Performance Work Statement

705th Combat Training Squadron
Comprehensive Cost & Requirements (CCaR)
System Support Contract

Version Date: 19 May 26

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1. PURPOSE

1.1 For the 705th Combat Training Squadron (705 CTS) at Kirtland AFB, NM, the Contractor shall manage the 705 CTS Comprehensive Cost and Requirements (CCaR) System's database configuration, administration, and sustainment, develop and provide CCaR training tailored to the needs of organization personnel, and assist 705 CTS government financial management personnel with other daily financial management functions that aren't inherently governmental.

2. SCOPE/Task Definition

2.1 The 705 CTS requires a CCaR Business Analyst with the appropriate experience and "Certified CCaR Administrator" certification to manage the 705 CTS CCaR System database, which includes, but is not limited to, database configuration, daily reconciliation of Defense Finance and Accounting Service (DFAS) data, data input, generating various reports as needed, developing and presenting training to users, and providing functional and technical support.

2.2 Workload Estimate: It is estimated that all tasks in this PWS can be covered by one full-time analyst working at DMOC.

2.3 Appropriations: The 705 CTS is funded by multiple appropriations that include but is not limited to the following: USAF Research, Development, Test & Evaluation (3600) and USAF Operations & Maintenance (3400). DMOC also receives incoming funding from other organizations. All funding, regardless of source, is tracked in CCaR.

2.4 Accounting Systems: The 705 CTS currently operates in a dual processing environment where both the General Accounting & Finance System (GAFS), which is also referred to as BQ or Legacy, and the Defense Enterprise Accounting and Management System (DEAMS) are used to manage the organization's funding. When DEAMS was implemented in fiscal year 2019, Air Combat Command directed 705 CTS to utilize DEAMS for O&M travel and GPC. With a few minor exceptions where it makes sense to use DEAMS, GAFS is used for baseline O&M and RDT&E funding. All funding, whether processed through GAFS or DEAMS, is loaded in CCaR for execution and reporting. As of the date of this PWS, there is no interface between CCaRs and DEAMS, so the contractor will need to be familiar with processes to account for the DEAMS funding, funding documents, obligations, expenditures, etc. in CCaR.

2.5 Number of Users: The 705 CTS has approximately 10 CCaR users who manage their program requirements and budgets, prepare/coordinate financial documents, and generate reports and Business Management Review charts.

2.6 Assist With Daily Financial Management Functions That Aren't Inherently Governmental: The contractor will assist 705 CTS government financial management personnel with various financial management functions that aren't inherently governmental. Examples include, but are not limited to, researching/correcting DFAS posting errors, working open items on the Dormant

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Account Review Quarterly (DAR-Q), preparing funding documents, etc. Further details are provided in para 3.3.

3. REQUIREMENT(S)/DESCRIPTION OF SERVICE(S)

3.1. *CCaR Database Configuration, Management, and Sustainment*: The Contractor shall ensure the CCaR database is properly configured, managed, and sustained to include, but not necessarily limited to, the following tasks.

3.1.1 On-Site Functional and Technical Support: The contractor will be the primary CCaR expert within the 705 CTS and be responsible for accomplishing all tasks that must be done on a daily, weekly, monthly, quarterly, and/or annual basis to ensure the system is available for use by the 705 CTS. The contractor must be knowledgeable of all required/recommended tasks and execute them without government direction.

3.1.2 Lead/participate in discussions with the appropriate government personnel on how to best implement/configure CCaR features to provide the best support of 705 CTS business goals.

3.1.3 Analyze government proposed CCaR business process approval flows, budget definitions, business rules, user privileges, custom fields, definable general data fields, and other processes in CCaR to ensure they will work within the system. If the contractor determines that CCaR can't support the requested change or there is a better way of doing what the government wants, the contractor will provide those findings to the government for evaluation.

3.1.4 Adjust CCaR system capability by tailoring, updating, and/or changing the database structure when the 705 CTS business processes, procedures, or requirements necessitate.

3.1.5 Populate CCaR with user accounts, budget structures, custom field reporting, coordination, workflows, system settings, etc.

3.1.6 Maintain User Accounts and Privileges: As new users are identified, the Contractor will assist personnel with completing requirements to access the system along with needed permissions. The contractor will also routinely review user-IDs to ensure they are still required, the CCaR permissions are correct based on documentation used to create the account , and user-IDs for departed personnel are suspended and/or deleted. The contractor will notify the 705 CTS Technical Assurance Security Officer (TASO) of any issues pertaining to user-IDs that the contractor can't resolve.

3.1.7 If the database is unavailable or corrupt, the Contractor will notify the CCaR Helpdesk within 2 hours of discovery of the problem and follow-up until the situation is resolved. It is understood that the Contractor usually won't have any direct involvement in resolving actual database maintenance issues other than notifying the appropriate 705 CTS government POCs and routinely following up until the issue is satisfactorily resolved.

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3.1.8 The Contractor will prepare and submit Software Enhancement & Requirement (SER) requests to the appropriate office when bugs (i.e. malfunctions, defects, errors, failures, and/or problems) in the system are discovered or when desired system enhancements are identified.

3.1.9 Use the Reconciliation Module to ensure all CCaR and DFAS data is properly reconciled, to include current and prior years. It is desired that recon be done on a daily basis, but it can be done less than that, but at least twice weekly, if other tasks arise that prevent recon from being done on a daily basis.

3.1.10 Ensure contracts paid through the Mechanization of Contract Administration Services (MOCAS) are in balance with the data in CCaR.

3.1.11 Monitor the Document Coordination Report to ensure all documents are properly processed through the Funds Request & Certification (FRC) and/or DEAMS workflows in a timely manner.

3.1.12 Ensure the database is configured properly to meet the reporting requirements outlined in the SAF/AQ CCaR guidebook.

3.1.13 Coordinate with required government personnel to maintain the program tool within the CCaR database to ensure data is accurate for monthly interface to the Project Management Resource Tools (PMRT) Enterprise Analytics database.

3.1.14 Use the Budget Execution Report (BER) to identify and correct out-of-balance conditions between CCaR and DFAS data. On a weekly basis, the CCaR contractor will run the BER for the current and expired fiscal years for all 705 CTS CCaR budgets. The contractor shall review the BER for canceled fiscal years at least twice per month. The contractor will provide a report to 705 CTS government financial management personnel on a weekly basis that identifies out-of-balance conditions that the CCaR contractor is unable to resolve.

3.1.15 Provide the ability to use financial data within CCaR to automatically generate charts and reports. The Contractor, as requested, will generate and/or aide in the generation and/or formatting of the reports for the government.

3.1.16 Review CCaR records to ensure obligation and expenditure forecasting is up to date and balanced. The Contractor will work with 705 CTS project officers to update the forecasts as needed. This will be done on a monthly basis, usually near the end of the month, to ensure that forecasts are accurate before the monthly Business Management Review (BMR) charts are generated.

3.1.17 Keep the government informed of CCaR system updates, pending system changes, and policy changes that may result in the government having to change processes.

3.2 *CCaR Training*: As directed by the Government, the Contractor shall provide training throughout the life of the contract for the Government organization's personnel who use CCaR.

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The Contractor shall provide initial training to newly assigned personnel and other training as required, such as when there is a system change. The training will be tailored to meet the Government organization's unique processes and requirements and may consist of scheduled recurring training or one-on-one pop-up requirements. The Contractor shall meet with the Government within 30 days of the start of the contract to determine the types of recurring training required for the organization. Within 90 days of the start of the contract, the Contractor shall provide a training plan and syllabus for each the classes that will be provided. For each class conducted, the Contractor shall maintain a roster with a list of trainees, the type of training provided, and the date conducted. Anticipated training includes, but is not limited to, the following types:

3.2.1 General Overview – Provides a general overview of the CCaR system and is targeted towards individuals who initiate requirements and/or financial documents.

3.2.2 Approver – Targeted towards individuals whose primary role is to approve financial documents, budgets, forecasts, and requirements.

3.2.3 Finance, Contracting, and Program Managers - Comprehensive training for personnel covering all aspects of CCaR capabilities and processes.

3.3 *Assist with Daily Operations*: The Contractor shall assist 705 CTS government financial management personnel with daily financial management operations as described in paragraphs 3.3.1 thru 3.3.6 that may be directly or indirectly related to CCaR. The contractor will not be expected to perform any functions that are considered inherently governmental. It is desired that the Contractor possess a general knowledge of these tasks, but the government will provide training on tasks the contractor isn't familiar with.

3.3.1 Systems Access: The contractor will require access to financial systems, other than CCaR, to perform various duties as outlined in this PWS. The following is a list of systems currently used, but that could change as systems are introduced or retired. It is desired, but not mandatory, that the contractor has experience with all of these systems at the start of the contract, but the government can provide training as needed. Within 30 days of the start of the contract, the contractor will work with 705 CTS government financial management personnel to complete the actions needed to obtain access to the required systems.

- Defense Enterprise Accounting & Management System (DEAMS)
- General Accounting & Finance System (GAFS)
- Standard Material Accounting System (SMAS)
  - SMAS replaced the Integrated Accounts Payable System (IAPS)
- Procurement Integrated Enterprise Environment (PIEE) Modules
  - Electronic Data Access (EDA)
  - Shared Data Warehouse (SDW) – Query tool for MOCAS
- FM Suite – Open Document List (ODL) Module

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- Advana Financial Air & Space Team Resources (FASTR) Data Warehouse (FDW)
  - FDW replaced the Commanders Resource Integration System (CRIS))

3.3.2 Prepare/Submit Financial Documents in CCaR or DEAMS: As required, the Contractor will prepare and submit financial documents through CCaR or DEAMS for approval. The Contractor will not be responsible for approving documents. It is desired that the Contractor possess a basic knowledge of the various funding documents, but the government will provide training as needed. After training, the Contractor should be able to determine which funding document to use based on the requirement to be funded, what information should go on the funding document, and what type of supporting documentation should be attached. The following is a list of documents currently used by 705 CTS.

- AF 9 – Request for Purchase
- AF 406 – Miscellaneous Obligation Reimbursement Document
- AF 4009 – Government Purchase Card Fund Cite Authorization
- DD 448 – Military Interdepartmental Purchase Request
  - At some point, the DD 448 will be replaced by FS Form 7600B (United States Government Order Form).

3.3.2.1 DEAMS Funding Document Processing: Until there is an interface between CCaR and DEAMS, the CCaR Contractor may have to prepare some funding documents in DEAMS. In that case, after the document is certified, the Contractor will generate a PDF version of the certified document from DEAMS and then create a manual commitment document in CCaR that mirrors the DEAMS funding document. A copy of the certified DEAMS document and associated supporting documentation will be attached to the manual commitment document in CCaR.

3.3.3 Prepare/Submit AF 1269, "Target Load Sheet": As required, the Contractor will utilize CCaR to prepare AF 1269s to load funding targets or adjust targets based on information provided by 705 CTS government financial management personnel. Upon completion of the document, the Contractor will route the document through CCaR for approval. The Contractor will not be responsible for approving the AF 1269 or posting the target adjustments in the General Accounting and Finance System (GAFS).

3.3.3.1 DEAMS Target Load Processing: Until there is an interface between CCaR and DEAMS, the CCaR Contractor may be asked to prepare DEAMS target loads manually on an AF 1269-D. The Government will approve the AF 1269-D and post the target load in DEAMS. After the AF 1269-D is approved, the CCaR contractor will create a duplicate of the target load in CCaR so that all funding is reported in CCaR.

3.3.4 Dormant Account Review Quarterly (DAR-Q) / Follow-up on Unliquidated Obligations: The Contractor will assist 705 CTS government financial management personnel in researching

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current and prior year funding documents with unliquidated balances to determine if the balances are valid or can be deobligated. The research may involve identification of DFAS posting errors and initiation of corrective actions or contacting other organizations, contracting offices, and/or the Defense Contract Management Agency (DCMA) to obtain the status of the funding. The Contractor may be required to use FM Suite to enter status updates for line items on the DAR-Q (formerly referred to as the Tri-annual Review (TAR)) and/or the Open Document List (ODL).

3.3.5 Post Various Financial Documents in CCaR: The Contractor will assist 705 CTS government financial management personnel with posting various financial documents in CCaR. Examples include, but are not limited to, obligations (MIPR acceptances and contract mods) and expenditures (contractor invoices) documents.

3.3.6 Research Errors: As required, the Contractor will assist 705 CTS government financial management personnel in researching DFAS posting errors, identifying the appropriate corrective actions, and preparing documentation to submit to DFAS to post the corrective action.

3.4 *Other Requirements*:

3.4.1 Protection of Personally Identifiable Information (PII): The Contractor may have access to, and utilize PII (also referred to as Privacy Act Information) in the performance of his/her duties. The Contractor will protect PII in accordance with applicable regulations and organizational policies. Upon the start of the contract, the Contractor will obtain PII training from the 705 CTS Security Manager or government point of contact.

3.4.2 Participation in Government Exercises/Drills: As required, the Contractor shall take appropriate action in military exercises/drills conducted in the facility or on Kirtland AFB, NM. Common examples are fire drills or active shooter exercises where the Contractor must evacuate the facility and meet at the assigned assembly area outside the facility. Other exercises might require the Contractor to show additional identification before entering the facility or prohibit the Contractor from leaving the facility or base for the duration of the scenario.

3.4.3 The Contractor shall practice utilities conservation. The Contractor shall be responsible for using practices that prevent the waste of utilities to include the following:

3.4.3.1 Lights shall be used only in areas where and when work is being performed.

3.4.3.2 Mechanical equipment controls for heating, ventilation, and air conditioning systems shall not be adjusted by the Contractor unless authorized.

3.4.3.3 Water faucets or valves shall be turned off after the required use has been accomplished.

3.4.3.4 Government equipment (i.e., telephone, computer) shall be used only for official Government business.

3.4.4 Safety Requirements: In performing work under this contract, the Contractor shall:

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3.4.4.1 Conform to the safety requirements contained in the contract for all activities related to the accomplishment of the work.

3.4.4.2 Take immediate precautions, as the Contracting Officer may reasonably require, for safety and mishap prevention purposes.

3.4.4.3 Provide protection of Government property to prevent damage during the period of time the property is under the control or in possession of the Contractor.

3.4.4.4 Record and report promptly (within one duty day) to the Contracting Officer or designated Government safety representative, all available facts relating to each instance of damage to Government property or injury to either Contractor or Government personnel.

3.4.4.5 In the event of an accident/mishap, take reasonable and prudent action to establish control of the accident/mishap scene, prevent further damage to persons or property, and preserve evidence until released by the accident/mishap investigative authority through the contracting officer.

3.4.4.6 If the Government elects to conduct an investigation of the accident/mishap, the Contractor shall cooperate fully and assist Government personnel in the conduct of investigation until the investigation is completed.

4. CONTRACTUAL REQUIREMENTS

4.1 *Place of Performance*:

4.1.1 The Contractor shall perform tasks specified in this PWS at 705 CTS, Building 942, 4500 Aberdeen Dr., Kirtland AFB, NM 87117 as well as other facilities on the base to interact with Comptroller, Contracting, Base Communications, and other personnel as necessary.

4.1.2 The 705 CTS is a geographically separated unit of the 505th Command and Control Wing at Hurlburt Field, FL and the 505th Combat Training Group at Nellis AFB, NV. The contractor may have to communicate with personnel at these locations concerning financial information. Travel to those locations is not expected.

4.1.3 Teleworking: Normally, all work will be performed at the 705 CTS facility. Teleworking is not an option under this contract, except in unusual circumstances such as social distancing due to pandemic, the facility is closed for renovations, weather, or other unusual circumstances. In those cases, the Contractor is expected to be able to telework from home, or other suitable location, with minimal impact on the performance of duties.

4.2 *Hours of Operation*:

4.2.1 Contractor personnel are expected to conform to customer agency normal operating hours. The normal duty hours are between 7:00 a.m. to 4:00 p.m. Mountain Standard Time, Monday-

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Friday, exclusive of Federal holidays, with a 1-hour lunch period. If the Contractor would like a slightly different schedule, that can be coordinated through the Contracting Officer's Representative (COR), as long as 8 hours are worked. For example, the Contractor may request a duty day of 6:30 a.m to 3:00 p.m. (8 hours work with 30 minute lunch).

4.2.2 Federal Holidays: The following are the regularly scheduled Federal Holidays as of the date of this PWS, and the Contractor is not expected to work on these days. Other, unscheduled holidays declared by the President, such as Christmas Eve some years, are not considered holidays for the Contractor, and work will be performed as scheduled.

Federal Holidays	
New Year's Day	Labor Day
Martin Luther King, Jr. Holiday	Columbus Day
President's Day	Veteran's Day
Memorial Day	Thanksgiving Day
Juneteenth	Christmas
Independence Day	

4.2.3 Contract Periods of Performance (PoPs): The following table lists the Periods of Performance for the contract base and option years.

Contract Period	Dates
Phase-in Period (If Needed)	18-20 February 2027
Base Year	21 February 2027 – 20 February 2028
Option Year 1	21 February 2028 – 20 February 2029
Option Year 2	21 February 2029 – 20 February 2030
Option Year 3	21 February 2030 – 20 February 2031
Option Year 4	21 February 2031 – 20 February 2032

4.2.3.1 *Phase In Period*:

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4.2.3.1.1 Ensure a smooth transition from the previous contract through a two-week (10 business days) transition period. The phase in period will not be required if the incumbent contractor wins the follow-on contract, or if the employee working on the current contract changes companies and will continue to perform the work on the follow-on contract.

4.2.3.1.2 The phase in contractor will be allowed access to the facility to familiarize supervisors, key personnel, and staff with equipment, facilities, and requirements. However, such access shall not interfere with the production efforts of phase out personnel. To preclude such interference, arrangements for access to government facilities shall be made with the Contracting Officer Representative (COR).

4.2.3.1.3 Accomplish all security requirements for incoming contractor personnel IAW this PWS.

4.2.3.1.4 A joint review of open issues in each function is conducted. A complete understanding of each issue and any corrective actions taken is achieved.

4.2.3.1.5 Participate in a full site orientation.

4.2.3.1.6 Contractor is prepared to assume contract requirements upon completion of phase in period.

4.2.3.2 *Phase Out*: During the last two weeks (10 business days) of the period of performance on this contract, the contractor will provide transition assistance to the new contractor. The phase out period will not be needed if the incumbent contractor is awarded a follow-on contract, if the employee performing the work on the current contract changes companies and will continue to perform the work on the follow-on contract, or if the effort will be performed by the Government. The incumbent contractor will explain all aspects of 705 CTS's use of CCaR to include, but not limited to, CCaR record structure, budgets, workflows, processing of financial documents, report generation, project databases, etc. The work associated with the transition assistance will be part of the incumbent contractor's regularly priced work, and no additional hours/funding will be authorized. During this Phase Out period, the incumbent contractor will be fully responsible for the operation of the CCaR system.

4.3 *Government Furnished Property / Supplies / Equipment*: The following outlines what the government will provide for all onsite contractor personnel who support the tasks identified in this PWS and what the Contractor is responsible for providing to its employees. The Contractor shall comply with government procedures for use of equipment/services.

4.3.1 The government shall furnish the following at no expense to the Contractor: office or cubicle within the 705 CTS facility at Kirtland AFB, NM, desk with chair, telephone, Automated Data Processing Equipment (i.e., laptop or desktop, 2 monitors, etc.), office automation software (i.e., Microsoft Office, Adobe Acrobat, etc.), a government e-mail account, access to Internet, and other minor office equipment (i.e., calculator).

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4.3.2 The government will provide routine administrative Information Technology (IT) support to resolve problems with government provided equipment, networks, etc.

4.3.3 Contractor Furnished Equipment: The Government will not modify facilities to accommodate contractor-owned equipment or supplies.

4.3.4 Office Supplies: The Contractor will provide its employees with standard office supplies, such as pens, notebooks, etc. The government will provide paper for multi-function devices (printers / copiers) that the contract employee will use.

4.4 *Non-Personal Services*:

4.4.1 The Government will neither supervise contractor employees nor control the method by which the contractor performs the required tasks. Under no circumstances shall the Government assign tasks to, or prepare work schedules for, individual contractor employees. It shall be the responsibility of the contractor to manage its employees and to guard against any actions that are of the nature of personal services or give the perception of personal services. If the contractor feels that any actions constitute, or are perceived to constitute personal services, it shall be the contractor's responsibility to notify the Contracting Officer immediately. These services shall not be used to perform work of a policy/decision making or management nature (i.e., inherently Governmental functions). All decisions relative to programs supported by the contractor shall be the sole responsibility of the Government.

4.5 *Contractor Identification and Security Requirements*:

4.5.1 Entry into the 705 CTS facility requires the Contractor to have a SECRET clearance verifiable through the Defense Information System for Security (DISS). The Contractor shall provide and maintain any clearances required for this contract.

4.5.2 The Contractor shall receive a Common Access Card (CAC) through the Contractor Verification System.

4.5.3 The Contractor shall receive a 705 CTS badge that allows access to the facility during the period of performance of the contract. The Contractor will contact the 705 CTS security office on the first day to start the process for issuance of the badge.

4.5.4 For computer Internet or Intranet access, the Contractor shall contact the 705 CTS Network Operations Center (NOC) and follow local procedures to gain network access.

4.5.5 Contractor personnel shall complete the Cyber Awareness Challenge course (or future iterations of the training course) prior to being allowed computer access. The training will be completed upon the initial start date and then annually, thereafter.

4.5.6 If the Contractor's employee will no longer perform work under this contract (i.e. employee quits or is fired), the Contractor will ensure the employee's CAC, 705 CTS access

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badge, and any other government-issued badges are obtained from the employee and returned to the 705 CTS within one business day. Upon completion or termination of the contract, all badges will be returned to the COR or other government designee prior to the final invoice being paid.

4.5.7 Handling of Classified Data: It is not expected that the Contractor will handle classified data as part of his/her normal CCaR duties, but the contractor may be exposed to classified data during commander's calls, staff meetings, or other forums. The Contractor shall ensure that classified data is handled in accordance with appropriate AF and DoD security regulations. Compliance with the current DD Form 254, Department of Defense Contract Security Classification Specification, is required.

4.5.8 The contractor will complete mandatory security training as directed by the 705 CTS Security Manager. The training could be presented in person at mass briefings or through electronic means such as PowerPoint presentations that are e-mailed to squadron personnel to read.

4.6 *Performance Reporting*:

4.6.1 The contractor's task order performance will be monitored by the Government and reported in Contractor Performance Assessment Reports (CPARs) or a Customer Survey, depending on the dollar amount of the contract. Performance standards shall include the contractor's ability to provide or satisfy the following:

- Provide satisfactory solutions to requirements with the necessary customer support
- Provide solutions and services that meet or exceed specified performance parameters
- Deliver timely and quality deliverables to include accurate reports and responsive proposals
- Ensure solutions to requirements are in compliance with applicable policy and regulation

4.7 *Program Management / Project Management*:

The contractor shall identify a Program Manager or a Project Manager who shall be the primary representative responsible for all work awarded under this contract, participating in Program/Project Management Reviews, and ensuring all standards referenced herein are adhered to. This person would be the primary POC that the COR would contact to discuss con

4.7.1 Services Delivery Summary

4.7.1.1 Reference Section 5 Services Delivery Summary, of this Task Order PWS for specific performance objectives.

4.7.1.2 The contractor's performance at the contract level will be assessed monthly by a process that measures success towards achieving defined performance objectives. The Services Delivery

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Summary will be in accordance with DAFI 63-138 and RFO Subpart 37.1, Performance-Based Acquisition.

4.7.1.3 Quality Control and Assurance. Develop and maintain a quality program to ensure contracted services are performed in accordance with this PWS. Implement procedures to identify and ensure non-recurrence of defective services.

4.7.1.4 In accordance with RFO 52.246-4 Inspection of Services-Fixed-Price, the contractor shall establish and maintain a complete Quality Control Plan to ensure the requirements of the contract are provided as specified. One copy of the contractor's Quality Control Plan shall be provided to the contracting officer and Quality Assurance Personnel (QAP) not later than the pre-performance conference. An updated copy must be provided to the contracting officer and the QAP on the contract start date and as changes occur. The plan shall include:

4.7.1.4.1 A description of the inspection system covering all the services listed on the Service Summary (SS) of the PWS. Description shall include specifics as to the areas to be inspected on either a scheduled or unscheduled basis, how often inspections will be accomplished, and the title of the individual(s) who will perform the inspection. Additionally, control procedures for any government provided keys or lock combinations should be included.

4.7.1.4.2 A description of the methods to be used for identifying and preventing defects in the quality of service performed.

4.7.1.4.3 A description of records to be kept to document inspections and corrective or preventive actions taken. This documentation shall be made available to the government throughout the term of the contract.

4.7.1.4.4 The records of inspection shall be kept and made available to the government throughout the contract performance period and for the period after contract completion until final settlement of any claims under this contract.

4.7.1.4.5 The Contractor's inspection instructions, auditing, and testing must be prescribed by clear, complete, and current instructions. The inspection instructions must include the specific criteria for approval and rejection of services that shall be used in each inspection or audit; checklists may be used for this purpose. Audit/inspections must be scheduled and completed IAW the schedule. If deviations from the schedule are necessary, documentation is available to show why with a re-schedule date established.

4.7.1.4.6 Keep current and make available to the government for review upon request within forty-eight (48) hours of request.

4.7.1.4.7 Maintain records of all audits and inspections. The records must indicate the nature and number of observations, the number and type of deficiencies found, and the nature of corrective action

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taken as appropriate. Make quality records available to the government for review upon request within forty-eight (48) hours of request.

4.7.2 Task Order Management

4.7.2.1 The contractor shall establish and provide a qualified workforce capable of performing the required tasks. The workforce may include a project/task order manager who will oversee all aspects of the task order. The contractor shall use key performance parameters to monitor work performance, measure results, ensure delivery of contracted product deliverables and solutions, support management and decision-making and facilitate communications. The contractor shall identify risks, resolve problems and verify effectiveness of corrective actions. The contractor shall institute and maintain a process that ensures problems and action items discussed with the Government are tracked through resolution and shall provide timely status reporting. Results of contractor actions taken to improve performance shall be tracked, and lessons learned incorporated into applicable processes. The contractor shall establish and maintain a documented set of disciplined, mature, and continuously improving processes for administering all contract and Task Order efforts with an emphasis on cost efficiency, schedule, performance, responsiveness, and consistently high-quality delivery. The contractor shall provide transition plans as required.

4.7.3 Documentation and Data Management

4.7.3.1 The contractor shall establish, maintain, and administer an integrated data management system for collection, control, publishing, and delivery of all program documents. The data management system shall include but not be limited to the following types of documents: Deliverables, White Papers, Status Reports, Audit Reports, Agendas, Presentation Materials, Minutes, Contract Letters, and Task Order Proposals. The contractor shall provide the Government with electronic access to this data, including access to printable reports.

4.7.4 Records, Files, and Documents

4.7.4.1 All physical and electronic records, files, documents, and work papers generated by the Contractor in performance of this PWS shall become and remain Government property and be maintained and disposed of IAW AFMAN 33-363, Management of Records; AFI 33-364, Records Disposition – Procedures and Responsibilities; the Federal Acquisition Regulation, and/or the Defense Federal Acquisition Regulation Supplement, as applicable. Nothing in this section alters the rights of the Government or the contractor with respect to patents, data rights, copyrights, or any other intellectual property or proprietary information as set forth in any other part of this PWS or the Application Services contract of which this PWS is a part; including all clauses that are, or shall be included or incorporated by reference into the contract.

4.7.4.2 In the performance of this contract, the Contractor will create official records that he/she will file in accordance with Government file plans. Some official records may be automatically filed within CCaR at the time they are generated (i.e., funding documents and associated supporting

documents) and others may have to be filed on a Government shared drive (i.e., various reports). Upon the start of the contract, the Government will brief the Contractor on procedures for filing records. If requested by the Government, the Contractor shall provide the original record or a reproducible copy of any such record within two working days of receipt of the request.

4.7.5 Physical Security:

4.7.5.1 The Contractor shall be responsible for safeguarding all Government property provided for the Contractor's use. At the close of each work period, Government facilities, property, and materials shall be secured in accordance with local procedures.

4.7.5.1.1 Key Control. The Contractor shall establish and implement methods of ensuring that all keys, key cards, and/or badges issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons. No keys, key cards, and/or badges issued to the contractor by the government shall be duplicated. Keys, key cards, and/or badges are the property of the government, and it is the Contractor's responsibility to return them to the government when the contractor no longer requires access to the facility.

4.7.5.1.1.1 The Contractor shall immediately report the loss of a key, key card, or badge to the 705 CTS Security Manager, Contracting Officer, Contracting Officer's Representative, or other government designee.

4.7.5.1.1.2 The Contractor shall prohibit the use of keys issued by the Government by any persons other than the Contractor.

4.7.5.2 Transmission of Classified Material: It is unlikely that the contractor will transmit classified material or data in the performance of this PWS, however, if it is needed, the contractor shall transmit and deliver classified material/reports IAW the National Industrial Security Program Operating Manual (DoD 5220.22-M). See the 705 CTS Security Manager for additional instructions.

4.7.5.3 Protection of System Data: Unless otherwise stated in the task order, the contractor shall protect system design-related documents and operational data whether in written form or in electronic form via a network in accordance with all applicable policies and procedures for such data, including DoD Regulation 5400.7-R DOD Freedom of Information Act Program and DoD Manual 5200.01(v1-v4) to include latest changes, and applicable service/agency/ combatant command policies and procedures. The contractor shall protect system design related documents and operational data at least to the level provided by Secure Sockets Layer (SSL)/Transport Security Layer (TSL)-protected web site connections with certificate and or user ID/password-based access controls. In either case, the certificates used by the Contractor for these protections shall be DoD or Intelligence Community (IC) approved Public Key Infrastructure (PKI) certificates issued by a DoD or IC approved External Certification Authority (ECA) and shall make use of at least 128-bit encryption.

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4.7.5.4 System and Network Authorization Access Requests: Contractor personnel requiring access to Department of War (DoW), Defense Information Systems Agency, Air Force, or other agency systems / networks will complete the necessary documentation to obtain access. The necessary documentation may be a DD Form 2875 (System Authorization Access Report (SAAR) or electronic equivalent, such as SailPoint.

4.7.6 Travel

4.7.6.1 Travel is unlikely but may be required in support of this PWS. Option CLINs with a Not-to-Exceed cost will be included in the contract and exercised if needed. If travel is required, the contractor shall coordinate specific travel arrangements with the individual Contracting Officer or Contracting Officer's Representative to obtain advance, written approval for the travel to be conducted. The contractor's request for travel shall be in writing and contain the dates, locations and estimated cost of the travel.

4.7.6.2 If any travel arrangements cause additional costs to the task order that exceed those previously negotiated, written approval by CO is required, prior to undertaking such travel. Costs associated with contractor travel shall be in accordance with RFO 31.205-46, Travel Costs. The contractor shall travel using the lowest cost mode of transportation commensurate with the mission requirements. When necessary to use air travel, the contractor shall use the tourist class, economy class, or similar accommodations to the extent they are available and commensurate with the mission requirements. Travel will be reimbursed on a cost reimbursable basis; no profit or fee will be paid.

4.7.7 Other Direct Cost (ODC): The contractor shall identify ODC and miscellaneous items as specified in each task order. No profit or fee will be added; however, DCAA approved burden rates are authorized.

4.8 *Contractor Employee Training*: Contractor personnel are required to possess the skills necessary to support their company's minimum requirements of the labor category under which they are performing. Training necessary to meet minimum requirements will not be paid for by the Government or charged to TOs by contractors.

4.8.1 Mission-Unique Training: In situations where the Government organization being supported requires some unique level of support because of program/mission-unique needs, then the contractor may directly charge the TO on a cost reimbursable basis. Unique training required for successful support must be specifically authorized by the Contracting Officer (CO) or COR. Labor expenses and travel-related expenses may be allowed to be billed on a cost reimbursement basis. Tuition/Registration/Book fees (costs) may also be recoverable on a cost reimbursable basis if specifically authorized by the CO or COR. The agency requiring the unique support must document the TO file with a signed memorandum that such contemplated labor, travel, and costs to be reimbursed by the Government are mission essential and in direct support of unique or special requirements to support the billing of such costs against the TO.

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4.8.2 Other Government-Provided Training: The contractor's employees may participate in other Government provided training, on a non-discriminatory basis as among contractors, under the following circumstances:

- The contractor employees' participation is on a space-available basis,
- The contractor employees' participation does not negatively impact performance of this task order,
- The Government incurs no additional cost in providing the training due to the contractor employees' participation.

4.9 *Section 508 of the Rehabilitation Act*

4.9.1 The Contractor shall meet the requirements of the Access Board's regulations at 36 CFR Part 1194, particularly 1194.22, which implements Section 508 of the Rehabilitation Act of 1973, as amended. Section 508 (as amended) of the Rehabilitation Act of 1973 (20 U.S.C. 794d) established comprehensive requirements to ensure: (1) Federal employees with disabilities are able to use information technology to do their jobs, and (2) members of the public with disabilities who are seeking information from Federal sources will be able to use information technology to access the information on an equal footing with people who do not have disabilities.

4.10 *Continuation of Essential Contractor Services During Crisis Declared by the President of the United States, the Secretary of Defense, or Overseas Combatant Commander*

4.10.1 This requirement is not considered mission essential.

4.11 Publications: Compliance with all publications, regulations, and operating instructions provided by the Government is required when:

4.11.1 They pertain to the procedures for materials expediting herein and where the Contractor is authorized by the statement of work to accomplish the work specified in the publication, regulation, or operating instructions.

4.11.2 The publications prescribe USAF policies, use of materials and procedures and processes applicable to the work requirements.

4.11.3 The Contractor is required to acquire and perform work based on the latest version of the publication.

5. SERVICES DELIVERY SUMMARY

SS #	PERFORMANCE OBJECTIVE	PWS REFERENCE	PERFORMANCE THRESHOLD

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SS-1	Contractor assures customer satisfaction	3.0	Performance is acceptable when no more than two (2) verified formal customer complaints/contract discrepancy reports occur per year. The Contractor must resolve customer complaints within ten (10) working days of receipt. Performance is unacceptable when three (3) or more verified customer complaints occur per year.
SS-2	Deliverables and reports are completed in an accurate and timely manner.	6.0	Performance is acceptable when the document has no more than two (2) sets of corrections required and all corrections must be submitted within one (1) working day of the suspense.
SS-3	Accuracy of CCaR data	3.1 3.3	Performance is acceptable when no more than five (5) errors are identified during the monthly audit of financial data (i.e., commitments, obligations, expenditures, contract values, etc.). Errors will be corrected within one business day unless an extension is granted by the 705 CTS government CCaR lead.

6. DELIVERABLES

6.1 The contractor shall deliver the following data and reports as required:

Number	Title	Date	Addressee / Copies
A001	Monthly Status Report: Report includes, but is not limited to, tasks completed, system upgrades completed and pending, a list of new Software Enhancement & Requirement (SER) changes submitted during the month and the status of previously submitted SERs that haven't been resolved, funds status, and any other information the contractor deems necessary.	Submit NLT 5 workdays after the end of each month.	705DMCFM@us.af.mil – 1 copy

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A002	Monthly Budget Management Review (BMR) Charts: Report will capture financial data as of the last business day of the previous month, and it will include, but not be limited to, stoplight charts, snake charts, and detail charts for each current fiscal years' CCaR budgets.	Submit NLT 3 work days after the end of each month.	705DMCFM@us.af.mil – 1 copy
A003	Meeting with 705 CTS COR to determine training topics.	Within first 30 days of contract start date	705DMCFM@us.af.mil – 1 copy
A004	Contractor shall provide a training plan and syllabus for each of the classes that were agreed to in deliverable A003.	Within first 90 days of contract start date	705DMCFM@us.af.mil – 1 copy

7. APPLICABLE STANDARDS AND REFERENCES

7.1 *Corporate & CCaR Analyst Experience / Requirements*

7.1.1 Corporate Experience / Requirements: Within the past 10 years, the contractor actually providing the CCaR support, whether it is a prime or sub-contractor, shall have five (5) or more years of "direct" corporate experience with management and administration of CCaR within DoW organizations and understanding of United States Air Force Financial Management policies, procedures, and systems. "Direct" corporate experience means that the company has actively supported DoW agencies with the management and administration of CCaR and has a pool of qualified CCaR personnel on staff with the "Certified CCaR Administrator" certification that can temporarily backfill the position at the 705 CTS if needed (i.e., the employee at the 705 CTS quits or is out for an extended period of time).

7.1.2 CCaR Analyst Knowledge, Skills and Abilities:

7.1.2.1 The CCaR Analyst(s) shall be a "Certified CCaR Administrator," which is a certification obtained from Integrated Data Services, Inc. Per SAF/AQ policy, personnel must have the certification prior to being granted administrative rights to a CCaR database. CCaR certifications from other companies will not be accepted. A copy of the "Certified CCaR Administrator" certificate shall be included with the proposed employee's resume as part of the contractor's proposal.

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7.1.2.2 The CCaR Analyst shall have at least three (3) years of hands-on experience with CCaR and at least one (1) year as a "Certified CCaR Administrator". The employee must be proficient in performing the duties outlined in paragraph 3 of this PWS.

7.1.2.3 It is desired that the proposed employee be familiar with other Air Force financial management systems identified in paragraph 3.3.1.

7.1.2.4 It is desired that the proposed employee has a basic understanding of Air Force financial management policies, accounting structure, and the various financial documents referenced in paragraph 3.3.2.

7.1.2.5 The proposed employee shall be proficient with the Microsoft suite of software to include Excel, PowerPoint, Word, and Outlook.

7.3 *Office/Work Area Appearance*: Those areas provided for contractor use shall present an orderly appearance. The contract personnel shall ensure these areas are tidy and any decorations present a professional modest appearance in keeping with Contractor safety and business policies. Contract employees shall maintain good personal hygiene and well-groomed professional appearance.

7.4 *Government Endorsement*: The Government may not offer the Contractor signs of recognition or appreciation for exceptional performance. The Air Force is prohibited from providing awards to individuals or entities in a profit making or commercial relationship (AFI 36-1004). Should the contractor be mentioned in team awards with Government employees, these actions shall not constitute Government acceptance of the Contractor's performance unless made in writing to the Contracting Office. Contractors shall not represent themselves as endorsed by the Government in any manner, including any marketing or promotional materials.

7.5 *Restriction on the Use of Government-Affiliated Personnel*: The Contractor shall not employ any person who is an employee of the United States Government if the employment of that person would create a conflict of interest. The Contractor shall not employ any person who is an employee of the Department of War, either military or civilian, unless such person seeks and receives approval in accordance with Title 5, USC, Section 5536, DoD 5500.7-R (1993), as amended, and service directives. The Contractor shall notify the ordering Contracting Officer if a prospective employee is the spouse or family member of a Government employee.

7.6 *Personnel shall read, understand, speak, and write English fluently and proficiently*.

8. ORGANIZATIONAL CONFLICT OF INTEREST (OCI). Contractor and subcontractor personnel performing work under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent Organizational Conflict of Interest (OCI) as defined in RFO Subpart 9.5. The Contractor shall notify the CO immediately whenever

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it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the CO to avoid or mitigate any such OCI. The Contractor's mitigation plan will be determined to be acceptable solely at the discretion of the CO and in the event the CO unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the CO may affect other remedies as he or she deems necessary, including prohibiting the Contractor from participation in subsequent contracted requirements which may be affected by the OCI.

9. INVOICES. The Contractor shall follow invoicing instructions per Section G of the Task Order.

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