

# 2.1.16 Service Related Labor [C.2.11, B.2.11.2; J.5; J.9; J.10]

The MetTel Service Related Labor (SRL) fulfills the mandatory requirements for SRL contained in SOW paragraph C.2.1.21. This section presents a technical description of our offering, demonstrating our capabilities to provide qualified labor as requested in a TO. **Exhibit 2.1.16-1** highlights some key strengths and benefits of our SRL solution in relation to RFP section M.2.1 evaluation criteria.

#### MetTel Service Related Labor

- MetTel supports all SRL categories and levels
- MetTel's qualified candidate pool meets or exceeds technical expertise and skill requirements across all Labor Categories
- MetTel assures timely availability of qualified, suitable staff to support new TO requirements
- MetTel's candidate pool possess requiste security clearances

Evaluation Criteria	Features and Benefits of MetTel's Approach
Understanding (M.2.1(1))	<ul> <li>SRL is labor required to support services on this contract. Labor for construction, alteration, and repair is only in-scope as necessary to offer a complete solution, provided that such labor is integral to and necessary for the effort defined in the TO.</li> <li>SRL is not to implement the mandatory or optional services in this proposal.</li> </ul>
Quality of Services (M.2.1(2))	<ul> <li>MetTel provides labor categories defined in J.5 of the EIS RFP</li> <li>MetTel provided labor categories are further subdivided into three levels: Junior, Journeyman, and Senior / Subject Matter Expert (SME), based on years of experience and duties/responsibilities.</li> </ul>
Service Coverage (M.2.1(3))	• SRL will be provided at SDPs and facilities that are supported by the SDP and agency requirements defined in the Agency TO.
Security (M.2.1(4)	MetTel SRL will meet any requirements specified in the TO for proof of citizenship or security clearance.

### Exhibit 2.1.16-1. Features and Benefits of Approach to SRL.

MetTel services proposed for EIS include all service-related labor necessary to implement the service. In cases where Agencies request labor in a TO for support services such as construction, alteration, and repair and these services are within the scope necessary for a complete solution, MetTel provides the scope and cost of labor using the site survey templates provided in J.9 and J.10. In these cases, the SRL is considered integral to and necessary for the effort defined in the TO.

## Labor Categories and Levels

supports all labor categories and levels required by

the EIS RFP in B.2.11.2 and J.5.



## Job Levels

Labor categories are further subdivided into three levels in accordance with RFP Section B.2.11.2: Junior, Journeyman, and Senior / Subject Matter Expert (SME), based on years of experience and duties/responsibilities as follows:

- JUNIOR: An individual in the junior labor category level has up to 3 years of applicable experience. Such an individual is responsible for assisting more senior positions and/or performing functional duties under the oversight of more senior positions.
- JOURNEYMAN: An individual in the Journeyman labor category level has 3 to 10 years of applicable experience. Such an individual typically performs all functional duties independently.
- SENIOR/SME: An individual in the Senior / Subject Matter Expert (SME) labor category has more than 10 years of applicable experience, or is an individual whose qualifications or expertise are exceptional, or is recognized as an industry leader for a given area of expertise. Such an individual performs all functional duties independently, and may oversee the efforts of less senior staff and/or be responsible for the efforts of all staff assigned to a specific job.