

26 October 2005

**SPACE AND NAVAL WARFARE SYSTEMS COMMAND
COMPTROLLER SUPPORT SERVICES
PERFORMANCE WORK STATEMENT
N0003905PREB014**

1.0 OVERVIEW

This Performance Work Statement (PWS) defines services required by the Space and Naval Warfare Systems Command (SPAWAR) Comptroller Directorate, SPAWAR 01 for performing core comptroller and command administrative functions for SPAWAR Headquarters (HQ) and its PEOs. The functional areas to be supported are listed below and fall under the responsibilities assigned to various Comptroller divisions.

- Travel (01-41)
- Government Travel Charge Card (01-41)
- Payroll Processing (01-41)
- Time & Attendance (01-41)
- Labor Distribution (01-41)
- Funds Control (01-42)
- Financial Statement Reporting (01-42)
- Problem Disbursements (01-43)
- Obligation Prevalidation (01-43)
- Tri-Annual Reviews (01-43)
- Functional Systems (01-5)
- Budgeting (01B)
- Performance Metric Reporting (all)
- Administrative (all)

Over the past several years, the SPAWAR Comptroller Directorate has realized significant personnel reductions, and at the same time received newly assigned responsibilities such as the Government Travel Charge Card and Labor Distribution functions. In order for SPAWAR 01 to accomplish its mission, it is essential to supplement its personnel teams with contractor resources.

2.0 OBJECTIVE

In order for the Comptroller to meet its functional obligations, the contractor shall assist the SPAWAR Comptroller by providing managerial, accounting, budgeting, analytical, reconciliation, financial systems, and administrative support services in support of SPAWAR HQ and its PEO programs and acquisitions.

In general the contractor shall provide management oversight of contractor personnel performing the various Comptroller functions stated above, ensuring effective and timely execution of all work efforts. Various levels of data input, account analysis, research and reconciliation, compilation of statistical data, training, and reporting shall be involved. Ultimately, the contractor shall provide support that results in meeting established Department of Defense (DOD), Department of the Navy (DON) and SPAWAR established goals and targets, and in developing and recommending viable alternate business approaches for improving existing operations, processes and procedures. With SPAWAR concurrence and approval, the contractor shall also develop, generate and maintain electronic databases and files that are NMCI compliant.

3.0 SCOPE

3.1 TASK 1 - On-site support for the Travel and Payroll Branch, SPAWAR 01-41, which is responsible for the following Comptroller functions:

- Travel
- Government Travel Charge Card (GTCC) Program
- Collection of Time and Attendance and Labor Distribution data
- Processing of Payroll

3.1.1 Scope. The contractor work efforts include, but are not limited to:

- Performing account reconciliations and ensuring that approved financial transactions are properly reflected in the official systems
- Performing System Administration functions for the Defense Travel System (DTS)
- Performing System Administration functions for the Standard Labor Data Collection and Distribution Application (SLDCADA)
- Providing Help Desk support to SLDCADA users
- Monitoring and/or preparing reports to ensure administrative actions are complete and data is processed in accordance with regulations and processing schedules
- Documenting process procedures and developing training materials as required
- Providing training and guidance to employees regarding applicable laws, regulations, and SPAWAR instructions
- Compiling statistical information, assisting with internal reviews, maintaining electronic files, and ensuring all supporting documentation is maintained for all functions
- Interfacing effectively with internal and external organizations to accomplish workload efforts
- Providing professional customer service by responding timely and accurately to customer inquiries
- Ensuring contractor support personnel are cross-trained and able to provide back-up for all Branch functions in the temporary absence of contractor personnel
- Reporting workload status and keeping management apprised of all workload issues

3.1.1.1 TASK 1A – On-Site Management of the Government Travel Charge Card (GTCC) Program. Contractor shall act as an Agency Program Coordinator (APC) for the SPAWAR GTCC program. As an APC, contractor shall perform on-site processing of GTCC account information and take appropriate action to administer GTCC reports at the Claimancy and HQ level in accordance with eBusiness and Financial Management Regulations (FMR).

It is mandatory to use the GTCC while on travel and to purchase airline tickets when travel authorizations are issued electronically via the DTS. The contractor must demonstrate a thorough working knowledge of laws, regulations and instructions pertaining to travel and the GTCC program, and be able to effectively navigate necessary software and systems in order to retrieve and analyze data to reach timely and effective solutions. Knowledge of systems shall include, but is not limited to the DTS, Bank of America GTCC Software, and Standard Accounting Reporting System (STARS) – HQ Claimant Module (HCM).

Contractor shall process GTCC applications, provide training material to travelers, ensure travelers complete training prior to processing new account applications, and complete check-in/check out procedures as required.

Contractor shall document and maintain current desk procedures, track and report metrics defined in paragraph 3.1.1.1.2 of this Performance Work Statement (PWS), and keep SPAWAR 01-41 Client Rep apprised of all issues.

Contractor shall be required to provide timely and effective customer service to SPAWAR and PEO travelers and all actions taken must be in accordance with applicable regulations and guidance, and with concurrence of SPAWAR 01-41 Client Representative (Rep).

3.1.1.1.1 TASK 1A Performance Standards.

- Demonstrate a thorough working knowledge of the GTCC program and all applicable laws, regulations and instructions
- Demonstrate proficiency in the use of all software and systems necessary to perform the GTCC function
- Meet due dates for administration of GTCC reports in accordance with eBusiness and FMR requirements, including notices to travelers and their supervisors regarding delinquent and misuse and abuse accounts
- Complete APC training in accordance with eBusiness requirements
- Provide necessary GTCC training to cardholders and supervisors in accordance with eBusiness requirements
- Provide effective same day response to customer inquiries, and provide problem resolution within one day from receipt of inquiry. No more than two complaints shall be made per month regarding courtesy and/or lost/late messages
- Maintain current documented desk procedures for all GTCC functions performed
- Provide sufficient back-up (cross-train) for all GTCC functions from existing contract support

3.1.1.1.2 TASK 1A Performance Metrics.

- Collect and maintain status of claimancy and SPAWAR HQ GTCC reports in accordance with eBusiness and FMR requirements
- Collect and maintain metrics for GTCC delinquency/misuse and abuse notices issued to cardholders and supervisors within one day of eBusiness and FMR requirements
- Collect and maintain metrics for check-in/check-out of traveler employees
- Collect and maintain metrics for items cleared from GTCC reports
- Collect and maintain metrics for APC and cardholder required training
- Collect and maintain additional metrics as required by SPAWAR 01-41 Client Rep

3.1.1.1.3 TASK 1A Deliverables.

| Report Name | Frequency |
|--|---|
| GTCC Delinquency Notifications to Cardholders/Supervisors (email) | In accordance with FMR requirements (monthly) |
| GTCC Misuse & Abuse Notifications to Cardholders/Supervisors (email) | In accordance with FMR requirements (monthly) |
| Claimancy GTCC Delinquency Statistics | Monthly |
| | |
| Requirement Name | Frequency |
| Completed check-in/check-out actions (spreadsheet) | Daily |
| Cardholder & APC Training Status (spreadsheet) | Quarterly |
| | |

3.1.1.2 TASK 1B On-Site Management of the Travel Function. Contractor shall effectively interact with the SPAWAR DTS Help Desk and internal and external organizations to synchronize actions required to ensure DTS travel functions and obligations are processed in a timely and accurate manner. Performance shall include reconciliation of problem disbursements and rejected transactions, assisting with Centrally Bill Account reconciliation, and acting as a DTS Debt Management Monitor (DMM) to track amounts due the U.S. government.

Contractor shall perform DTS System Administration functions and assist with the development and provision of training to SPAWAR and PEO travelers, Approving Officials, and DTS Administrators. Contractor shall generate and analyze DTS reports regarding Travel Authorizations and Vouchers and ensure a completed, signed, Certifying Officer Legislation (COL) Appointment letter, DD577 Form, is on file for all Approving Officials prior to establishing approval rights in DTS.

Contractor shall effectively process manual travel orders, manually update obligations to the official accounting system, and resolve problem disbursements and rejections. This shall require effective interaction with customers, the SPAWAR System Center San Diego Travel Service Office, and other internal and external organizations.

Contractor shall be required to provide timely and effective customer service to SPAWAR and PEO travelers and must demonstrate a thorough working knowledge of law, regulations and instructions regarding all travel functions. Contractor shall be required to effectively navigate necessary software and systems in order to retrieve and analyze data to reach timely and effective solutions. Knowledge of systems shall include, but not be limited to DTS, Bank of America GTCC Software, and STARS-HCM.

Contractor shall document and maintain current desk procedures for all functions performed. All actions taken must be in accordance with applicable regulations and guidance, and with the concurrence of the SPAWAR 01-41 Client Rep. Contractor shall keep SPAWAR 01-41 Client Rep apprised of all issues. Contractor shall collect and report metrics for all functions performed as defined in paragraph 3.1.1.2.2 of this PWS.

3.1.1.2.1 TASK 1B Performance Standards.

- Demonstrate a thorough working knowledge of all travel functions (DTS & manual) and applicable laws, regulations and instructions
- Demonstrate proficiency in the use of all software and systems necessary to perform travel functions, to include, but not limited to DTS, STARS-HCM, GTCC software and all Microsoft applications
- Generate and analyze DTS reports pertaining to Travel Authorization, Vouchers and debt management.
- Meet due dates for the reconciliation and processing of "amounts due" for Debt Management Module within two days of generated report
- Resolve problem disbursements and rejected transactions within two days of receipt
- Execute manual travel orders and obligate funds within one day of receipt and PCS orders within two days of receipt of all appropriate documentation
- Complete DTS System Administration actions, to include but not limited to the update of lines of accounting, and processing of data for routing lists and electronic funds transfer (EFT) information within one day of receipt
- Complete issuance and acceptance of COL Appointment Letters, DD577 forms, prior to having DTS Help Desk establish approval rights in DTS
- Complete necessary APC training and monitor cardholder training in accordance with eBusiness and FMR requirements
- Provide same day, effective responses to customer inquiries, and provide problem resolution within one day from receipt of inquiry. No more than one complaint shall be made per month regarding courtesy and/or lost/late messages
- Develop training materials and provide training as necessary for all travel related functions

- Maintain current documented desk procedures for all travel functions performed
- Provide sufficient back-up (cross-train) for all travel functions using existing contractor resources

3.1.1.2.2 TASK 1B Performance Metrics.

- Collect and maintain DTS Outstanding Travel and Local (SF1164) Voucher data
- Collect and maintain various DTS Reports for Aging, Unused Tickets, Reject-Review-Update, DTS Debt Management, Updated Lines of Accounting
- Collect and maintain additional metrics as required by SPAWAR 01-41 Client Rep

3.1.1.2.3 TASK 1B Deliverables.

| Report Name | Frequency |
|---|--------------------------------|
| DTS Outstanding Travel Voucher Report | 20 th of each Month |
| DTS Aging Voucher Reports | Weekly |
| DTS Aging Authorization Report | Weekly |
| DTS Unused Ticket Report | Weekly |
| DTS Reject-Review-Update Report | Weekly |
| DTS Debt Management Reports for Claimancy and SPAWAR HQ | Weekly |
| DTS Updated Lines of Accounting | As required |
| | |
| Requirement Name | Frequency |
| Accepted DD577 Forms | Daily |
| Certifying Officer Legislation (COL) Appointment Letters Status | Daily |
| Travel Process Procedures | Quarterly |
| Travel Training Materials | As required |

3.1.1.3 TASK 1C On-Site Payroll Related Functions. SLDCADA is the Navy-Marine Corp standard for the collection of Time and Attendance (T&A) and labor data. T&A data is input to SLDCADA and updated to Defense Civilian Payroll System (DCPS) for the processing of payroll.

Contractor shall be designated as the on-site DCPS Customer Service Representative (CSR) and be responsible for ensuring all actions necessary to process payroll are complete and accurate for each pay period. Performance shall require a thorough working knowledge regarding SLDCADA and DCPS and the applicable laws, regulations and instructions pertaining to the collection of T&A data and processing of payroll.

The CSR shall act on behalf of SPAWAR and PEO employees to resolve payroll related issues. This shall often require complex account reconciliation and effective interaction with the Defense Finance and Accounting Service (DFAS) Payroll Office, Human Resource Service Center, and local Human Resource offices to resolve outstanding issues.

Contractor shall provide System Administration for SLDCADA and shall include, but not be limited to establishing employee profiles, supervisor assignments, system access, distribution and administration of passwords, assignment of Work Breakdown Structures (WBS) to Projects, and shops and/or employees to Projects. Contractor shall ensure COL Appointment Letters, DD577 forms, are completed and signed by Certifying Officials before establishing approval rights in SLDCADA.

Contractor shall provide Help Desk support for SLDCADA users. The Help Desk must be adequately staffed to ensure that all inquiries are effectively answered 99% of the time on the customer's first

attempt. Any outstanding issue should be resolved within one working day. Performance shall include the development of training materials, conducting on-going training classes, monitoring DCPS and SLDCADA reports, and adhering to processing schedules.

The contractor shall pro-actively interact with the SLDCADA Central Design Agent to identify and effectively resolve system issues as necessary. Performance shall also require significant coordination within the Command and with external government entities in order to effectively execute functional requirements.

Contractor shall document and maintain current desk procedures for all functions performed. All actions taken must be in accordance with applicable regulations and guidance, and with the concurrence of the SPAWAR 01-41 Client Rep. Contractor shall keep the SPAWAR 01-41 Client Rep apprised of all issues related to employee payroll accounts and SLDCADA and DCPS processing. Contractor shall track and report metrics for all functions performed as defined in paragraph 3.1.1.3.2 of this PWS.

3.1.1.3.1 TASK 1C Performance Standards.

- Demonstrate a thorough working knowledge regarding SLDCADA and DCPS processes and systems and all applicable laws, regulations and instructions pertaining to timekeeping and payroll
- Generate, analyze and resolve outstanding items reflected on weekly/biweekly SLDCADA and DCPS reports. 99% of outstanding issues are resolved by 1300 Monday, 1st week or in accordance with (IAW) processing schedules. 100% of outstanding items are resolved by 1000 Tuesday, 1st week or IAW processing schedule. DCPS and SLDCADA reports shall include, but are not limited to Missing Time, Incorrect Hours, Certified/Uncertified Time, and Master Employee Record (MER).
- Ensure employee inquiries regarding payroll issues are effectively responded to within one day of receipt; issue resolved within the same pay period unless HRSC action pending. No more than one complaint shall be made per month regarding courtesy and/or lost/late messages
- Update system administration actions that are received prior to the beginning of the pay period by Monday, 1st week of the pay period. Actions that are received after the pay period has begun, but are effective as of the beginning of the pay period, should be updated same day.
- Help Desk calls and e-mails must be effectively responded to on the customer's first attempt 99% of the time and provide problem resolution within one day from receipt of inquiry. No more than one complaint shall be made per month regarding courtesy and/or lost/late messages
- Develop training materials and provide on-going training for all SLDCADA related functions to include, but not be limited to the navigation of SLDCADA and roles and responsibilities associated with the entry and certification of T&A
- Completed Training Evaluation forms that indicate training provided is above average or better 90% of the time and below average less than 10% of the time
- Provide sufficient back-up for all functions using existing contractor resources
- Maintain current desk procedures for all DCPS, SLDCADA and Help Desk functions

3.1.1.3.2 TASK 1C Performance Metrics.

- Collect and provide Missing Time, Incorrect Hours, Certified/Uncertified Time beginning on Thursday, 2nd week through Tuesday, 1st week or IAW with DFAS modified processing schedule
- Collect and provide weekly MER reports
- Collect and maintain data for outstanding payroll issues
- Collect and maintain data of Training Evaluation Feedback
- Collect and maintain additional metrics as required by SPAWAR 01-41 Client Rep

3.1.1.3.3 TASK 1C Deliverables.

| Report Name | Frequency |
|---|---|
| Incorrect Hours Report, Certified/Uncertified Time | Each Pay Period beginning on Thursday of 2 nd week through Tuesday of 1 st week or IAW with DFAS modified processing schedule |
| Master Employee Record | Per SLDCADA schedule |
| Requirement Name | Frequency |
| Report of Outstanding records that require Payroll Reconciliation | Every Monday |
| Accepted DD577 Forms | Daily |
| COL Appointment Letters Status | Daily |
| Updated Payroll, T&A, Labor Distribution Process Procedures | Quarterly |
| Payroll, T&A, Labor Distribution Training Materials | As required |

3.2 TASK 2 - On-site support for the Funds Control Branch, SPAWAR 01-42, which is responsible for the following Comptroller functions:

- Posting Funding Allocations
- Processing Outgoing Funding Documents
- Processing Incoming Other Customer Funds (OCF) orders
- Processing and reporting status of Navy and Marine Corps Intranet (NMCI) funding and contract documents
- Performing Comptroller aspects of Foreign Military Sales (FMS)
- Processing Contract Financial Data Sheets
- Performing Canceled Account analysis and coordinating actions for providing required funding
- Performing Multifunction Information Distribution System (MIDS) financial functions
- Financial Statement Certifications/Data Call responses

3.2.1 Scope. The contractor work efforts include, but are not limited to:

- Processing of various types of funding instruments and obligating documents using various systems such as FIMS Plus (FIMS+), STARS-HCM and EmarketPlace
- Developing, analyzing and reconciling financial reports and spreadsheets
- Compiling statistical information from financial data extracted from STARS-HCM, such as validating completeness and accuracy of Trial Balance Reports
- Assisting with internal reviews, maintaining electronic files, and ensuring all supporting documentation is maintained for all funds control functions
- Documenting process procedures and developing training materials as required
- Interfacing effectively with other financial entities within the command, DON, DOD, and other external organizations to accomplish workload efforts
- Providing professional customer service by responding timely and accurately to customer inquiries
- Ensuring contractor support personnel are cross-trained and able to provide back-up for all branch functions in the temporary absence of contractor personnel
- Reporting workload status and keeping management apprised of all workload issues

3.2.1.1 TASK 2A On-site Data Input. Contractor shall receive funding and allocation documents from various sources and shall process documents and related financial transactions in the appropriate financial systems. Allocations, commitments, obligations and expenditure adjustments shall be recorded in approved financial systems based upon authorized source documents. Contractor shall

employ professional standard customer service techniques when responding to and interacting with internal and external customers.

3.2.1.2 TASK 2B On-site Analysis and Reconciliation. Contractor shall extract financial reports from appropriate financial systems and perform analysis and reconciliation to confirm account balances, coordinate correction of erroneous account balances with DFAS, and make approved adjustments as required. Contractor shall develop spreadsheets and analyze data obtained from financial reports and systems, and prepare financial reports on a recurring or as required basis as appropriate. Contractor must be proficient in the use of Microsoft applications.

Contractor shall document and maintain current desk procedures, track and report metrics defined in paragraph 3.2.3 of this Performance Work Statement (PWS), and keep SPAWAR 01-42 Client Rep apprised of all issues including anticipated delays so that priorities may be reviewed as necessary.

3.2.2 TASK 2 Performance Standards.

- Demonstrate a thorough working knowledge of funds control processes and systems, to include FIMS+, STARS-HCM, DOD Departmental Reporting System (DDRS), Major Claimant Reporting System (MCR), and all applicable laws, regulations and instructions
- Process outgoing and incoming funding document(s) within two work days of SPAWAR 01-42 receipt
- Record obligation transaction(s) within two work days of SPAWAR 01-42 receipt of obligation document(s)
- Extract monthly Trial Balance Reports from STARS-HCM within one work day after reports are made available by DFAS
- Provide same day responses to customer email inquiries, keeping customers informed about delays encountered and always reflecting a professional demeanor. No more than two complaints shall be made per month regarding courtesy and/or lost/late messages
- Meet SPAWAR 01-42 assigned requirement due date(s) and externally imposed reporting due dates established by ASN and DFAS
- Maintain current documented desk procedures for all functions performed
- Provide sufficient back-up contractor support for all functions. Back-up support are adequately trained and able to perform functions in the absence of assigned contractor personnel

3.2.3 TASK 2 Performance Metrics.

- Collect and maintain data for Processed Incoming and Outgoing Funding Documents
- Collect and maintain data for Recorded Obligation Transactions
- Collect and maintain Financial Status data to include elements such as amounts authorized, expended monthly and year-to-date, available balance, and invoiced monthly and cumulatively
- Collect and maintain additional metrics as required by SPAWAR 01-42 Client Rep

3.2.4 TASK 2 Deliverables.

| Report Name | Frequency |
|---|---|
| Issuance of Funding Documents Performance Report | Monthly |
| Posting of Obligations Performance Report | Monthly |
| Financial Status Report (NMCI) | Bi-weekly |
| | |
| Requirement Name | Frequency |
| Analysis of Financial Statements (with footnotes) | Monthly, Quarterly, Mid-Year and Year-End |

3.3 TASK 3 – Off-site support for the Financial Analysis Branch, SPAWAR 01-43, which is responsible for the following Comptroller functions:

- Problem Disbursements (PD)
- Obligation Prevalidations Rejects
- Tri-Annual Reviews
- Financial Improvement Program (FIP)

3.3.1 Scope. Contractor work efforts shall include, but are-not limited to:

- Assigning, monitoring and reporting of all assignments
- Ensuring all business transactions are properly recorded in the official accounting records and accurately reported on financial statements
- Reconciling financial discrepancies, and providing documentation to support recommended adjusting transactions
- Performing root cause analysis and recommending corrective solutions
- Reporting financial conditions and initiating improvement recommendations for command policies and procedures
- Developing effective plans for accomplishing DOD and DON established goals and standards
- Maintaining status and performance metrics utilizing designated systems, databases, and Microsoft applications
- Maintaining official databases and document files
- Drafting appropriate correspondence for communicating with external organizations as appropriate
- Attending meetings and coordinating with other entities within the command, DON, DOD, and other federal agencies at SPAWAR 01-43 Client Rep's request and approval
- Providing training using self-developed materials
- Developing and preparing briefing materials as prescribed by SPAWAR 01-43 Client Rep
- Documenting desk procedures for all functions performed
- Ensuring contractor support personnel are cross-trained and able to provide back-up for all branch functions in the temporary absence of contractor personnel

3.3.1.1 TASK 3A Off-site Problem Disbursement Resolution. Contractor shall provide off-site personnel and management of personnel for resolving SPAWAR PDs. PDs include, but are not limited to, STARS-HCM Unmatched Disbursements (UMD), STARS-HCM Negative Unliquidated Obligations (NULO), and STARS-HCM Official Undistributed Disbursements (OUD). As part of the PD research and resolution effort, validation and correction of obligations and expenditures shall be required to ensure proper account maintenance. Analysis and reconciliation shall be accomplished utilizing an automated reconciliation tool, such as the Computer Optimized Batch Reconciliation Application (COBRA).

Contractor must exhibit a working knowledge of the various financial business processes and procedures related to contracts and purchase orders, reimbursable orders, interfund items, transportation charges, travel, payroll, training, government purchase card, and other business transactions. DOD procedures and processes include, but are not limited to, Intragovernmental Payment and Collection System (IPAC), Wide Area Workflow (WAWF), PD Discontinued Research, and Responsible Contract Reconciliation Agent (RCRA).

Contractor must demonstrate expertise in the use of various accounting, disbursing and tracking systems that are used in the research and reconciliation of PDs to include, but are not limited to, Mechanization of Contract Administration Services (MOCAS), STARS One-Pay, Navy-Air Force Interface (NAFI) Electronic Document Access (EDA), Defense Cash Accountability System (DCAS), and Standard Contract Reconciliation Tool (SCRT).

Contractor shall research and analyze PD inflow transactions to determine root causes, recommend corrective solutions that are adequately supported with appropriate documentation. Contractor shall prepare correspondence, point papers, and briefing presentations to be used for communicating inflow analysis findings and recommendations to SPAWAR 01-43 Client Rep, SPAWAR management, and/or internal and external process owners.

Contractor shall interact with a vast network of DOD and DON personnel, and shall accomplish all PD functions in accordance with governing regulations, policies and procedures, and instructions issued by DOD, DON and SPAWAR.

Contractor shall document and maintain current desk procedures for all functions performed. All actions taken must be in accordance with applicable regulations and guidance and with concurrence of SPAWAR 01-43 Client Rep.

Contractor shall keep SPAWAR 01-43 Client Rep apprised of all issues, and shall develop and maintain current and accurate databases for tracking and reporting PD status as defined in paragraph 3.3.1.1.2 of this PWS.

3.3.1.1.1 TASK 3A Performance Standards.

- Prepare PD Reconciliation Packages that are complete, provide appropriate resolution, and fully supported with adequate documentation
- Resolve PDs prior to becoming overaged, as defined by OSD and DON, and advise of circumstances that delay resolution within the first 30 days of inflow
- Maintain year-end PD balances that are in accordance with DON and SPAWAR established thresholds and guidelines
- Develop and execute SPAWAR approved plans that accomplish DOD and DON established goals and standards
- Conduct root cause analysis of recurring PD inflow and report findings and remedial recommendations within the first six months of each fiscal year
- Maintain current and accurate databases that are readily available to the SPAWAR 01-43 Client Rep
- Maintain complete and accurate metrics as defined in paragraph 3.3.1.1.2 of this PWS
- Meet timelines for reporting statistical information as defined in paragraph 3.3.1.1.3 of this PWS
- Maintain current documented desk procedures for all functions performed
- Provide sufficient back-up contractor support for all functions. Back-up support is adequately trained and able to perform functions in the absence of assigned contractor personnel

3.3.1.1.2 TASK 3A Performance Metrics.

- Collect and maintain data for measuring PD actuals to established goals, and summary and detailed PD resolution status by such categories as age and responsible resolution organization
- Collect and maintain data that monitors and reports resolution actions and status of DFAS recorded obligations for overaged PDs
- Collect and maintain data that facilitates the analysis of PD inflow transactions. Data includes elements related to business process, system deficiencies, process and system owner organizations, obligation or disbursement transactions and other necessary data

3.3.1.1.3 TASK 3A Deliverables.

| Report Name | Frequency |
|--|--------------------------------|
| PD Balanced Scorecard Performance Summary | Monthly |
| PD Summary and Line Item Detail Status by Age | Weekly |
| Requirement Name | Frequency |
| PD Reconciliation Packages | Meeting established guidelines |
| PD Resolution and Reduction Status Brief (provide data such as summary of PD status, aging data, month-end balance, performance measurement against standards and goals, results of inflow analysis, corrective strategies) | Monthly |
| Updated PD Process Procedures | Quarterly |
| PD Training Materials | As required |

3.3.2 TASK 3B Off-site Obligation Prevalidation Rejects. Contractor shall provide off-site personnel and management of personnel for researching suspended unpaid contract invoices and suspended unprocessed reimbursable billings. Contractor shall research, analyze and promptly resolve suspended invoices and reimbursable billings failing obligation pre-validation using such systems as STARS-HCM, STARS One-Pay, Navy-Air Force Interface (NAFI) Electronic Document Access (EDA), Defense Cash Accountability System (DCAS), and other applicable systems. Contractor shall monitor resolution performance of other responsible certifying activities, where command funding is being cited for payment purposes, and report untimely resolutions.

Contractor shall research and analyze Prevalidation Reject transactions to determine root causes and recommend corrective solutions that are adequately supported with documentation. Contractor shall prepare correspondence, point papers, and/or briefing presentations to be used for communicating inflow analysis findings and recommendations to SPAWAR 01-43 Client Rep, SPAWAR management, and internal and external process owners.

Contractor shall use a vast network of DOD and DON personnel contacts and document and maintain current desk procedures for all Prevalidation Reject functions performed. All actions taken must be in accordance with applicable regulations and guidance and with concurrence of SPAWAR 01-43 Client Rep.

Contractor shall keep SPAWAR 01-43 Client Rep apprised of all issues and develop and maintain current and accurate electronic databases and files for tracking and reporting Prevalidation Reject status using Microsoft applications and as defined in paragraph 3.3.2.2 of this PWS.

3.3.2.1 TASK 3B Performance Standards.

- Prepare Prevalidation Reject Resolution Packages that are complete, provide appropriate resolution, and are fully supported with adequate documentation
- Resolve Prevalidation Rejects within 14 days of inflow, and advise of circumstances where anticipated resolution delays may occur
- Conduct root cause analysis of Prevalidation Reject transactions, report findings, and provide viable recommendations within the first six months of each fiscal year
- Maintain current and accurate databases that are readily available to the SPAWAR 01-43 Client Rep
- Maintain complete and accurate metrics as defined in paragraph 3.3.2.2 of this PWS
- Meet timelines for reporting statistical information as defined in paragraph 3.3.2.3 of this PWS
- Maintain current documented desk procedures for all functions performed

- Provide sufficient back-up contractor support for all functions. Back-up support is adequately trained and able to perform functions in the absence of assigned contractor personnel.

3.3.2.2 TASK 3B Performance Metrics.

- Collect and maintain data that provides detail and summary information for contractor invoice rejects by aging status, type of obligation deficiency, organization responsible for reject occurrence, and reports resolution actions
- Collect and maintain data that provides detail and summary information for reimbursable billing rejects by aging status, type of obligation deficiency, and organization responsible for reject occurrence, and reports resolution actions
- Collect and maintain data that facilitates the analysis of Prevalidation Reject transactions, reporting of findings and fully supports recommendations. Data to include, but is not limited, to business process and system deficiencies, process and system owner organizations, and obligation or disbursement balance deficiency

3.3.2.3 TASK 3B Deliverables.

| Report Name | Frequency |
|--|--------------------------------|
| Prevalidation Reject Resolution Status | Weekly |
| Requirement Name | Frequency |
| Prevalidation Reject Resolution Packages | Meeting established guidelines |
| Prevalidation Reject Resolution Status Brief (to provide summary status, aging data, month-end balances, performance measurement against standards, results of inflow analysis, corrective strategies) | Monthly |
| Updated Prevalidation Reject Resolution Process Procedures | Quarterly |
| Prevalidation Reject Resolution Training Materials | As required |

3.3.3 TASK 3C Off-site Tri-Annual Reviews. Contractor shall provide off-site personnel and management oversight of personnel for coordinating the HQ tri-annual review of required STARS-HCM account balances including but not limited to commitments and obligations. Contractor shall demonstrate a comprehensive knowledge of pertinent DOD, DON and SPAWAR regulations, policies, procedures, and instructions related to tri-annual review requirements. Contractor shall exemplify expertise in using applicable systems and databases to facilitate coordination and execution of the command tri-annual review effort, including, but not limited to SPAWAR Tri-Annual Review Claimancy Tool, STARS-HCM, MOCAS and STARS One-Pay, NAFI EDA, and applications that provide status of reimbursable orders.

Contractor shall monitor reviewing official validation responses and provide follow-up actions with internal and external reviewing officials to facilitate maximized review results. Contractor shall monitor that reviewing official identification of excess funds result in STARS-HCM deobligation and decommitment actions and reconcile reported obligation and disbursing discrepancies. Contractor shall recommend strategies that provide for automated validations and clean-up of aged balances, and that ultimately improve the HQ overall compliance review rate.

Contractor shall prepare reporting materials in compliance with governing regulations and as directed by SPAWAR 01-43 Client Rep. Contractor shall prepare correspondence, point papers, and/or

briefing presentations to be used for communicating tri-annual review results and recommendations to SPAWAR 01-43 Client Rep, SPAWAR management, and internal and external process owners.

Contractor shall accomplish the tri-annual review function in accordance with governing regulations, policies and procedures, and instructions issued by DOD, DON and SPAWAR. All actions taken must be with the concurrence of SPAWAR 01-43 Client Rep, and contractor shall keep SPAWAR 01-43 Client Rep apprised of all issues.

Contractor shall document and maintain current desk procedures for all tri-annual review functions performed. Contractor shall develop and maintain current and accurate databases for tracking and reporting tri-annual review status as defined in paragraph 3.3.3.2 of this PWS, and as defined by SPAWAR 01-43 Client Rep.

3.3.3.1 TASK 3C Performance Standards.

- Prepare PD Tri-Annual Review Action Packages that are complete and fully supported. Actions shall result in deobligation and decommitment of STARS-HCM account balances for items that have been identified as excess or invalid, such as MOCAS Q finals and unsubstantiated miscellaneous type documents balances.
- Reconcile reported accounting and disbursing discrepancies prior to the end of the following Tri-Annual Review period
- Take follow-up action in contacting low response reviewing officials and report unsuccessful efforts
- Conduct root cause analysis of Tri-Annual Review circumstances that impede validations for each review period, report findings, and provide viable recommendations
- Develop and execute SPAWAR approved plans that accomplish DOD established standards and goals
- Maintain current and accurate databases that are readily available to the SPAWAR 01-43 Client Rep
- Maintain complete and accurate metrics as defined in paragraph 3.3.3.3 of this PWS
- Meet timelines for reporting statistical information as defined in paragraph 3.3.3.4 of this PWS
- Maintain current documented desk procedures for all functions performed
- Provide sufficient back-up contractor support for all functions. Back-up support is adequately trained and able to perform functions in the absence of assigned contractor personnel.

3.3.3.2 TASK 3C Performance Metrics.

- Collect and maintain period baseline data
- Collect and maintain data for monitoring interim responses of reviewing officials
- Collect and maintain data for reporting summary and detail review results to include actual results measured against standards, commitment and obligation categories, internal organizational code, funding appropriations and other prescribed data elements

3.3.3.3 TASK 3C Deliverables.

| Report Name | Frequency |
|--|---|
| Tri-Annual Review Interim Status of Reviewing Official Responses | Bi-weekly after issuance of database baseline notification |
| Requirement Name | Frequency |
| Tri-Annual Review Results | 10 workdays after the end of the Review Periods ending Jan 31, May 31 and Sept 30 |
| Tri-Annual Review Summary Results | Monthly |

| | |
|--|-------------|
| Updated Tri-Annual Review Process Procedures | Quarterly |
| Tri-Annual Review Training Materials | As required |

3.4 TASK 4 - On-site support for the Functional Systems Division, SPAWAR 01-5, in the following Comptroller functions:

3.4.1 Scope. Contractor work effort calls for on-site Systems Information Engineering support that includes varying tasks across different platforms and software applications.

3.4.1.1 Software Application Products (SAP) Financial Information Management System-Plus (FIMS+). This application is used by the command to record Funds Allocations, receipt of Other Customer Funds (OCF), and the issuance of Outgoing Funding Documents. The required duties deal with providing functional support for the application and include:
 Help desk support for fielding trouble calls (phone calls and walk-ins), and resolving trouble tickets.
 Functional analyst tasks that call for identifying and resolving system or business process discrepancies, and may entail the drafting of software change or trouble requests that result in the write-up of technical specifications and or recommended business process changes. The incumbent shall also be responsible for the unit and integration testing of resultant system modifications.
 SAP FIMS+ report writing and data extraction for external and internal data calls.
 Review of access request forms for the proper assignment of roles and profiles. Here the HQ roles and profiles database is maintained and the preparation, review, and submission of user roles and profiles for SAP FIMS+ are processed.

3.4.1.2 Intranet Resource Allocation Planning System (iRAPS) Database. This application is used as the repository for the STARS-HCM download, legacy archived data, and FIMS+ data. The duties required deal with providing server administrative support for this application and include:

- Analyzing new requirements for reporting on the aforementioned captured data
- Maintaining connectivity with interfacing software applications such as the Financial Management Information System 2000 (FMIS 2K) and FIMS+
- Production control issues such as downtimes, reboots, and data recovery
- Primary developer for the STARS-HCM Download portion of the iRAPS Database and user support.
- Development of data archiving processes necessary to support the command storage needs.

3.4.1.3 STARS-HCM. Duties include functioning as a Terminal Area Security Officer (TASO). The incumbent performs the functions associated with security administration for reviewing and processing STARS-HCM access requests. Duties also include identifying additional required data elements for Automated STARS Inquiry and Posting System 2 (ASIP2), STARS-HCM communications interface protocol, that result due to DFAS system changes.

3.4.1.4 Other Support. Scanning, faxing, data retention requirements for specified outgoing funding documents.

3.4.2 Performance Measures. For the tasks identified in paragraphs 3.4.1.1 through 3.4.1.4 the following standards apply.

| Systems Support (ASIP2, iRAPS, SAP FIMS+, and STARS-HCM) ¹ | | <u>Standard</u> |
|---|--|--|
| Field Trouble Calls for the Help Desk | Resolve problems with user access | Immediate turnaround |
| | Provide answers and training on questions regarding transaction functionality | Immediate turnaround |
| | Identify business procedural and systems discrepancies | One to two workdays depending on whether weekend or month processing cycles are involved. |
| Resolve systems issues | Critical items are those issues where a work stoppage occurs | The software change request must be done within one business day from the time discovered. Testing started within one business day from the time the software change is developed and completed within three business days. |
| | New mandated requirements (either external or internal) | The software change request should be drafted within three business days from the time the request is made. Testing should start within one business day from the time the software change is developed and completed within one workweek. |
| | Software improvements and routine maintenance items | The software change request should be drafted as soon as possible but no later than one business week from the date of the request. Testing should start within one business day from the time the software change is developed and completed within one workweek. |
| Data Calls | Provide Ad HOC reporting for external data calls | Complete the data call within the provided data call deadline |
| Programming support | This covers minor programming for SAP FIMS+ and serving as the developer for the STARS-HCM download in iRAPS | Perform programming code modification with little or no re-work. Any problems associated with code changes should not result in DOWN TIME not to exceed one business day |

¹ Note, unless specified otherwise the systems involved include ASIP2, iRAPS, SAP FIMS+, and STARS-HCM

| | |
|---|---|
| Financial Information Management System Plus (FIMS+) Systems Security | <u>Standard</u> |
| User Roles/ Profiles and access control (STARS-HCM and SAP FIMS+) | Review and validate user access requests and either process or reject within one business day |
| Ensure that we have a current list of active users for each STARS-HCM and SAP FIMS+. | Quarterly review outstanding user accounts and deletes inactive users |
| Perform the STARS-HCM TASO function | Participate in the monthly TASO meetings and keep management apprised of any STARS-HCM security issues. There should be no surprises |
| <u>Other Support</u> | |
| Bring to co-workers and/or management attention any business processes or lack thereof that either conflicts or represents a weakness in how we do business | <u>Standard</u> Actively participate in team or management discussions |
| PEO-IT documentation requirements | Scan and fax both incoming and outgoing funding documents respectively within the same day of receipt or accounting approval for issuance |

3.5 TASK 5 - On-site support for the SPAWAR Comptroller Budget Division, SPAWAR 01B, which is responsible for the following functions:

- Budget Formulation
- Budget Execution
- Budget Policy

3.5.1 Scope. The contractor work efforts include, but are not limited to:

- Documenting process procedures and developing desk guide material as required
- Performing budget administration and execution functions
- Monitoring and preparing reports to ensure administrative actions are complete and data is processed in accordance with regulations and processing schedules
- Compiling statistical information, developing charts and graphs to display information, assisting with internal reviews, maintaining electronic databases and files, and maintaining supporting documentation for budget functions
- Interfacing effectively with internal and external organizations to accomplish workload efforts
- Providing professional customer service by responding timely and accurately to customer inquiries
- Reporting workload status and keeping management apprised of all workload issues

3.5.1.1 TASK 5A – On-Site Administrative Support. Contractor shall provide administrative support to the SPAWAR 01B Budget Division in performing budget administration functions and effectively interacting with SPAWAR personnel as required. All actions taken must be in accordance with Navy Correspondence Manual, Financial Management Regulations (FMR), NAVSO P-1000 Financial Management Policy Manual, DON Budget Guidance Manual, and applicable regulations and guidance, and with the concurrence of the SPAWAR 01B Client Rep.

Contractor must demonstrate a thorough working knowledge of laws, regulations and instructions pertaining to budget administration and effectively navigate necessary systems and software applications, in order to retrieve and analyze data and reach timely and effective solutions. Required systems shall include, but are not limited to the SPAWAR Daily Muster, SLDCADA, FMIS 2k, FIMS+, iRAPS, STARS-HCM and Microsoft applications.

Contractor shall complete and report status of various budget execution actions in compliance with established timelines. Actions include, but are not limited to, the processing of SPAWAR 01B's daily muster, preparation of listings that identify unprocessed FIMS+ R3 Level funding documents, maintenance of status log for basic SeaPort-e procurement and modification request (PR/MR) documents awaiting budget analyst 1301 review, timely delivery of listings and SeaPort-e PR/MR documents to assigned budgets analysts, and maintenance of status log for Federally Funded Research and Development Centers (FFRDC) contracts, such as contracts with the MITRE Corporation. Contractor shall advise appropriate SPAWAR 01B management of all problems encountered and anticipated delays.

Contractor shall extract various SLDCADA T&A and WBS bi-weekly reports, and maintain manuals with current updates, to include Financial Management Regulations, DON Budget Guidance Manual, and NAVSO P-1000 Financial Management Policy Manual. Contractor shall maintain current document files as required.

Contractor shall provide timely and effective customer service to SPAWAR and PEO personnel in response to customer inquiries and administrative issues. Contractor shall document and maintain current desk procedures for budget administrative functions performed. Contractor shall track and report metrics for budget administrative functions performed as defined in paragraph 3.5.1.3 of this PWS.

3.5.1.2 TASK 5A Performance Standards.

- Demonstrate a thorough working knowledge of budget administrative functions and all applicable laws, regulations and instructions
- Demonstrate proficiency in the use of Microsoft applications and systems necessary to perform the administrative functions
- Maintain current status logs and report in compliance with established timelines
- Provide a same day effective response to customer inquiries and provide problem resolution within one day from receipt of inquiry. No more than two complaints shall be made per month regarding courtesy and/or lost/late messages
- Maintain current documented desk procedures for all administrative functions performed
- Provide sufficient back-up contractor support for all functions. Back-up support is adequately trained and able to perform functions in the absence of assigned contractor personnel

3.5.1.3 TASK 5A Performance Metrics.

- SPAWAR 01B Daily Muster
- Collect and maintain status data for Unprocessed FIMS+ Funding Documents Awaiting R3 level Review, SeaPort-e PR/MRs, and FFRDC contract documents
- Collect and maintain additional metrics as required by SPAWAR 01B Client Rep

3.5.1.4 TASK 5A Deliverables.

| Report Name | Frequency |
|---|---------------|
| SPAWAR 01B Muster Report | Daily by 0800 |
| SLDCADA T&A and WBS Reports | Bi-weekly |
| | |
| Requirement Name | Frequency |
| Unprocessed FIMS + Funding Documents Awaiting R3 Level Review Listing | Daily by 0800 |
| Status Log of SeaPort-e PR/MRs Awaiting SPAWAR | Daily |

| | |
|---|--------------------------|
| 01B 1301 Review | |
| SeaPort-e PR/MRs Documents for SPAWAR 01B 1301 Review | Within 1 hour of receipt |
| Status Log of FFRDC Documents | Daily |
| Updated Requirements Manuals | Issuance of updates |
| Desk Procedures | Quarterly |
| | |

3.5.1.2 TASK 5B On-site Budget Execution Support. Contractor shall provide on-site budget execution support, including Foreign Military Sales (FMS) execution, and ensure that all tasks are processed in a timely and accurate manner. Execution of functions shall require effective interaction with SPAWAR 01B and other SPAWAR internal organizations. A thorough working knowledge of processes and systems such as iRAPS, FMIS 2k, FIMS+, STARS-HCM and Microsoft applications is required.

Contractor shall provide input and maintenance of FMS labor database, including bi-weekly input of FMS case and administrative timesheets, quarterly processing of FMS labor billings, and prepare monthly reports for issuance to DFAS requesting FMS administrative funding. Contractor shall advise management of all problems encountered and anticipated delays.

Contractor shall update designated budget data files in iRAPS, and create funding documents in FMIS 2k or FIMS+ under the direction of 01B personnel.

Contractor shall develop and maintain designated metric data using information from various sources such as STARS-HCM, iRAPS, FMIS 2k, and FIMS+ using Microsoft applications. Contractor shall track and report metrics for related budget execution functions performed, as defined in paragraph 3.5.1.2.2. of this PWS. Metrics shall be maintained at a current status and reported within established timelines.

Contractor shall document and maintain current desk procedures for all functions performed. All actions taken must be in accordance with applicable regulations and guidance, and with the concurrence of the SPAWAR 01B Rep.

3.5.1.2.1 TASK 5B Performance Standards.

- Demonstrate a working knowledge of SPAWAR 01B budget execution functions and applicable laws, regulations and instructions
- Demonstrate proficiency in the use of software applications and systems necessary to perform functions, including but not limited to iRAPS, FMIS 2k, FIMS+, STARS-HCM and all Microsoft applications
- Maintain current status logs in accordance with guidelines and meet established timelines
- Develop spreadsheets and briefing materials for SPAWAR 01B workload metrics meeting established timelines
- Provide a same day effective response to customer inquiries and provide problem resolution within one day from receipt of inquiry. No more than two complaints shall be made per month regarding courtesy and/or lost/late messages
- Maintain current documented desk procedures for all administrative functions performed
- Provide sufficient back-up contractor support for all functions. Back-up support is adequately trained and able to perform functions in the absence of assigned contractor personnel

3.5.1.2.2 TASK 5B Performance Metrics.

- Collect and maintain various metrics as required by SPAWAR 01B Client Rep

3.5.1.2.3 TASK 5B Deliverables.

| Report Name | Frequency |
|---|---------------------|
| DFAS FMS Administrative Funding Report | Monthly |
| Requirement Name | Frequency |
| FMS Labor Billings | Quarterly |
| Various designated worksheets, charts, graphs | As required |
| Updated Requirements Manuals | Issuance of updates |
| Desk Procedures | Quarterly |

- 4.0 DELIVERABLES. Deliverables shall be accomplished following prescribed guidance, using standard templates and formats, software such as Microsoft applications and Visio. Shared DFAS and DON documentation shall be acquired through DOD and DON websites when applicable.
- 5.0 OVERTIME - Overtime may be required in the tasks during peak processing and reporting time periods, and requires prior approval by the Task Order Manager.
- 6.0 PLACE OF PERFORMANCE - Contractor shall perform on-site Government location and off-site at contractor site location within a 30 minute commute to government site located on the Old Town Campus in San Diego, CA, with the prime contractor and potential subcontractor(s) collocated. On-site contractor personnel shall follow the same work schedule as the SPAWAR functional staff members in order to provide constant support to the command.
- 7.0 GOVERNMENT FURNISHED MATERIALS AND INFORMATION – For contractors located on government site, SPAWAR shall furnish access to the necessary equipment, data, information, and personnel to enable the contractor to complete tasks. For contractors performing off-site, Navy – Marine Corps Intranet (NMCI) seats shall be required to perform applicable functions.
- 8.0 SECURITY - A government personnel confidential level clearance is required to perform this work. Contractor will access and maintain systems and document files that contain sensitive financial data and privacy act information.
- 9.0 TRAVEL. The contractor shall travel to DOD or other federal agencies for attending required training, customer meetings and conferences, obtaining obligation and disbursement documentation, and expediting the processing of corrections. All travel shall be directed and approved in advance by SPAWARSYSCOM and shall be performed on an as needed basis.
- 10.0 WORKLOAD ESTIMATE. The following workload data is provided for informational purposes only to assist you in estimating the price for each TASK under this order. It in no way suggests that this is the effort required by this Task Order.

Estimate Annual FTE Hours 37,246

11.0 POINTS OF CONTACT.

11.1 SPAWAR Contracting Officer

[REDACTED]
Corporate Contracting Branch SPAWAR 02
COMSPAWARSYSCOM
4301 Pacific Highway, San Diego, CA. 92110-3127
(619) 524-7091, email [REDACTED]

11.2 SPAWAR Task Order Manager

[REDACTED]
Financial Analysis Branch, SPAWAR 01-43
COMSPAWARSYSCOM
4301 Pacific Highway, San Diego, CA. 92110-3127
(619) 524-7133, email [REDACTED]

11.3 SPAWAR Client Technical Representatives

11.3.1 TASK 1

[REDACTED]
Travel and Payroll Branch, SPAWAR 01-41
COMSPAWARSYSCOM
4301 Pacific Highway, San Diego, CA. 92110-3127
(619) 524-7119, email [REDACTED]

11.3.2 TASK 2

[REDACTED]
Funds Control Branch, SPAWAR 01-42
COMSPAWARSYSCOM
4301 Pacific Highway, San Diego, CA. 92110-3127
(619) 524-7119, email [REDACTED]

11.3.3 TASK 3

[REDACTED]
Financial Analysis Branch, SPAWAR 01-43
COMSPAWARSYSCOM
4301 Pacific Hwy, San Diego, CA. 92110-127
(619) 524-7133, email [REDACTED]

11.3.4 TASK 4

[REDACTED]
Deputy Financial Systems Division, SPAWAR 01-5
COMSPAWARSYSCOM
4301 Pacific Highway, San Diego, CA. 92110-3127
(619) 524-7123, email [REDACTED]

11.3.5 TASK 5

[REDACTED]
Budget Division, SPAWAR 01B
COMSPAWARSYSCOM
4301 Pacific Hwy, San Diego, CA. 92110-127
(619) 524-7103, email [REDACTED]