Uses the concepts defined ANSI/PMI Standard 99-001-2008 to ensure project objectives are met. 6. Analyzes new and complex project-related problems and creates innovative solutions to the customer's requirements. **Certifications:** Project Management Institute's Project Management Professional (PMP) (R) certification highly preferred.	B	6
Project Manager - Sr	1. Provides senior leadership for large projects ($10m to $35M +) or a significant segment of a large project. 2. Translates customer requirements into formal agreements and plans that culminate in customer acceptance of results while meeting business objectives. 3. Oversees the development of the proposed solution. 4. Performs as the project lead in initiating, planning, controlling, executing, and closing tasks of a project or a segment of a project to produce an acceptable solution.	B	8

Labor_Type_Name	Description	Min_Educ	Min_Exp
	5. Uses the concepts defined ANSI/PMI Standard 99-001-2008 to ensure project objectives are met. 6. Analyzes new and complex project-related problems and creates innovative solutions to the customer's requirements. **Certifications:** Project Management Institute's Project Management Professional (PMP)(R) certification		
Quality Assurance Engineer - Entry	1. Responsible for development of project Quality Assurance Plans and the implementation of procedures that conform to the requirements of the contract. 2. Responsible for verifying that each functional component of the project follows a defined process that conforms with contractual requirements. 3. Reports findings to project staff, line management, and the customer, as appropriate.	B	None
Quality Assurance Engineer – Mid	1. Responsible for management and development of project Quality Assurance Plans and the implementation of procedures that conform to the requirements of the contract. 2. Responsible for verifying that each functional component of the project follows a defined process that conforms to contractual requirements. 3. Reports findings to project staff, line management, and the customer, as appropriate. 4. 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.	B	5
Quality Assurance Engineer - Sr	1. Directs the development of project Quality Assurance Plans and the implementation of procedures that conform to the requirements of the contract. 2. Responsible for verifying that each functional component of the project follows a defined process that conforms with contractual requirements. 3. Reports findings to project staff, line management, and the customer, as appropriate. 4. 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	B	7

Labor_Type_Name	Description	Min_Educ	Min_Exp
	process.		
Site Manager - Jr	1. Provides coordination while on the customer site; reviews day-to-day oversight of the task order per Project Management Institute (PMI) standard ANSI/PMI 99-001-2008. 2. Provides technical assistance to facilitate planning, design, installation, modification, and operation the site infrastructure. **Certifications:** Project Management Institute's Project Management Professional (PMP)(R) certification and Registered Communications Distribution Designer (RCDD) highly preferred	H	3
Site Manager - Mid	1. Primary Project Coordinator while on the customer site; day-to-day oversight of the task order per Project Management Institute (PMI) standard ANSI/PMI 99-001-2008. 2. Provides technical assistance to facilitate planning, design, installation, modification, and operation the site infrastructure. Oversees the daily work for building and campus infrastructure. **Certifications:** Project Management Institute's Project Management Professional (PMP)(R) certification and Registered Communications Distribution Designer (RCDD) highly preferred	H	5
Site Manager - Sr	1. Acts as Deputy Project Manager/Project Coordinator while on the customer site; day-to-day oversight of the task order per Project Management Institute (PMI) standard ANSI/PMI 99-001-2008. 2. Provides technical assistance to facilitate planning, design, installation, modification, and operation the site infrastructure. Supervises the daily work for building and campus infrastructure. **Certifications:** Project Management Institute's Project Management Professional (PMP)(R) certification and Registered Communications Distribution Designer (RCDD) highly preferred	H	7
Systems Engineer - Entry	1. Provides customer system engineering support in defining and implementing the necessary solutions to customer problems with work-processes and tools which address those problems. 2. Provides solutions to both technical and human-centered disciplines such as control engineering and process management. 3. Responsibilities also include the capacity to progressively link, test, and modify as necessary the customer's system and service components.	B	None

Labor_Type_Name	Description	Min_Educ	Min_Exp
Systems Engineer - Mid	1. Provides customer system engineering support in defining and implementing the necessary solutions to customer problems with work-processes and tools which address those problems. 2. Provides solutions to both technical and human-centered disciplines such as control engineering and process management. 3. Responsibilities also include the capacity to progressively link, test, and modify as necessary the customer's system and service components that interface with the equipment and services and support systems provided by contractors and other customers and merge their respective functional characteristics into comprehensive, interoperable systems. 4. Performs appropriate management responsibilities as necessary.	B	6
Systems Engineer - Sr	1. Provides customer system engineering support in defining and implementing the necessary solutions to customer problems with work-processes and tools which address those problems. 2. Provides direction in the development of solutions to both technical and human-centered disciplines such as control engineering and process management. 3. Responsibilities also include the capacity to progressively link, test, and modify as necessary the customer's system and service components that interface with the equipment and services and support systems provided by contractors and other customers and merge their respective functional characteristics into comprehensive, interoperable systems. 4. Performs appropriate management responsibilities as necessary. **Certifications:** Project Management Institute's Project Management Professional (PMP) (R) certification highly preferred.	B	8
Technical Draftsman	1. Creates technical drawings for the purpose of visually and concisely defining a technical requirement or specification.	H	2
Technical Writer/Editor	1. Designs, writes, creates, maintains, and updates technical documentation, user's guides, system manuals, and other documents. 2. Proofreads, edits, and formats and produces technical documentation for multiple audiences.	H	3

Labor_Type_Name	Description	Min_Educ	Min_Exp
Telecommunications Engineer - Entry	1. Responsible for design and installation of telecommunications equipment and facilities, such as complex electronic switching systems and cable, wireless and fiber optic telephone facilities. 2. Provides support for the customers electronics, civil, structural, and electrical engineering requirements as necessary. 3. Responsible for providing the best solution possible for the lowest cost to the client. **Certifications:** Registered Communications Distribution Designer (RCDD) highly preferred	B	2
Telecommunications Engineer - Mid	1. Responsible for design and oversight of the installation of telecommunications equipment and facilities, such as complex electronic switching systems and cable, wireless and fiber optic telephone facilities. 2. Provides support for the customers electronics, civil, structural, and electrical engineering requirements as necessary. 3. Performs as project manager as required. Responsible for providing the best solution possible for the lowest cost to the client. **Certifications:** Registered Communications Distribution Designer (RCDD) highly preferred	B	6
Telecommunications Engineer - Sr	1. Responsible for design and oversight of the installation of telecommunications equipment and facilities, such as complex electronic switching systems and cable, wireless and fiber optic telephone facilities. 2. Provides support for the customers electronics, civil, structural, and electrical engineering requirements as necessary. Performs as project manager as required. 3. Responsible for providing the best solution possible for the lowest cost to the client. **Certifications:** Registered Communications Distribution Designer (RCDD) highly preferred	B	8
Telecommunications Technician - Entry	1. Performs installation of equipment, and system testing and evaluation activities. Inspects and reviews hardware installation, wiring, power, grounding, system database validation, and other activities to ensure quality installation of services. 2. Performs de-installation, and relocation activities including, but not limited to, site preparation and	T	None

Labor_Type_Name	Description	Min_Educ	Min_Exp
	installation and/or removal of cabling and wiring systems, terminal equipment, automated data processing services, hardware and software.		
Telecommunications Technician - Mid	1. Performs installation of equipment, and system testing and evaluation activities. Inspects and reviews hardware installation, wiring, power, grounding, system database validation, and other activities to ensure quality installation of services. 2. Performs de-installation, and relocation activities including, but not limited to, site preparation and installation and/or removal of cabling and wiring systems, terminal equipment, automated data processing services, hardware and software.	H	5
Telecommunications Technician - Sr	1. Performs installation of equipment, and system testing and evaluation activities. Inspects and reviews hardware installation, wiring, power, grounding, system database validation, and other activities to ensure quality installation of services. 2. Performs de-installation, and relocation activities including, but not limited to, site preparation and installation and/or removal of cabling and wiring systems, terminal equipment, automated data processing services, hardware and software.	H	7
Training Specialist - Entry	1. Prepares appropriate training materials including course outlines, background materials, and training aids, course manuals, workbooks, handouts, exercises, and course critique forms. 2. Demonstrates excellent interpersonal skills and written and oral communication skills.	A	None
Training Specialist - Mid	1. Prepares appropriate training materials including course outlines, background materials, and training aids, course manuals, workbooks, handouts, exercises, and course critique forms. 2. Shapes these materials to the audience, including classroom students, Web-based students, and trainers. 3. Demonstrates excellent interpersonal skills and written and oral communication skills.	B	5
Training Specialist - Sr	1. Prepares appropriate training materials including course outlines, background materials, and training aids, course manuals, workbooks, handouts, exercises, and course critique forms. 2. Shapes these materials to the audience, including classroom students, Web-based students, and	B	7

Labor_Type_Name	Description	Min_Educ	Min_Exp
	trainers. 3. Demonstrates excellent interpersonal skills and written and oral communication skills.		
Web Designer - Entry	1. Designs web sites using a variety of graphics software applications, techniques, and tools. 2. Contributes to the design group's efforts to enhance the look and feel of the customer's on-line offerings. 3. Upgrades the website to support the customer's strategies and goals relative to external communications. 4. Requires understanding of web-based technologies and thorough knowledge of XML, HTML, Photoshop, Illustrator, and/or other design related applications.	A	None
Web Designer - Mid	1. Designs web sites using a variety of graphics software applications, techniques, and tools. 2. Contributes to the design group's efforts to enhance the look and feel of the customer's on-line offerings. 3. Upgrades the website to support the customer's strategies and goals relative to external communications. 4. Requires in-depth understanding of web-based technologies and thorough knowledge of XML, HTML, Photoshop, Illustrator, and/or other design related applications.	A	5
Web Designer - Sr	1. Designs web sites using a variety of graphics software applications, techniques, and tools. 2. Contributes to the design group's efforts to enhance the look and feel of the customer's on-line offerings. 3. Upgrades the website to support the customer's strategies and goals relative to external communications. 4. Requires mastery of web-based technologies and thorough knowledge of XML, HTML, Photoshop, Illustrator, and/or other design related applications.	A	7
Webmaster - Entry	1. Prepares, integrates, installs and tests E-based solutions. Updates web sites using a variety of graphics software applications, techniques, and tools.	A	None

Labor_Type_Name	Description	Min_Educ	Min_Exp
	2. Contributes to the design group's efforts to enhance the look and feel of the customer's on-line offerings. 3. Upgrades the website to support the customer's strategies and goals relative to external communications. 4. Requires understanding of web-based technologies and thorough knowledge of XML, HTML, Photoshop, Illustrator, and/or other design related applications.		
Webmaster – Mid	1. Prepares, integrates, installs and tests E-based solutions. Updates web sites using a variety of graphics software applications, techniques, and tools. 2. Contributes to the design group's efforts to enhance the look and feel of the customer's on-line offerings. 3. Upgrades the website to support the customer's strategies and goals relative to external communications. 4. Possesses in-depth understanding of web-based technologies and thorough knowledge of XML, HTML, Photoshop, Illustrator, and/or other design related applications.	B	5
Webmaster – Sr	1. Prepares, integrates, installs and tests E-based solutions. Updates web sites using a variety of graphics software applications, techniques, and tools. 2. Leads the design group's efforts to enhance the look and feel of the customer's on-line offerings. 3. Upgrades the website to support the customer's strategies and goals relative to external communications. 4. Requires mastery of web-based technologies and thorough knowledge of XML, HTML, Photoshop, Illustrator, and/or other design related applications.	B	7

J.2　Administrative Reports Formats

The suggested format and content of required Connections II administrative reports are specified in this section.

J.2.1　Contractor Monthly Order Status Report~~ing~~

The contractor shall submit monthly status report~~ings~~ via online tools in accordance with the instructions provided by the Connections II Program Office. The following describes the information the contractor shall be required to provide in the report and the tool used to submit the report. The order status report consists of three main sections:

1. **Order Information Form** - Collects general order information including contact information and the name of the reviewing OCO for the order. This form is submitted once, the first time a new order is reported. The fields that shall be reported include those shown in Table J-2. The tool used will be the GMM.

2. **Order Data Entry Form** - Collects a list of all Connections II equipment and labor procured for this order, itemized by CLIN numbers. This form is submitted at the time of the first reporting period and updated on subsequent reporting periods when new contract items have been delivered on an order. The fields that shall be reported include those shown in Tables J-3. The tool used will be on the Connections Hosting Center.

3. ~~**Deliverable Status Form** - Collects information regarding the status of deliverables associated with an order. This form shall be submitted when a new deliverable is planned or the status changes. The fields that shall be reported include those shown in Table J-4. The tool used will be the GMM.~~

Table J-2.　Required Order Summary Fields

Name	Instructions
~~Report Name~~Order Number	Each order must have a unique order number in the GMM. May be from the purchase order – Form 300. ~~Designate a text name for this report that you can easily remember so that you can more easily update your order status reports.~~
~~Report Date~~Order Description	Each order will be given a good description of its purpose and scope. This field will be used to quickly identify records within the system. 250 character limit.~~The Year, Month, and Day of report submission shall be displayed here.~~
~~Delivery Order~~Contract Number/Type	Select the contract number from a drop-down list. Contract type to be limited to the following choices: Firm Fixed Price, or Time and Material.~~Indicate whether this order is a delivery or a task order. ("Yes" means equipment and labor (i.e., a delivery order) and "No" means labor only (i.e., a task order.)~~

Name	Instructions
~~Order Type~~Work Type	Multi-selection list of descriptors. Choose all that apply.~~Select from the list the proper type. Note: Assisted Service corresponds to orders placed with GSA's assistance and Self Service pertains to orders placed directly by the customer with the contractor.~~
~~Period of Performance Start Date~~	~~Select the Year, Month, and Day corresponding to the date on which work on the order is expected to begin.~~
Period of Performance ~~Period of Performance End Date~~	Start and end date. ~~Select the Year, Month, and Day corresponding to the date on which work on the order is expected to end.~~
Estimated ultimate completion date~~Order Number~~	Date order can be closed.~~Enter the Order Number designated by GSA (Assisted Service) or by the contractor (Self Service).~~
Award Date~~Contract Number~~	The date the order was initially awarded, also known as the Signature Date. ~~This number defaults to the number of your GSA Connections II contract.~~
Initial Obligated/Funded Amount~~Agency~~	The order's initial obligated/funded amount.~~Select from the list the agency that placed the order.~~
~~Bureau~~OCO name, email, agency, bureau, place of performance	Select from the lists.~~ the bureau of that agency that placed the order.~~
~~Designated Agency Official (OCO)~~	~~Select the name of the OCO responsible for accepting the products and services delivered under this order. If the correct OCO's name does not appear in the drop-down list after you designate the agency and bureau, please leave this field blank.~~
~~OCO (Other)~~	~~Enter the ordering agency OCO's name and e-mail address in this field if the OCO's name does not appear in the Ordering Contracting Officer drop-down menu. The OCO is normally the official who ordered the products and services delivered under the order. Please consult the Connections II Program Management Office if you need assistance identifying the OCO.~~
~~Issuing Agency Country~~	~~Select from the list the country in which the office issuing the order is located.~~
~~Place of Performance~~Task Order Mod number, period of performance, mod type, description, award date, obligated/funded amount.	~~Select the "Same as above" option if this order is only being delivered to the location of the Issuing Agency indicated above. If the order is being delivered to other locations, then select the "Other" option.~~Mod number increments automatically. POP defaults to last POP unless filled in. Mod type has drop down list. Description required if mod type is Admin. Date and amount to be filled in.
~~Issuing Agency Postal Code~~	~~Enter the postal code of the office that issued the order.~~
~~Number of Locations~~	~~Enter the total number of locations at which services under this order are being performed or to which equipment is being delivered.~~

PS0002

Table J-3.   Required Order Line-Item Fields

Name	Instructions
CLIN	Contract Line Item Number (CLIN) for the equipment or labor line item.
Line Description	Enter any additional information that should be included to describe the item ordered (e.g., manufacturer, make, and model number).
Quantity	Enter the quantity ordered.
Unit	Enter the unit measure that corresponds to the quantity entered. The unit may be "Each" for items such as a PBX, "Feet" for cabling, or "Hours" for labor.
Line Total	Enter the total amount paid for the ordered item or items.
SCRM	Enter which Supply Chain Risk Management standard is met by this equipment, if any.

Table J-4.   Required Fields Regarding Associated Deliverables

Name	Instructions
Deliverable Type	Designate the type of deliverable being described; e.g., "Site Survey Report."
Description	Describe the deliverable being submitted; e.g., "Test plan for Agency LAN."
Scheduled Delivery	Select the Year, Month, and Day corresponding to the date when this deliverable is expected to be delivered.
Delivery Date	Select the Year, Month, and Day corresponding to the date when this deliverable was actually delivered. Please note that you will not be able to edit this field after the order is completed.
Status	Select from the list the status of this deliverable. For example, if a deliverable has been planned but work has not begun, select "Planned." Other options are "Delivered," "Scheduled", "Rescheduled," or "Cancelled."
Status	Use this field to update the status or provide comments regarding a deliverable. For example, "Delivery of

Name	Instructions
Description	the Test Documentation has been delayed due to inclement weather on 1/17/2009."

J.2.2 Associated Government Fees (AGF) ~~Summary Report~~Submittal and Payments

The section defines the ~~report~~ information required by the contractor in the ~~monthly~~ quarterly AGF ~~Summary Report~~submittal and payments. The information shall be entered in the GMM tool and will include the ~~order number~~status, remit date, voucher number (trace number), total payment amount, and order allocation (order # and amount allocated).~~payment allocation, payment total (cumulative), and book month.~~