

**AFIMSC Travel Pay Processing - Ellsworth  
Ellsworth Air Force Base, South Dakota**

**PERFORMANCE WORK STATEMENT (PWS)**

**For**

**Travel-Pay Processing Services  
Date: February 2024  
Rev 1**

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## **PERFORMANCE WORK STATEMENT (PWS) FOR AFIMSC TRAVEL PAY PROCESSING - ELLSWORTH SUPPORT SERVICES**

**1.0 DESCRIPTION OF SERVICES.** The Contractor shall provide all labor necessary to ensure that travel-pay processing services are performed at Ellsworth AFB, South Dakota, in a manner that will meet requirements as outlined in the PWS and Service Summary (SS) as identified by Travel Pay Processing - Ellsworth. All work performed by the contractor shall be performed in accordance with all applicable laws, regulations, Headquarters Air Force (HAF) standards, instructions, and commercial practices.

The contractor shall provide Financial Service Technicians (FST) who are able to work a minimum of 8 hours per workday equaling 40 hours per work week. It is the contractor's responsibility to fill the required hours on a weekly basis with qualified individuals. The FSTs will complete all training requirements within a reasonable timeframe from the start date as identified by the program manager during FST orientation. During the training period, normal work schedules/hours shall be between the hours of 0600-1800 MST and 80 hours per two-week period. Once employees are proficient work schedules may be expanded on a case-by-case basis.

If the workload at the Travel Pay Processing - Ellsworth changes, a change in the corresponding contractor personnel may be required by a modification to bring the number of personnel in line with the new requirements.

The Contractor shall provide a program manager/subject matter expertise to the Travel Pay Processing - Ellsworth.

**2.0 TASK REQUIREMENTS.** The contractor organization is expected to provide personnel who possess the skills, knowledge, and experience required for the technician role, and who are professional in their demeanor. Contractor personnel are also expected to achieve all performance metrics for processing travel vouchers and associated travel accounting transactions. Contractor personnel will be considered proficient in performance after a minimum of 120 business days of employment. If the monthly tracking of results of voucher processing reviews or travel accounting transaction processing indicate a contractor is not performing at published minimum levels, after deemed proficient, the individual will receive coaching and/or refresher training, and the contractor organization shall be informed of the potential performance issue. At the third notice of consecutively monthly performance concerns, the contractor organization shall strongly consider replacing the individual.

The contractor workforce assigned to the Travel Pay Processing Section shall be responsible for an average of twenty-five (25) vouchers per workday, per FST (1 FST=25, 2 FST=50, 3 FST=75, etc.), based on the number of work-days in the calendar month. The contractor workforce assigned to the Travel Pay Processing Section shall be responsible to process a minimum of 25 travel vouchers per workday with a minimum accuracy standard of 84%. In the event of overtime, each FST shall be responsible for a minimum of three (3) additional vouchers per overtime hour worked. The required accuracy values above are based on a monthly rating period and determine accuracy percentage for vouchers processed in the MAJCOMs of the assigned team (non-surge). The contractor workforce assigned to the Support Section shall be responsible to balance travel accounting transactions daily. Overtime hours are defined as hours of work officially ordered or approved in excess of 40 hours in an administrative workweek. An administrative workweek is defined as Monday through Sunday of any given week. Contractor overtime will begin within 48 hours of notification by the Branch Chief of Travel Pay Processing – Ellsworth.

**2.1 QUALIFIED PERSONNEL.** The objective of the effort is to support travel-pay operations within Travel Pay Processing- Ellsworth at Ellsworth AFB, SD. The Contractor shall provide personnel at period of performance (POP) start date(s) and any qualified replacement and/or substitute personnel, as

required. Vacancies shall be filled with qualified personnel who possess, at minimum, Interim Secret eligibility prior to start of work (Tier III Investigation with no access to classified). SF 86 via eAPP will be processed by the host base Information Protection Office through the Travel Pay Processing - Ellsworth Security Manager. The Contractor shall submit security clearance documentation to the Travel Pay Processing - Ellsworth Security Manager within fourteen (14) calendar days of vacancy provided the departing contractor employee gave proper two (2) weeks notification. If not given, submit security clearance documentation to Travel Pay Processing - Ellsworth Security Manager within twenty-one (21) calendar days. Employees under this contract **will not** be indoctrinated to Secret access in DISS. Employees under this contract will have IT Level II access annotated by the Travel Pay Processing - Ellsworth Security Manager upon fully adjudicated eligibility to "Interim Secret" as a minimum eligibility requirement and no later than final adjudication to "Favorable" Tier III investigation.

Contractor employees who cannot attain favorable adjudication must be removed from their position on this contract, remove any access to IT systems and entry access to Ellsworth AFB associated with this contract employment.

The contractor employees shall have the ability to learn military and civilian travel pay policies, procedures, regulations, and processes following in-house training provided by Travel Pay Processing - Ellsworth staff. Technicians will receive 120 business days of required training, both formal and on-the-job training (OJT), to learn Travel Pay Processing - Ellsworth operations. The contractor shall be responsible for tracking and ensuring FSTs remain current on Computer Based Training courses such as Human Relations, Force Protection, DoD Information Assurance Awareness, Information Protection, No Fear Act Training, OPSEC and other training as required by the Air Force.

The Air Force will retain responsibility for ensuring the contractor has all updated training materials, as appropriate, and any required train-the-trainer sessions for new material added to the training curriculum. The contractor must be capable of both a timely and fully responsive fulfillment of Air Force requests in support of the Air Force customers to include Active Duty, Reserve, DAF Civilian and Financial Services Offices. The Contractor must be able to process transactions, compute travel claims, and support processing of payment through the payroll system.

The contractor must attain varying levels of understanding of Air Force financial services and Air Force organizational processes, the Department of Defense Financial Management Regulation (DODFMR), Volume 7a, Joint Travel Regulation (JTR), Air Force Instructions, locally developed policy, and their importance to customer service.

**2.2 SERVICES SUMMARY.** The contract service requirements are summarized in performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimally acceptable levels of service required for each requirement. The Services Summary shall provide information on contract requirements, the expected level of contractor performance, the expected method of government surveillance, and confirmation of services provided. These thresholds are critical to mission success. Procedures as set forth in FAR 52.212-4 (a), Contract Terms and Conditions - Commercial Items, Inspection/Acceptance, will be used to remedy all deficiencies.

**SERVICE SUMMARY (SS)**

SS #	PERFORMANCE OBJECTIVE	PWS PARA	PERFORMANCE THRESHOLD
1	Process Vouchers (Production) (Individual FST)	2.0	FST with >120 days of employment will be inspected to maintain a minimum average of 25 vouchers per work day, per FST, based on number of workdays per month.
2	Process Vouchers (Accuracy)(Individual FST )	2.0	FST's with >120 days of employment will be inspected to meet a minimum of 84% voucher accuracy.
3	Balance Travel Accounting Transactions	2.0	FST's with >120 days of employment will be inspected daily.
4	Security Clearance Process	2.1	Submit e-App security clearance documentation to Travel Pay Processing - Ellsworth Security Manager - within fourteen (14) calendar days of vacancy, provided the departing contractor gave proper two (2) weeks notification. If not given, submit e-App security clearance documentation to Travel Pay Processing - Ellsworth Security Manager within twenty-one (21) calendar days

### 3.0 TASK DESCRIPTION

**3.1 Knowledge, Skills, and Abilities (KSA).** Personnel shall possess at a minimum, Interim Secret eligibility prior to start of work (Tier III Investigation with no access to classified). All Contractor personnel shall be proficient in the use of Microsoft Office Programs.

#### 3.1.1 Program Manager

- a. Serves as the focal point for all contractor personnel actions.
- b. Identifies and coordinates with Travel Pay Processing- Ellsworth section/branch leadership on developmental and training needs of contractor personnel.
- c. Makes decisions on conduct and/or work problems presented by Travel Pay Processing- Ellsworth supervisors.
- d. Administers disciplinary measures such as warnings, reprimands, terminations, and is responsible for cultivating a work environment free from all forms of discrimination, harassment, and retaliation.
- e. Addresses subordinates' concerns and follows up with appropriate action to correct or eliminate tension in the workplace.
- f. Supports and enforces the agency's EEO program.
- g. Communicates and enforces policies, procedures, mission objectives and organization design as necessary, to eliminate work problems or barriers to mission accomplishment, promote team building, implement quality improvements, or in response to concerns with regulatory compliance and/or customer requirements.
- h. Ensures the successful completion of AF training and testing by all contractor personnel.
- i. Ability to collaborate with Travel Pay Processing - Ellsworth Leadership and manage personnel functional efforts.
- j. Minimum of one (1) year Program Management experience required.
- k. Documentation of manager or supervisory training certification, which must be reflected on the selectee's resume.
- l. Serves as the liaison between contractor personnel and the appropriate Travel Pay Processing - Ellsworth Security Manager concerning all security clearance actions.

#### 3.1.2 Financial Services Technician

- a. Prepares, examines, computes, processes, elevates, rejects, or responds to inquiries concerning travel vouchers to ensure entitlement of travel and travel related benefits.
- b. Reviews/inputs travel vouchers involving military, civilian, reservist temporary duty, permanent change of station, personal property movement and storage, deployment, and TDY to school accruals to ensure proper entitlements, including payment of travel and supplemental benefits.
- c. Processes Financial Services Offices initiated pay affecting documents ranging from debt collection to special entitlements due to meeting certain criteria.
- d. Determines necessary accounting transactions and codes, tracks and updates electronic funds transfer (EFT) rejects, prepares daily accountability reports, and processes remittance checks.
- e. Processes accounting data, inputs data, processes interfaces, and updates spreadsheets, as applicable.
- f. Reviews, processes, corrects, validates, and balances travel accounting transactions.
- g. Elevates difficult or time-consuming inquiries. Tracks unresolved cases. Elevates knowledge-based deficiencies.
- h. Works with various financial systems to include the Reserve Travel System (RTS), Financial Management WorkFlow (FMWF), Defense Travel System (DTS), Defense Joint Military Pay System (DJMS), Defense Enterprise Accounting & Management System (DEAMS), LeaveWeb, RTS Web Reports, etc., and common desktop applications (email, Microsoft, etc.).
- i. Transmits and receives documents and messages electronically using or workstations that are networked or linked to other computers or workstations.
- j. Possesses a High School diploma or equivalent, at a minimum.

- k. Meets specified service delivery metrics, including performance monitoring requirements.
- l. Demonstrates ability and skill in effective oral and written communication; ability to maintain effective working relationships internally and externally; interpersonal and problem solving skills.
- m. Has the ability to work under pressure of established deadlines.
- n. After the successful completion of training, technicians must demonstrate:
  - 1. Knowledge of general travel pay guidance for Active Duty, Reserve, and civilian employees regarding travel entitlement and reimbursement rules, regulations, instructions, procedures and operations, and ability to understand and apply precedents, resolve general procedural and substantive problems in concluding inquiries.
  - 2. Knowledge of the format, content, and use of the travel records and systems.
  - 3. Knowledge of lines of accounting.
  - 4. Basic knowledge of the common laws, rules, regulations, policies, procedures, and precedents relating to area of assignment and the ability to apply this knowledge to resolve caller inquiries.
  - 5. Proficiency in preparation of correspondence, documents, and reports using various word processing and spreadsheet software programs.
  - 6. Provides feedback such as suggestions or recommendations for workplace and processing improvement.

**4.0 Program TIMELINE.** The period of performance for the base year is twelve (12) months.

## **5.0 GOVERNMENT PROVIDED MATERIALS**

**5.1** The contractor shall specifically identify in their proposal the type, amount, and timeframes required for any government resources, excluding those listed below.

**5.1.1** The Government shall provide to contractor employees while they are working in DoD facilities: office space, supplies, shared computer equipment, telephone, fax, copier, access to client local area network, and other data as necessary to facilitate successful completion of these tasks.

**5.1.2** Standard Operational Procedures, regulations, manuals texts, briefs and other materials associated with the program and the hardware/software noted throughout this document.

## **6.0 Security Requirements.**

**6.1. Security Support.** The Air Force will provide security support to the contractor for all Tier III Investigation processing, security badging, base visitor control, investigation of security incidents and base traffic regulations.

**6.2 Clearance Requirements.** The host base Information Protection Office shall request Tier III Investigations when requested by the Security Manager for the Travel Pay Processing - Ellsworth.

**6.2.1 Contractor/Employee Security Investigations** will be, at minimum, Interim Secret eligibility prior to start of work (Tier III Investigation with no access to classified). SF 86 via eApp will be processed by the host base Information Protection Office through the Travel Pay Processing - Ellsworth Security Manager. Employees under this contract **will not** be indoctrinated to Secret access in JPAS. Employees under this contract will have IT Level II access annotated in JPAS by the Travel Pay Processing - Ellsworth Security Manager upon fully adjudicated eligibility to “Interim Secret” as a minimum eligibility requirement and no later than final adjudication to “Favorable” Tier III investigation. Only

Defense Security Service (DSS) will authorize an Interim Secret eligibility. Due to costs involved with investigations, requests shall be kept to an absolute minimum necessary to perform contract requirements.

**6.3 Pass and Identification Items.** The contractor shall ensure the pass and identification items required for contract performance are obtained for employees and non-government owned vehicles, including Common Access Cards.

**6.4 Retrieving Identification Media.** The contractor shall retrieve all identification media, including Common Access Cards from employees who depart for any reason before the contract expires, e.g., terminated for cause, retirement, etc.

**6.5 Traffic Laws.** The contractor and its employees shall comply with base traffic regulations.

**6.6 Weapons, Firearms, and Ammunition.** Contractor employees are prohibited from possessing weapons, firearms, or ammunition, on themselves or within their contractor-owned vehicle or privately-owned vehicle while on military installations.

**6.7 Controlled Unclassified Information (CUI).** The Contractor shall comply with DoDI5200.48 and AFI16-1404. This regulation sets policy and procedures for the disclosure of records to the public and for marking, handling, transmitting, and safeguarding CUI material.

**6.8 Reporting Requirements.** Contractor personnel shall report to an appropriate authority any information or circumstances of which they are aware may pose a threat to the security of DoD personnel, Contractor personnel, resources, and classified or unclassified defense information. Contractor employees shall be briefed by their immediate supervisor upon initial on-base assignment.

**6.9 Physical Security.** The Contractor shall be responsible for safeguarding all government property and controlled forms provided for Contractor use. At the end of each work period, all government facilities, equipment, and materials shall be secured.

**6.10 Controlled/Restricted Areas.** The contractor shall implement local base procedures for entry to Air Force controlled/restricted areas where contractor personnel will work. An AF Form 2586, Unescorted Entry Authorization Certificate, must be completed and signed by the sponsoring agencies Security Manager before a Restricted Area Badge will be issued. Contractor employees must have a favorably completed National Agency Check plus written Inquiries (NACI) or higher investigation before receiving a Restricted Area Badge. Interim access can be granted IAW AFI 31-501, Personnel Security Program Management.

**6.11 Key Control/Access Badge Control.** The contractor shall establish and implement methods of making sure all keys/badges issued to the contractor by the Government are not lost or misplaced and are not used by unauthorized persons. The contractor shall not duplicate any keys issued by the government.

**6.11.1 Lost Keys/Badge.** The contractor shall immediately report to the Contracting Officer Representative (COR) or Program Manager any occurrences of lost or duplicated keys. In the event keys, other than master keys, are lost or duplicated, the contractor may be required, upon written direction of the contracting officer, to re-key or replace the affected lock or locks without cost to the government. The government may, however, at its option, replace the affected lock or locks or perform re-keying and deduct the cost of such from the monthly payment due the contractor. In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the government and the total cost deducted from the monthly payment due the contractor.

**6.11.2 Prohibited Use.** The contractor shall prohibit the use of keys, issued by the government, by any persons other than the contractor's employees and the opening of locked areas by contractor employees to permit entrance of persons other than contractor employees engaged in performance of contract work requirements in those areas.

**6.11.3 Lock Combinations.** The contractor shall control access to all government provided lock combinations to preclude unauthorized entry. The contractor is not authorized to record lock combinations without written approval by the government Program Manager.

**6.11.4 Automatic Data Processing Equipment (ADPE).** The Contractor shall establish and implement procedures to ensure all ADPE, to include laptops and other data processing devices, issued to the Contractor by the Government are not lost or misplaced, are not used by unauthorized persons or are not subject to unauthorized external devices. The Contractor shall immediately report to the CO or PM any occurrences of lost ADPE within two (2) hours of discovery of occurrence. In the event that ADPE is lost, the Contractor may be required, upon written direction of the CO, to replace the equipment at no additional cost to the Government. The Government may replace the equipment and deduct the cost of such from the monthly payment due the Contractor.

## **7.0 GENERAL INFORMATION.** Normal Base Hours

**7.1 Base Closures.** Closure information can be obtained by calling 385-8829

### **7.2 Federal Holidays.**

New Year's Day - 1 January  
Martin Luther King Day - 3rd Monday in January  
President's Day - 3rd Monday in February  
Memorial Day - last Monday in May  
Juneteenth – 19 June  
Independence Day - 4 July  
Labor Day - 1st Monday in September  
Columbus Day - 2nd Monday in October  
Veteran's Day - 11 November  
Thanksgiving Day - 4th Thursday in November  
Christmas Day - 25 December

If these holidays fall on Saturday, the preceding Friday will be observed. If these holidays fall on Sunday, the following Monday will be observed.

**7.3 Performance of Services during Crisis Declared by the National Command Authority or Overseas Combatant Commander.** According to Department of Defense Instruction (DoDI) 3020.37, Continuation of Essential DoD Contractor Services During Crises, and the Air Force implementation thereof, unless otherwise directed by the Director of Travel Pay Processing - Ellsworth, it is determined that Travel Pay Processing - Ellsworth requirements under this PWS are not essential to be performed during a crisis.

**7.4 Personnel.** Contractor personnel shall present a neat appearance and must adhere to the minimum standards of the Travel Pay Processing - Ellsworth Branch. Contractor personnel shall be easily recognizable while on the installation in conjunction with this contract. The government is authorized to restrict the employment under the contract of any Contractor employee or prospective Contractor employee, who is identified as a potential threat to the health, safety, security, general well-being, or operational mission of the installation and its population.

**7.4.1 Place of Performance.** The Contractor shall be located at Ellsworth Air Force Base in the state of South Dakota, Building 4040, to perform and accomplish requirements identified in this contract. During periods of inclement weather when there is a base closure, or in the event of a pandemic episode, the Contractor will be permitted to tele-work from home, as required, to accomplish mission-essential duties during all Duty Hours. The Government will provide the necessary workspace for up to thirty-eight (38) Contractor staff to provide the support outlined in the PWS. Individual cubicle office space to include break room, desk, telephone and computer will be provided.

**7.5 Uses and Safeguarding of Information:** Information from the secure web site is considered to be proprietary in nature when the contract number and contractor identity are associated with the direct labor hours and direct labor dollars. At no time will any data be released to the public with the contractor's name and contract number associated with the data.