Performance Work Statement
[Includes associated Performance Requirements Summary (PRS) and Deliverables]

PERFORMANCE WORK STATEMENT (PWS)

U.S. Army Central (USARCENT) Defense Travel System (DTS) Service Requirement
10 June 2026

Part 1
General Information

1. General: This is a non-personal services contract to provide Defense Travel System (DTS) administration and technical support for Headquarters, U.S. Army Central (USARCENT). The Government shall not exercise any supervision or control over the contract service providers (CSPs) performing the services herein. Such CSPs shall be accountable solely to the Contractor who, in turn, is responsible to the Government for the management and accountability of its employees.

1.1 Description of Services/Introduction: Description of Services/Introduction: The Contractor shall provide all personnel, management, and non-personal services required to perform USARCENT Defense Travel System (DTS) Administration as defined in this PWS. The Contractor shall furnish all resources necessary to meet the performance standards outlined herein, except for those specific items expressly identified as Government-Furnished Property (GFP) or Services (GFS) in Part 4 of this contract.

1.2 Background: The USARCENT G8 is the lead proponent for the implementation and oversight of the Defense Travel System (DTS) throughout the command. To maintain operational readiness, the G8 requires dedicated, full-time technical and administrative support to manage system configurations, provide technical troubleshooting, deliver personnel training, and assist with data entry and reconciliation.

1.3 Objectives: The primary objective is to obtain expert technical and administrative support for the comprehensive management of Defense Travel System (DTS) operations across HQ USARCENT. The Contractor shall assist the Government in maintaining system integrity, ensuring strict adherence to the Joint Travel Regulations (JTR), and facilitating the efficient processing of travel requirements to sustain mission readiness.

1.4 COR Authority Disclaimer: Contracting Officer's Representative (COR) Authority: The COR will be identified by a separate designation letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is NOT authorized to change any of the terms and conditions of the resulting contract, including the scope or price. A change in the scope of work or price must be authorized by a formal written modification issued by the Contracting Officer (KO). Any work performed by the Contractor outside the scope of this PWS, without written authorization from the KO, is performed at the Contractor's own risk and may be deemed a voluntary service.

1.5 Scope:

1.5.1 Contract Level and Contract Management: The Contractor shall provide all technical and functional management necessary to execute the requirements of this PWS. This includes internal productivity oversight, Quality Assurance (QA), and Configuration Management to ensure all deliverables and services meet the defined performance standards.

1.5.1.1 Management Plan: The Contractor shall provide a Contract Management Plan to the COR within thirty (30) days of contract award. This plan shall detail the Contractor's technical approach, organizational resources, and management controls used to meet the performance and schedule requirements defined in this PWS. The plan shall be updated annually or as significant changes occur.

1.5.1.2 Monthly Status Report (MSR): The Contractor shall submit a written MSR to the COR and the G8 no later than the 5th business day of each month. The MSR shall detail the previous month's performance, including quality assurance metrics, configuration management updates, security protocol compliance, and any technical challenges or system interface issues (e.g., DTS) encountered.

1.5.1.3 DTS Operations Support: The Contractor shall provide technical and administrative support for USARCENT DTS operations. The Contractor shall perform all non-inherently governmental functions required for system maintenance, troubleshooting, and user assistance as defined in the specific tasks of Part 5.

1.5.2 Automated Systems Subtasks:

1.5.2.1 Routing and Workflow Management: The Contractor shall provide technical management of the automated document approval systems (Routing Lists). The Contractor shall facilitate unimpeded document flow by proactively updating routing personnel, permissions, and organizational hierarchies in response to staff changes, deployments, or reassignments.

1.5.2.2 Technical Proficiency: The Contractor shall maintain advanced functional proficiency in the Microsoft Office Suite and associated Army financial reporting tools. This proficiency shall be used to develop technical reports, executive briefings, and training materials required for G8 oversight and user education.

1.5.2.3 Regulatory Compliance and Review: The Contractor shall maintain expert-level knowledge of the Joint Travel Regulations (JTR). The Contractor is authorized to perform technical reviews, data edits, and compliance examinations of travel authorizations, vouchers, and invoices.

1.5.2.3.1 Prohibition: The Contractor is strictly prohibited from exercising final approval or disapproval authority for Temporary Duty (TDY) travel or the certification of funds. These

remains Inherently Governmental Functions reserved for Government officials (e.g., Authorizing Officials and Certifying Officers).

1.6 Period of Performance: The period of performance shall be for a 10-day Transition Period, one (1) Base Year, and three (3) 12-month Option Years as follows:

Period	CLIN/Phase	Dates
Transition Period	CLIN 0001	01 August 2026 through 10 August 2026, or ten (10) calendar days from Notice to Proceed
Base Year	CLIN 0002	11 August 2026 through 31 July 2027
Option Year One	Option CLIN 1001	01 August 2027 through 31 July 2028
Option Year Two	Option CLIN 2001	01 August 2028 through 31 July 2029
Option Year Three	Option CLIN 3001	01 August 2029 through 31 July 2030

1.6.1. Recognized Holidays: Contractors are not required to perform services on listed holidays.

1. **New Year's Day**: January 1
2. **Birthday of Martin Luther King, Jr.**: Third Monday in January
3. **Washington's Birthday (Presidents' Day)**: Third Monday in February
4. **Memorial Day**: Last Monday in May
5. **Juneteenth National Independence Day**: June 19
6. **Independence Day**: July 4
7. **Labor Day**: First Monday in September
8. **Columbus Day**: Second Monday in October
9. **Veterans Day**: November 11
10. **Thanksgiving Day**: Fourth Thursday in November
11. **Christmas Day**: December 25
12. **Inauguration Day** *is also an official federal holiday, but it is only observed once every four years on January 20 following a presidential election).*
13. Holidays published through executive orders

1.6.2. Hours of Operation: The Contractor is responsible for conducting business between the hours of 0730–1630, Monday through Friday, excluding Federal holidays or when the

Government facility is closed due to local or national emergencies, administrative closings, or similar Government-directed shutdowns.

1.6.2.1. Alternative Work Schedules: In the event of inclement weather, base closures, or mission-essential emergencies, the COR may authorize the Contractor to adjust work hours or

perform work remotely (telework), provided the 40-hour work week is not exceeded and mission requirements are met. All such adjustments must be coordinated through the Contractor's Lead (Travel Clerk IV) to maintain the non-personal nature of the contract.

1.6.2.2. Reimbursement: The Contractor is responsible for managing and compensating its workforce during facility closures. As this is a Firm-Fixed-Price (FFP) contract, there will be no price adjustments or deductions due to temporary facility closures. Contractor personnel may be authorized by the COR or KO to perform work remotely (telework) or at an alternate site during such closures to ensure critical travel support and deliverables remain uninterrupted.

1.6.2.3. Continuity of Support: The Contractor shall maintain an adequate workforce at all times to ensure the uninterrupted performance of all PWS tasks. When hiring, the Contractor shall prioritize workforce stability and continuity as essential to mission success.

1.6.6. Overtime and Uncommon Tours of Duty: The Contractor shall obtain authorization from the Contracting Officer (KO) or their designated representative prior to any employee exceeding 40 hours per week.

1.6.6.1. Authorization Requirement: As this is a Firm-Fixed-Price (FFP) contract, the Contractor shall manage its workforce within the standard 40-hour workweek. Any overtime hours required to complete standard PWS tasks shall be borne solely by the Contractor at no additional cost to the Government. Any emergency or contingency surge labor requirements exceeding standard hours must be formally authorized under the Surge Labor CLIN (Section 1.6.6.3) via a formal written modification or technical direction from the Contracting Officer (KO).

1.6.6.2. Schedule Demands: Performance may require "uncommon tours," including nights, weekends, and Federal holidays, to support urgent mission requirements or OCONUS deployments.

1.6.6.3. Surge Labor and Emergency System Support: This contract includes a Surge Labor CLIN priced on an FFP basis Not-to-Exceed (NTE) 80 hours as specified in Section B. This CLIN is reserved exclusively for emergencies, contingencies, and unforeseen mission-critical requirements that exceed the scope of standard FFP performance. The Surge CLIN shall not be used to supplement or replace standard FFP performance obligations.

1.6.6.3.1. Authorized Labor Categories and Estimated Hours: The following labor categories and maximum estimated annual hours are authorized under the Surge CLIN. These estimates are provided for pricing purposes only. Actual hours will vary based on mission requirements and shall not exceed the NTE ceiling without a formal contract modification signed by the Contracting Officer (KO).

Labor Category	Estimated Annual Surge Hours (NTE)	Notes
Travel Clerk IV (LDTA)	80 hours	Complex system outages, OCONUS surge events, exercise support
Travel Clerk III (DTA)	80 hours	High-volume document backlogs, emergency out-processing support
Total NTE (Per Year)	160 hours	Across all surge events per performance period
The Government does not guarantee any minimum number of surge hours will be ordered. The Contractor shall not factor anticipated surge revenue into the FFP base price.		

1.6.6.3.2. Triggering Condition: Surge labor may only be authorized under the following specific conditions. The occurrence of increased workload alone does not constitute a surge event. The Contractor shall manage routine workload fluctuations, including the 20% volume increases identified in Attachment 1, within the FFP price:

(a) System-Wide Outage or Interface Failure: A confirmed DTS or GFEBS interface failure that prevents mission-critical travel obligations and requires after-hours or weekend technical resolution beyond the standard 40-hour workweek.

(b) Emergency Contingency Operations: A formally declared contingency, exercise, or deployment rotation that generates a documented workload volume exceeding 125% of the monthly baseline established in Attachment 1 (Estimated Workload Data) for two (2) or more consecutive weeks.

(c) Mission-Critical Backlog: A formally documented backlog of travel authorizations or vouchers that presents a risk to mission readiness, as determined in writing by the USARCENT G8 and COR, that cannot be resolved within standard working hours.

(d) Government-Directed Requirements: Any other requirement formally directed in writing by the Contracting Officer (KO) that falls outside the scope of the standard FFP performance obligations defined in this PWS.

Note: Routine end-of-fiscal-year volume increases, standard exercise cycles, and normal staffing fluctuations do not constitute triggering conditions and shall be managed within the FFP price.

1.6.6.3.3. Authorization Process: All surge labor must follow the formal authorization process below before any hours are worked:

(a) The COR shall submit a written Surge Labor Request to the KO identifying: (1) the specific triggering condition, (2) the labor category and estimated hours required, and (3) the anticipated start and end date of the surge event.

(b) The KO shall issue a formal written Technical Direction Letter or Modification authorizing the specific hours and labor categories before the Contractor begins any surge work.

(c) The Contractor shall not begin surge work based solely on verbal direction from the COR, G8, or any other Government personnel. Work performed without written KO authorization is a voluntary service for which the Contractor waives all rights to compensation per Section 1.26.3.1.

(d) The Contractor shall track all surge hours separately from FFP hours and report them in the Monthly Status Report (MSR) for the applicable period.

1.6.6.3.4. NTE Ceiling and Modification Requirement: The Contractor shall not exceed the NTE ceiling specified in Section B under any circumstances without a formal bilateral contract modification signed by the KO. When cumulative surge hours reach 75% of the annual NTE ceiling, the Contractor shall notify the COR and KO in writing so that the Government may assess whether a modification is required.

1.6.6.3.5. Corrective Action During Surge Events:

(a) When a system-wide error occurs that prevents mission-critical travel obligations, the Travel Clerk IV (Lead) shall provide a technical status update and a draft Corrective Action Plan to the G8 and COR within four (4) hours of outage discovery.

(b) The Contractor shall prioritize the manual technical review and reconciliation of all affected records until system integrity is restored.

(c) The Travel Clerk IV shall coordinate directly with the G8 and the designated GFEBS support team to identify the root cause on the DTS side and implement the necessary profile or LOA corrections.

1.7. Place of Performance:

1.7.1. Primary Location: The primary place of performance is HQ U.S. Army Central (USARCENT) / Third Army, Patton Hall (Building 1947), 1 Gabreski Drive, Shaw AFB, SC 29152.

1.7.2. Work Environment and Support: The Government will provide a designated on-site workspace at Patton Hall, including standard office furniture and access to basic office consumables (e.g., paper, toner) required for DTS document processing. The Government will provide all necessary facilities and administrative support for the duration of the contract.

1.7.3. Emergency Performance and Telework: In instances of inclement weather, local emergencies, base closures, or military non-duty days, the COR or G8 leadership may authorize situational remote performance (Telework).

1.7.3.1. Telework Plan: The Contractor shall provide a Telework Plan to the COR and G8 for approval within 30 calendar days of contract award. At a minimum, the plan shall address the following:

(a) Approved Work Locations. Remote performance is authorized only from:

(1) The Contractor's cleared facility (possessing a valid Facility Security Clearance (FCL) on file with DCSA), or

(2) A Government-approved alternate site coordinated through the COR and USARCENT G6. Personal residences are not authorized for remote performance unless expressly approved in writing by the Contracting Officer (KO) on a case-by-case basis.

(b) Equipment Requirements. All remote work shall be performed exclusively on Government-Furnished Equipment (GFE) using Government-provided VPN credentials. The use of personally owned devices, personal email accounts, or non-Government cloud storage for any contract-related data is strictly prohibited.

(c) PII and Sensitive Data Handling. During remote sessions, Contractor personnel shall not print, download, screenshot, or otherwise reproduce Government records containing Personally Identifiable Information (PII), Lines of Accounting (LOA), or budget data. All work products shall remain within the Government network environment.

(d) OPSEC Compliance. All remote work shall be conducted in accordance with the Contractor's approved OPSEC SOP (Section 1.14.1). Personnel shall ensure their remote work environment prevents unauthorized viewing of Government data (e.g., no public spaces, use of privacy screens).

(e) Incident Reporting. Any cybersecurity incident, unauthorized access attempt, or PII exposure occurring during remote performance shall be reported to the COR and USARCENT G6 within one (1) hour of discovery in accordance with Section 2.1 (Data Breach notification requirements).

1.7.3.2. Operational Continuity: During authorized remote performance, the Contractor shall ensure personnel use Government-Furnished Equipment (GFE) and VPN access to execute high-priority tasks from a secure location.

1.7.3.3. Accountability: The Contractor’s Lead (Travel Clerk IV) remains responsible for the communication protocols, deadlines, and overall productivity of all off-site personnel to ensure critical travel operations continue uninterrupted.

1.8. Type of Contract: The Government intends to award a Firm-Fixed-Price (FFP) contract

1.9. Anti-Terrorism (AT) Level I Awareness Training. All Contractor and subcontractor employees requiring access to Army installations, facilities, or controlled-access areas shall complete AT Level I Awareness Training within 10 calendar days of the contract start date (or the effective date of incorporation into the contract).

1.9.1. Certification: The Contractor shall submit certificates of completion for all personnel to the COR within 20 calendar days following the completion of training.

1.9.2. Access and Platform: Training is hosted on the Joint Knowledge Online (JKO) platform. The Contractor is responsible for ensuring all personnel maintain current certification as required by AR 525-13. Completion of this training is a prerequisite for the issuance of a Common Access Card (CAC) and installation access.

1.10. Access and General Protection/Security Policy and Procedures: The Contractor and all associated subcontractors shall provide all information required for background checks to meet installation access requirements. These checks will be conducted by the Installation Provost Marshal Office (PMO), Director of Emergency Services (DES), or the Security Office in accordance with Army Regulation 190-13.

1.10.1. Identity Verification: The Contractor workforce must comply with all personal identity verification requirements, including FAR clause 52.204-9. In accordance with the REAL ID Act, all personnel must possess a valid, federally recognized photo ID (e.g., REAL ID-compliant driver's license or U.S. Passport) for initial vetting and installation access.

1.10.2. Force Protection Conditions (FPCON): The Government may adjust security processes as FPCON levels change. The Contractor shall adhere to all increased security measures (e.g., 100% ID checks, vehicle inspections, or suspension of "Trusted Traveler" status) within 24 hours of notification.

1.10.3. Escort Authority: Contractor personnel are generally not authorized to escort unvetted visitors onto the installation. Any requirement for visitors must be coordinated through the COR and the Shaw AFB Visitor Control Center.

1.11. Common Access Card (CAC). The DoD issues the CAC as the primary identification for physical installation access and logical (network) access to DoD facilities and systems.

1.11.1. Application Process:

1.11.1.1. Forms: To obtain a CAC, the Contractor must complete DD Form 1172-2 (Feb 2025 Edition). The previous edition is obsolete.

1.11.1.2. Sponsorship: Contractors must be registered in the MP ICAM system by a designated Mission Partner Affiliation Sponsor (MPAS) or Sponsor Manager

(MPASM). The COR typically facilitates this process by verifying the applicant's need for access.

1.11.1.3. Validity: The completed form is valid for 90 days from the date of verification.

1.11.2. Background Requirements:

1.11.2.1. Investigations: In accordance with DoDI 5200.46, applicants must successfully submit a Tier 1 (T1) investigation (the current equivalent of the NACI) and pass an FBI fingerprint check.

1.11.2.2. Interim Issuance: A CAC may be issued on an interim basis once the FBI fingerprint check is favorably returned and the T1 investigation has been successfully submitted to the investigative service provider.

1.11.3. Eligibility and Revocation:

1.11.3.1. Adjudication: Full CAC eligibility requires a favorable adjudication of the T1 investigation. If the investigation results in an unfavorable adjudication, the CAC will be revoked.
1.11.3.2. Lifecycle Management: The Contractor's Program Manager is responsible for the immediate recovery and return of all CACs upon an employee's departure or contract completion.

1.12. iWATCH Training. The Contractor and all associated subcontractors shall brief all employees on the local iWATCH program. This training shall follow the standards provided by the USARCENT Anti-Terrorism Officer (ATO) and is designed to educate personnel on identifying and reporting suspicious activity.

1.12.1.1. Timeline: iWATCH training shall be completed by all on-site Contractor personnel within thirty (30) calendar days of contract award. New employees hired after award shall complete the training within ten (10) calendar days of their start date.

1.12.1.2. Training Report: The Contractor shall submit a consolidated training report (Certificate of Completion or Memo for Record) to the COR and the G8 no later than thirty (30) calendar days of contract award.

1.12.1.3. Submission: Reporting Suspicious Activity: All suspicious activity identified by contract personnel shall be reported within one (1) hour of discovery to the COR and local security authorities (Shaw AFB PMO/DES). A formal written report shall follow within 24 hours.

1.13. Information Technology (IT) System Access and Training: All Contractor employees requiring access to Government Information Systems (e.g., NIPRNet, DTS, GFEBS) must comply with the following before commencing services:

1.13.1. Account Registration: Personnel shall register through the Identity Management System (IDMS) or the current Account Validation System (AVS) as directed by the USARCENT G6. This process is a prerequisite for network access and the issuance of a Government email account.

1.13.2. Cyber Awareness Challenge Training: In accordance with DoD 8570.01-M, all personnel must successfully complete the DoD Cyber Awareness Challenge training prior to gaining system access.

1.13.2.1. Annual Refresh: This training must be refreshed annually. The Contractor shall provide certificates of completion to the COR and the Information Assurance Manager (IAM) within 24 hours of completion to prevent account expiration.

1.13.3. Acceptable Use Policy (AUP): All personnel shall sign the Army User Agreement / Acceptable Use Policy (AUP) before being granted access to the USARCENT network. The Contractor shall ensure all employees strictly adhere to the security rules and regulations defined in the AUP.

1.14. Operations Security (OPSEC) program. The Contractor shall develop and maintain a formal OPSEC Program in accordance with AR 530-1, Operations Security.

1.14.1. OPSEC Standard Operating Procedure (SOP)/Plan: Within 30 calendar days of contract award, the Contractor shall submit an OPSEC SOP/Plan to the USARCENT G37 OPSEC Officer (via the COR) for review and approval. The plan must be addressed.

1.14.2. Storage and Accountability: Specific physical and digital locations where CI is stored and assignment of corporate-level responsibility for its protection.

1.14.3. Protective Measures: Specific countermeasures (e.g., encryption, "clean desk" policy, and shredding protocols) used to prevent unauthorized disclosure.

1.14.4. OPSEC Training: In accordance with AR 530-1, all new Contractor employees shall complete Level I OPSEC training within 10 calendar days of their start date (aligned with AT Level I timelines). All personnel shall complete annual refresher training thereafter.

1.15. Cybersecurity (CSWF). Contractor personnel performing DTS administrative or technical functions shall meet the training and certification requirements outlined in DoD Directive 8140.01 and its implementing issuances (including DoD 8570.01-M where applicable) and Army Regulation 25-2.

1.15.1. Baseline Certification: All personnel designated as part of the CSWF (specifically the Travel Clerk IV/Lead) shall possess and maintain a DoD-approved baseline certification (e.g., Security+ CE) prior to being granted privileged or administrative access to USARCENT systems.

1.15.2. Compliance Verification: All required certifications must be active and verified in the Account Validation System (AVS) and/or the Army Training Information System (ATIS) prior to the commencement of services. The Contractor is responsible for ensuring that all personnel records are correctly reflected in the current Army system of records to prevent administrative delays in network or system access.

1.15.3. Verification: The Contractor shall provide digital copies of certifications to the Information Assurance Manager (IAM) and the COR. The Contractor is responsible for all costs associated with obtaining and maintaining these certifications.

1.15.4. Access Restrictions: The Contractor shall ensure all personnel maintain valid certifications and complete required Continuing Education (CE) units annually. In accordance with AR 25-2 (Army Cybersecurity) and DoD Directive 8140.01, any personnel who fail to meet these annual requirements shall have their administrative access revoked immediately. Access will remain revoked until the Contractor provides documented proof of compliance to the Contracting Officer's Representative (COR).

1.16. Security Requirements (Classified Information): The Contractor shall comply with FAR 52.204-2, Security Requirements. This contract requires access to information classified up to the SECRET level.

1.16.1. Security Agreement: The Contractor shall adhere to the provisions of the Security Agreement (DD Form 441), including the National Industrial Security Program Operating Manual (NISPOM), 32 CFR Part 117, and any subsequent revisions.

1.16.2. Personnel Clearances: All Contractor personnel assigned to this PWS must possess and maintain a final SECRET security clearance prior to performing work.

1.16.3. Security Clearance Maintenance: The maintenance of a Secret Security Clearance is a material requirement of this contract.

1.16.3.1. Immediate Notification: The Contractor shall notify the COR and KO within 24 hours if any employee's clearance is suspended, revoked, or denied.

1.16.3.2. Removal from Site: Any employee who loses their clearance or CAC eligibility shall be immediately removed from the USARCENT facility and have all system access terminated.

1.16.3.3. Replacement Requirement: In the event of clearance loss, the Contractor shall provide a qualified replacement with an active clearance submission initiated within five (5) business days, and a cleared replacement within thirty (30) calendar days in accordance with Section 1.24.3.1. An interim "shadow" or cleared support person must be provided within thirty (30) calendar days at no additional cost to the Government.

1.16.3.4. Non-Billable Status: The Government will not pay for labor hours for personnel who do not possess a required clearance and active system access.

1.17. Personnel Qualifications / Experience Levels:

1.17.1. General Requirements: The Contractor shall ensure all personnel maintain valid certifications and complete required Continuing Education (CE) units annually. In accordance with AR 25-2 (Army Cybersecurity) and DoD Directive 8140.01, personnel who fail to maintain these standards shall have their administrative access revoked immediately until compliance is restored.

1.17.2. Travel Clerk IV (Lead Defense Travel Administrator - LDTA): The Contractor shall ensure the Travel Clerk IV possesses:

1.17.2.1. Certifications: Current completion of DTA Maintenance, Travel Policies (JTR), and Initial TAOCO training via DTMO TraX.

1.17.2.2. Administrative Appointment: Maintenance of an active DD Form 577 on file with USARCENT G8 as an Appointed DTA.

1.17.2.3. Experience/Knowledge: Minimum five (5) years of DTS experience and proficiency in interpreting Joint Travel Regulations (JTR).

1.17.3. Travel Clerk III (Defense Travel Administrator - DTA): The Contractor assures the Travel Clerk III possesses the following:

1.17.3.1. Certifications: Current completion of DTA Basics, DTS Travel Documents (DTS 101), and Programs & Policies (101) via DTMO TraX.

1.17.3.2. Administrative Appointment: Maintenance of an active DD Form 577 on file with USARCENT G8 as an Appointed DTA.

1.17.3.3. Experience: Minimum three (3) years of government travel experience.

1.17.4. Mandatory Annual Training Curriculum (DTMO TraX). To maintain the "Current" status required in sections 1.17.2 and 1.17.3, the Contractor shall complete the following via DTMO TraX on an annual basis:

1.17.4.1. Initial Baseline Requirements: Before performing duties or receiving administrative access, personnel shall complete:

1.17.4.1.1. Initial TAOCO (COL) Training (8.00)

1.17.4.1.2. About DTS (3.08) and DTS Travel Documents (DTS 101) (8.02)

1.17.4.1.3. DTS Vital Skills for Authorizing Officials (3.07) and Applied (3.03)

1.17.4.1.4. The DTS Approval Process (5.04)

1.17.4.1.5. TDY Travel Policies 101 (4.00), JTR Overview (2.02), and City Pair Program (1.08)

1.17.4.2. Annual Maintenance Requirements: To maintain administrative access In accordance with AR 25-2 (Army Cybersecurity) and DoD Directive 8140.01 and JTR Guidance, the Contractor shall complete the following on an annual basis:

1.17.4.2.1. Annual TAOCO (COL) Refresher Training (10.10)

1.17.4.2.2. OCONUS Travel (5.04)

1.17.4.2.3. Constructed Travel (7.00)

1.17.4.2.4. Cancellation Procedures (3.06) 1.17.4.2.5. Personal Leave with Official Travel (4.06)

1.17.4.3. Access Revocation: In accordance with AR 25-2 and DoD 8140.01, any personnel who fail to provide proof of completion for the Annual Maintenance Requirements shall have their administrative access revoked immediately until certificates are submitted to and verified by the COR.

1.17.5. Appointment Documentation: The Contractor shall prepare and submit all required appointment documentation, including but not limited to, Reviewing Official Request Memorandums and DD Form 577s, for USARCENT G8 approval. The Contractor shall ensure all documentation accurately reflects the individual's name, rank, title, and assigned section in accordance with USARCENT G8 local policies and AR 25-50.

1.18. Counterintelligence Awareness and Reporting (CIAR) Training: All Contractor personnel possessing a security clearance shall participate in the CIAR program as outlined in AR 381-12, Threat Awareness and Reporting Program (TARP).

1.18.1. Delivery Method: Training shall be delivered by a qualified Counterintelligence (CI) agent or a designated Government trainer. Where live training is unavailable, the COR may authorize the JKO online TARP course.

1.18.2. Reporting: The Contractor shall maintain records of completion and provide them to the COR annually to ensure continued access to USARCENT facilities and systems.

1.19. Key Control: The Contractor shall establish and implement a robust Key Control Program to ensure all Government-issued keys and key cards are safeguarded against loss, misplacement, or unauthorized use.

1.19.1.1. Security Protocols: No Government-issued keys shall be duplicated. The Contractor shall include specific key control procedures within the Quality Control Plan (QCP), detailing the issuance, tracking, and mandatory turn-in of keys by personnel who no longer require access.

1.19.1.2. Reporting: Any lost or duplicated keys/key cards must be reported within 24 hours of discovery to the Contracting Officer (KO) and the COR.

1.19.1.3. Key and Lock Replacement: If keys (other than master keys) are lost or unauthorized duplicates are made, the Contractor may be required to re-key or replace the affected locks at the KO's direction.

1.19.1.4. Government Option: The Government reserves the right to perform the re-keying or lock replacement internally. In such cases, the total cost of labor and materials shall be deducted from the Contractor's next monthly invoice.

1.19.1.5. Master Keys: If a master key is lost or duplicated, the Government will replace the entire lock system, and the full cost of this replacement will be deducted from the monthly payment due to the Contractor.

1.20. Access Restrictions: The Contractor shall strictly prohibit the use of Government keys by any person other than authorized Contractor employees. Personnel are prohibited from opening locked areas for any individual not engaged in the performance of assigned work or specifically authorized by the KO.

1.21. Special Qualifications: Defense Travel Administrators (DTA):

1.21.1. Travel Clerk IV (Lead Defense Travel Administrator - LDTA): The Contractor shall ensure the LDTA possesses a minimum of five (5) years of specialized experience as a DTA.

1.21.1.1. System Expertise: This experience must demonstrate expert-level proficiency in DTS architecture, including organizational management, routing list maintenance, and debt management.

1.21.1.2. Regulatory Knowledge: The LDTA must possess an in-depth understanding of the Joint Travel Regulations (JTR) and DoD travel policies to provide accurate guidance to USARCENT travelers and Authorizing Officials (AOs).

1.21.1.3. Certifications: The LDTA shall maintain current completion of DTA Maintenance, Travel Policies (JTR), and Initial TAOCO training via DTMO TraX.

1.21.2. Travel Clerk III (Defense Travel Administrator - DTA): The Contractor shall ensure the DTA possesses a minimum of three (3) years of specialized experience as a DTA.

1.21.2.1. System Expertise: Personnel must be proficient in DTS organizational structure and document processing.

1.21.2.2. Regulatory Knowledge: Personnel must be able to interpret JTR and DoD travel policies for standard travel requirements.

1.21.2.3. Certifications: The DTA shall maintain current completion of DTA Basics, DTS 101, and Programs & Policies (101) via DTMO TraX.

1.21.3. Mandatory Annual Training & Compliance:

1.21.3.1. All personnel (LDTA and DTA): shall complete the Annual Maintenance Requirements (Annual TAOCO Refresher and Special Topics modules) as outlined in Section 1.17.4.2.

1.21.3.2. Access Revocation: In accordance with AR 25-2 (Army Cybersecurity) and DoD Directive 8140.01, personnel who fail to maintain these annual standards shall have their administrative access revoked immediately until compliance is restored

1.22. Post Award Conference/Periodic Progress Meetings: Post-Award Conference: The Contractor shall attend any post-award conference convened by the Contracting Activity or Contract Administration Office in accordance with FAR Subpart 42.5.

1.22.1.1. Performance Reviews: The Contracting Officer (KO), Contracting Officer's Representative (COR), and other designated Government personnel may meet periodically with the Contractor to review performance metrics.

1.22.1.2. Mutual Exchange: During these meetings, the Government will provide feedback on the Contractor's performance, and the Contractor shall apprise the Government of any operational challenges or technical issues.

1.22.1.3. Resolution: Both parties shall collaborate on appropriate actions to resolve outstanding issues. These meetings shall be conducted at no additional cost to the Government.

1.23. Contracting Officer Representative (COR): The COR will be identified by a separate Letter of Designation. The COR monitors the technical aspects of the contract and assists in daily administration.

1.23.1.1. Technical Oversight: The COR is authorized to ensure the Contractor meets the technical requirements, performs necessary inspections and maintains open communication regarding performance.

1.23.1.2. Interpretations & Monitoring: The COR may provide written interpretations of technical specifications, monitor performance metrics, and notify the Contracting Officer (KO) and Contractor of any deficiencies.

1.24. Key Personnel:

1.24.1. Designations: The Government identifies the Contract Manager (CM), Alternate Contract Manager (ACM), and the Travel Clerk IV (Lead) as Key Personnel. These individuals are essential to the mission and require the following management controls.

1.24.2. Resume Review: For all Key Personnel and new hires (Clerk III and IV), the Contractor shall submit resumes to the COR for review prior to their assignment. The Government reserves the right to review resumes to verify that proposed candidates meet the mandatory experience and certification requirements defined in this PWS.

1.24.3. Vacancy and Leave Management:

1.24.3.1. Vacancy Fill: In the event of a vacancy, the Contractor shall provide a qualified replacement within thirty (30) calendar days. During any Key Personnel vacancy, the Contractor shall maintain performance standards defined in Technical Exhibit A (PRS). The Contractor shall notify the COR in writing within one (1) business day of a Key Personnel vacancy and provide a written remediation plan.

1.24.3.2. Shadowing: If Key Personnel depart unexpectedly, the Contractor shall provide a qualified replacement to begin shadowing/overlap within five (5) business days at no additional cost to the Government.

1.24.3.3. Scheduled Leave: For leave exceeding five (5) business days, the Contractor shall provide a qualified "backfill" to ensure uninterrupted support to the USARCENT G8.

1.25. Contractor Identification:

1.25.1. General Identification: All Contractor personnel shall be clearly always identified as such. This includes ensuring that all electronic signatures, email signature blocks, and telephonic greetings identify the individual as a "Contractor" and specify their employing firm.

1.25.2. Physical Identification and Display: Contractor personnel shall obtain and prominently always wear Government-issued USARCENT-identification badge while performing services on-site.

1.25.2.1. OPSEC Integrity: To maintain Operational Security (OPSEC), USARCENT-specific access badges shall not be displayed or worn outside of USARCENT facilities or off-post.

1.25.2.2. Installation Policy: All personnel shall strictly adhere to Shaw AFB installation policies regarding the display and safeguarding of credentials.

1.25.3. Badge Recovery and Out-Processing: The Contractor’s Program Manager is responsible for the immediate recovery and return of all identification badges and CACs upon an employee’s resignation, termination, relocation, or contract completion.

1.25.3.1. Timeline: All recovered credentials (CACs and local badges) must be turned into the COR or the issuing Security Office within one (1) business day (24 hours) of the employee's departure. The Contractor shall provide the COR with a written confirmation or receipt for all returned credential

1.26. Other Direct Costs: Not Applicable. This is a Firm-Fixed-Price (FFP) contract. The total negotiated price is a fully burdened amount and is not subject to any adjustment based on the Contractor's actual cost experience or internal economic fluctuations.

1.26.1. All-Inclusive Pricing: The fixed price represents the total compensation for all work performed. The Contractor acknowledges that the price includes all direct and indirect costs, including:

1.26.1.1. Fringe Benefits: (e.g., health insurance, retirement, paid time off, and payroll taxes).

1.26.1.2. Overhead: (e.g., project-specific management, utilities, and specialized equipment).

1.26.1.3. General & Administrative (G&A): (e.g., corporate executive salaries, legal, and accounting services).

1.26.1.4. Fees and Profits: The fixed profit margin was built into the total contract value.

1.26.2. Mandatory Cost Absorption: Per FAR 16.202-1, the Contractor assumes maximum risk. No separate reimbursement is authorized for supplies, materials, or equipment. Use of Government facilities or property is governed by AR 735-5, and any costs resulting from Contractor negligence or loss shall be borne solely by the Contractor.
1.26.3. Restriction on Future Claims:

1.26.3.1. Scope and Constructive Changes: The Contractor is prohibited from performing work outside the specific tasks of this PWS without a formal, written modification signed by the Contracting Officer (KO). Performance of "extra" work without a written KO directive constitutes a voluntary service, for which the Contractor waives all rights to compensation or claims.

1.26.3.2. Wage and Option Finality: Fixed prices for all Option Periods are ceiling prices. Adjustments under FAR 52.222-43 (Wage Determinations) are limited strictly to the actual increase in wages and payroll taxes.

1.26.3.3. Price Stability: Any bilateral modification to the contract shall be priced using the original burdened labor rates. The Contractor shall not use modifications as a means to renegotiate G&A or Profit margins established at the time of award.

1.27. Data Rights: The Government shall have unlimited rights to all technical data, documents, and materials produced under this contract in accordance with DFARS 252.227-7013 and FAR 52.227-14.

1.27.1.1. Ownership: All work products, including SOPs, reports, training materials, databases, and any spreadsheets or tools developed specifically for USARCENT requirements—shall be the exclusive property of the Government.

1.27.1.2. Restrictions: The Contractor is prohibited from using, selling, or distributing these materials for any purpose outside of this PWS without express written permission from the Contracting Officer (KO).

1.27.1.3. Intellectual Property: All rights, titles, and interests, including copyrights, belong solely to the Government.

1.27.1.4. Delivery of Materials: Upon contract expiration, termination, or at the request of the COR, the Contractor shall deliver all final versions of these materials in an organized digital format (e.g., the Continuity Binder referenced in Section 6.3.2).

1.28. Organizational Conflict of interest: Contractor and subcontractor personnel will have access to proprietary or sensitive information—including Personally Identifiable Information (PII), unit travel budgets, and draft acquisition specifications—that could create a current or future OCI as defined in FAR Subpart 9.5.

1.28.1. Notification: The Contractor shall notify the Contracting Officer (KO) in writing within 24 hours of identifying an actual or potential OCI.

1.28.2. Mitigation: Upon notification, the Contractor shall promptly submit a written Organizational Conflict of Interest (OCI) Mitigation Plan to the KO. The adequacy of this plan—and the Contractor's continued eligibility to perform—is determined solely at the discretion of the KO.

1.28.3. Information Firewalls: The Contractor shall ensure that personnel (Travel Clerk III and IV) do not share USARCENT G8 internal budget data or future contract requirements with the Contractor’s corporate business development or proposal teams.

1.28.4. Remedies: If the KO determines an OCI cannot be effectively avoided or mitigated, the Government reserves the right to implement necessary remedies,

including disqualifying the Contractor from participating in future related requirements or terminating the current task for the convenience of the Government.

1.29. Full-Time Equivalent (FTEs) and Experience

1.29.1. Staffing Table: The Contractor shall provide the following Full-Time Equivalent (FTE) personnel to support HQ USARCENT G8 operations:

Item	Name	Location	Directorate
1	Travel Clerk IV (Lead DTA)	Patton Hall (Bldg 1947), Shaw AFB, SC 29152	USARCENT G8
2	Travel Clerk III (DTA)	Patton Hall (Bldg 1947), Shaw AFB, SC 29152	USARCENT G8

Item	Name	Primary Focus	Estimated Quantity
1	Travel Clerk IV (LDTA)	Tier 2 Support hierarchy management, and CBA reconciliation	2,080 hours
1	Travel Clerk III (DTA)	Tier 1 help desk, traveler profile management, HHBN GTC/Out-processing support	2,080 hours

1.29.1.1. <u>Personnel Requirements</u>: The Contractor shall provide Full-Time Equivalent (FTE) staff augmentation as specified in the table above to support HQ USARCENT G8 operations. The Contractor is responsible for ensuring that all provided personnel meet the minimum experience and qualification standards required for their respective roles at the time of contract start and throughout the period of performance.

1.29.1.2. <u>Workforce Continuity and Backup Coverage</u>: The Contractor shall maintain a qualified, SECRET-cleared backup resource capable of assuming DTS administrative duties in the event of simultaneous or extended personnel absences. This resource shall be identified by name in the Contractor's Contract Management Plan (Section 1.5.1.1) and shall meet all minimum qualification standards for the Travel Clerk III position as defined in Section 1.17.3.

The Contractor shall notify the COR in writing within one (1) business day of any personnel absence expected to exceed three (3) consecutive business days. If both FTE positions are simultaneously unavailable, the Contractor shall deploy the identified backup resource within two (2) business days at no additional cost to the Government. Backup coverage costs are the sole responsibility of the Contractor and are included within the Firm-Fixed-Price of this contract.

1.29.2. <u>Transition Phase-In and Phase-Out</u>:

1.29.2.1. <u>Phase-In</u>: Phase-In: During the 10-day phase-in (transition) period (CLIN 0001), the incoming Contractor shall onboard personnel, complete required security vetting, familiarize staff with USARCENT-specific DTS workflows and G8 protocols. The Contractor shall be prepared to assume 100% performance responsibility on the official contract start date of the Base Year (CLIN 0002).

1.29.2.2. <u>Phase-Out (Transition Management)</u>: During the final 30 days of the contract, the outgoing Contractor shall provide all necessary support to the successor or the Government to ensure an orderly transfer of specialized knowledge. This includes:

1.29.2.2.1. <u>Stewardship of Information</u>: Delivering a comprehensive Continuity Binder (Ref Section 6.3.2) containing an organized digital library of all updated SOPs, USARCENT-specific workflows, and current routing lists.

1.29.2.2.2. <u>Operational Hand-over</u>: Providing status updates on all open travel actions, pending GFEBS reconciliation items, and active DTS routing permissions.

1.29.2.2.3. Management Oversight: In accordance with Section 1.23.4, the Contractor shall maintain Key Personnel stability during this period to prevent mission degradation.

1.29.3. Personnel Qualifications and Supervision: The Contractor shall provide experienced, authorized, and fully qualified personnel who meet all technical and security requirements of this PWS.

1.29.3.1. Management and Supervision: This is a non-personal services contract. The Government shall not exercise any direct supervision, direction, or control over Contractor employees. Contractor personnel shall remain under the sole supervision, direction, and management of the Contractor's designated supervisor/working lead (Travel Clerk IV / Lead DTA). The Contracting Officer's Representative (COR) will monitor the Contractor's performance against the standards, deliverables, and Acceptable Quality Levels (AQLs) outlined in this PWS. Government managers and G8 personnel may communicate command-level priorities, technical feedback, and overall workload fluctuations to the Contractor's Lead (Travel Clerk IV). The Contractor's Lead is solely responsible for translating these priorities into individual work assignments, managing team schedules, and supervising daily staff conduct. Under no circumstances shall Government personnel assign direct tasks to, or supervise the conduct of, individual Contractor employees.

1.29.3.2. Identification: All Contractor personnel shall prominently always display their USARCENT identification badges while performing services on-site. Personnel shall strictly adhere to Shaw AFB installation policies regarding the display, safeguarding, and recovery of credentials.

1.29.4. Security Requirements:

1.29.4.1. Facility and Personnel Security: Facility and Personnel Security: The Contractor shall possess and maintain a SECRET Facility Security Clearance (FCL) from the Defense Counterintelligence and Security Agency (DCSA) for the duration of this contract. All personnel (Travel Clerk III and IV) must hold and maintain an active SECRET Personnel Security Clearance (PCL) adjudicated by the DCSA.

1.29.4.1.1. Compliance: The Contractor shall ensure continuous compliance with 32 CFR Part 117 (NISPOM) and the attached DD Form 254. Personnel shall observe all security provisions in effect at HQ USARCENT and Shaw AFB.

1.29.4.1.2. Vetting Verification: The Contractor shall coordinate with USARCENT security personnel to verify employee vetting and FCL validity prior to commencing work.

1.29.4.2. Notification and Loss of Clearance: The Contractor shall notify the KO and COR in writing within 24 hours of any notice to revoke, suspend, or downgrade its FCL or an employee's PCL.

1.29.4.2.1. Material Breach: Loss of required clearances constitutes a material breach of contract.

1.29.4.2.2. Cessation of Work: Upon loss of clearance, the Contractor shall immediately cease all work requiring system access (DTS and GFEBS). The Government will not pay for labor hours performed while clearances are not in good standing.

1.29.4.3. Facility Security Officer (FSO) Responsibilities: The Contractor shall maintain a clear FSO (minimum SECRET) to serve as the primary liaison with the DCSA. The FSO's responsibilities include:

1.29.4.3.1. Clearance Management: Initiating and tracking PCLs through the Defense Information System for Security (DISS) or the National Background Investigation Services (NBIS).

1.29.4.3.2. Education and Training: Conducting initial security briefings, annual refresher training, and debriefing departing employees.

1.29.4.3.3. Insider Threat Program: Implementing an Insider Threat Program in accordance with NISPOM standards to identify and mitigate internal risks

1.29.4.4. Special Qualifications and Training: The Contractor shall ensure all personnel meet the following requirements prior to performing work:

1.29.4.4.1. Privacy/PII Training: Personnel must complete initial Privacy and PII training before accessing any Government system.

1.29.4.4.2. DTS Certifications: Personnel must complete and maintain required DTS TraX certifications (including DTA Maintenance, JTR 101, and other applicable modules) as a condition of their position.

1.30 Quality Control and Quality Assurance:

1.30.1. Quality Control Program (QCP): The Contractor shall develop and maintain a comprehensive Quality Control Program (QCP) to ensure all services are performed in accordance with the standards specified in this PWS.

1.30.2. Continuous Improvement: The Contractor shall implement procedures to proactively identify, prevent, and mitigate the recurrence of defective services.

1.30.2. Compliance: The QCP serves as the Contractor's internal mechanism to guarantee that all deliverables and performance metrics meet contract requirements.

1.30.3. Submission & Approval: The Contractor shall deliver the QCP within 30 days of contract award. Following initial acceptance, any proposed modifications to the QC system

must be submitted in writing for the Contracting Officer's (KO) approval at least five business days prior to implementation.

1.30.4. Quality Assurance: The Government will evaluate the Contractor's performance in accordance with the Quality Assurance Surveillance Plan (QASP). This plan serves as the Government's primary tool to ensure the Contractor meets the performance standards defined in this PWS. The QASP outlines the methods and frequency of surveillance, the performance metrics to be applied, and the maximum allowable defect rates for each task.

PART 2
DEFINITIONS & ACRONYMS

2. Definitions and Acronyms:

2.1. Definitions: Although not inclusive of every term used within this PWS, the following provides a list of definitions used throughout this PWS and commonly used in the acquisition field.

Authorizing Official (AO): A Government employee (typically military or GS) designated in writing to approve travel authorizations and vouchers. They have the legal authority to obligate Government funds.

Contractor: A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

Contracting Officer (KO): A person with authority to enter into, Administer, or terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

Contracting Officer's Representative (COR): An employee of the U.S. Government appointed by the contracting officer to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the Contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications.

Debt Management Monitor (DMM): A role responsible for tracking and resolving travel-related debts, including overpayments and "due-US" collections within DTS.

Defective Service: A service output that does not meet the standard of performance associated with the Performance Work Statement.

Defense Travel Administrator (DTA): A person (Contractor or Government) who maintains DTS at the organizational level, including user profiles, routing lists, and organizational management.

Deliverable: Anything that can be physically delivered but may include non-manufactured things such as meeting minutes or reports.

Facility Security Clearance (FCL): An administrative determination that a company is eligible for access to classified information.

Finance Defense Travel Administrator (FTDA): - A role responsible for maintaining the financial elements of DTS, including the setup and maintenance of the Line of Accounting (LOA) and budget labels.

Inherently Governmental Function (IGF): A function that is so intimately related to public interest as to mandate performance by Government employees (e.g., final approval of travel funds or exercising command authority).

Joint Travel Regulation (JTR): The statutory regulations that govern per diem, transportation, and allowances for all DoD uniformed members and civilian employees.

Lead Defense Travel Administrator (LDTA): The senior-level administrator (Travel Clerk IV) responsible for overseeing all organizational DTAs, managing complex routing lists, and serving as the primary technical advisor to the G8.

Line of Accounting (LOA): A specific string of data used to identify the funding source for travel. Accuracy is critical for successful GFEBS integration.

Non-Personal Services: A contract under which the personnel rendering the services are not subject to the supervision and control usually prevailing between the Government and its employees.

Physical Security: Actions that prevent the loss or damage of Government property.

Performance Work Statement (PWS): A statement of work for performance-based that describes the required results in clear, specific, and objective terms with measurable outcomes.

Personnel Security Clearance (PCL): An administrative determination that an individual is eligible for access to classified information.

Privity of Contract: The direct legal relationship between the Government and the Prime Contractor. (This clarifies why the Government cannot give orders to Subcontractors).

Quality Assurance: The government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

Quality Assurance Surveillance Plan (QASP): An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

Quality Control: All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

Sensitive PII (Personally Identifiable Information): Information which, if lost, compromised, or disclosed without authorization, could result in substantial harm, embarrassment, or inconvenience to an individual (e.g., SSN, bank account numbers, and home addresses). This data is highly prevalent within the DTS and requires strict safeguarding under the Privacy Act.

Subcontractor: One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor

Workday: The number of hours per day the Contractor provides services in accordance with the contract.

Work Week: Monday through Friday, unless specified otherwise.

2.2 Acronyms: Although not inclusive of every term used within this PWS, or that may be included in an acquisition, the following provides a list of acronyms commonly used in the acquisition field.

Acronym	Definition	Acronym	Definition
ACOR	Alternate Contracting Officer's Representative	**HIPAA**	Health Insurance Portability and Accountability Act of 1996
AEA	Actual Expense Allowance	**JTR**	Joint Travel Regulation
AFARS	Army Federal Acquisition Regulation Supplement	**KO**	Contracting Officer
AO	Authorizing Official	**KS**	Contracting Specialist
AOR	Area of Operations	**LDTA**	Lead Defense Travel Administrator
AR	Army Regulation	**LOA**	Line of Accounting
ARCENT	Army Central	**M & IE**	Meals and Incidental Expenses
BDTA	Budget Defense Travel Administrator	**NDEA**	Non-DTS Entry Agent
CCE	Contracting Center of Excellence	**NISPOM**	National Industrial Security Program Operating Manual
CFR	Code of Federal Regulations	**OCI**	Organizational Conflict of Interest

CO	Certifying Officer	**OCONUS**	Outside Continental United States (includes Alaska and Hawaii)
CONUS	Continental United States (excludes Alaska and Hawaii)	**ODC**	Other Direct Costs
COR	Contracting Officer Representative	**ODTA**	Organizational Defense Travel Administrator (The actual role for most DTS specialists)
COTR	Contracting Officer's Technical Representative	**PCL**	Personnel Security Clearance
COTS	Commercial-Off-the-Shelf	**PII**	Personally Identified Information
CTO	Commercial Travel Office	**PIPO**	Phase In/Phase Out
CTW	Constructed Travel Worksheet (Required for POV travel over 400 miles)	**POC**	Point of Contact
DA	Department of the Army	**POV**	Privately Owned Vehicles
DCSA	Defense Counterintelligence and Security Agency	**PRS**	Performance Requirements Summary
DD250	Department of Defense Form 250 (Receiving Report)	**PWS**	Performance Work Statement
DD254	Department of Defense Contract Security Requirement List	**QA**	Quality Assurance
DFARS	Defense Federal Acquisition Regulation Supplement	**QAP**	Quality Assurance Program
DMDC	Defense Manpower Data Center	**QASP**	Quality Assurance Surveillance Plan
DOD	Department of Defense	**QC**	Quality Control
DTA	Defense Travel Administrator	**QCP**	Quality Control Program
DTS	Defense Travel System	**RO**	Reviewing Official
FAR	Federal Acquisition Regulation	**TAC**	Travel Assistance Center

FCL	Facility Security Clearance	**TAOCO**	Training for Accountable Officials and Certifying Officers
FDTA	Finance Defense Travel Administrator	**TDY**	Temporary Duty
G8	Finance/Comptroller Office (Primary USARCENT financial link)	**TE**	Technical Exhibit
GFE	Government Furnished Equipment	**TMC**	Travel Management Company (The contractor that handles actual bookings)
GFEBS	General Fund Enterprise Business System	**TraX**	Travel Explorer
GTCC	Government Travel Charge Card		

PART 3
GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

3. GOVERNMENT FURNISHED PROPERTY (GFP), EQUIPMENT (GFE) AND SERVICES (GFS):

3.1. Facilities, Utilities: The Government will provide the necessary workspace at Patton Hall (Bldg. 1947), Shaw AFB, SC, including all utilities (electricity, water, heating, and air conditioning). The Government will provide standard office furniture and access to basic office consumables (e.g., paper, toner) required for DTS document processing.

3.2. Equipment and IT Resources (GFE): The Government will provide the following items and services strictly for use in the performance of this contract:

3.2.1. IT Hardware: Common Access Card (CAC) enabled workstations, peripheral hardware (monitors, keyboards, mice), and NIPRNet connectivity.

3.2.2. Communications and Systems: Standard telephone services (DSN, Commercial, or Teams), official Government email accounts, and administrative-level access to the Defense Travel System (DTS) and associated financial databases required for reconciliation.

3.3. Identification and Installation Access: The Government will provide the sponsorship necessary for eligible personnel to obtain a Common Access Card (CAC). The CAC serves as the primary identification for physical installation access and logical (network) access to DTS and GFEBS. The Government will also provide USARCENT-specific local identification badges for access to controlled areas within Patton Hall.

3.4. Contractor Responsibility for Government Property:

3.4.1. Conservation and Waste Prevention: The Contractor shall instruct all employees on utility conservation practices and ensure personnel operate in a manner that precludes waste. This includes ensuring all water faucets/valves are fully closed after use and all GFE workstations are properly "locked" or "logged off" at the end of each business day per AR 25-2.

3.4.2. Proper Use of GFE: All Government-Furnished Equipment (GFE) is provided for Official Use Only. The Contractor shall ensure all personnel (Travel Clerk III and IV) strictly adhere to AR 25-2 (Army Cybersecurity) and all local USARCENT Information Power/Cybersecurity policies.

3.4.2.1. Access Requirements: Personnel must sign an Acceptable Use Policy (AUP) and maintain a current Cyber Awareness Challenge certification prior to gaining network access.

3.4.2.2. Enforcement: Any misuse of GFE, unauthorized network access, or failure to safeguard Sensitive PII may result in the immediate revocation of system access, removal of the employee from the installation, and the issuance of a formal Contract Deficiency Report (CDR).

3.4.3. Accountability: The Contractor shall use GFE and facilities strictly for the execution of tasks defined in this PWS. The Contractor shall report any lost or stolen GFE to the COR within four (4) hours of discovery. Malfunctioning equipment or general facility issues (e.g., HVAC or lighting) shall be reported to the COR within one (1) business day.

PART 4
CONTRACTOR FURNISHED ITEMS AND SERVICES

4. CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:

4.1. General:

4.1.1. Initial Training and Certification: The Contractor shall ensure all personnel possess mandatory DTMO TraX certifications (DTA Maintenance, JTR 101, and TAOCO) prior to start. The Government will not reimburse for foundational training.

4.1.2. Professional Conduct: Personnel shall maintain a professional appearance and adhere to the security standards of the USARCENT Main Command Post (MCP).

4.1.3. Administrative Materials: The Contractor shall furnish all general office supplies required for internal administrative tasks.

4.2. Management and Non-Personal Services

4.2.1. Non-Personal Service Status: This is a non-personal services contract. The Government shall not exercise supervision or control over Contractor employees however will provide technical oversight.

4.2.2. Technical Direction: The Government, through the COR /G8, will provide technical direction to the Contractor's Lead (Travel Clerk IV) regarding mission priorities and workload volume. Technical Direction shall not be used to assign specific tasks to individuals or alter the contract terms.

4.2.3. Contractor Management: The Contractor remains solely responsible for the internal management and assignment of tasks. The Contractor shall provide a Monthly Status Report (MSR) to the COR by the 5th business day of each month.

4.3. Roles and Responsibilities:

4.3.1. Travel Clerk IV (Lead DTA): A senior-level "working lead" responsible for technical oversight. The Clerk IV shall:

4.3.1.1. Technical Oversight: Act as the Tier 2 authority for complex DTS architecture, organizational hierarchy, and JTR interpretation.

4.3.1.2. Dual-Role Execution: Perform all standard DTA functions (Authorizations / voucher review, profile updates, and Tier 1 help desk) alongside the Clerk III to maintain daily mission requirements.

4.3.1.3. Mission Continuity: Manage the internal distribution of tasks to ensure 100% mission coverage and task completion during surges or personnel absences.

4.3.1.4. Performance Standards: Ensure all team tasks meet the Acceptable Quality Levels (AQLs) and processing timelines defined in the QASP.

4.3.2. Travel Clerk III (DTA): Provides technical and administrative support to the USARCENT MCP. The Clerk III shall:

4.3.2.1. Document Review: Conduct technical reviews of authorizations and vouchers for 100% JTR compliance.

4.3.2.2. Profile & Routing Management: Assist the HHBN with traveler profile maintenance and update unit routing lists.

4.3.2.3. Help Desk: Provide Tier 1 support via telephone, email, and in-person.

4.4. Financial Reconciliation Support (GFEBS Interface):

4.4.1. Interface Troubleshooting: In the event of a systemic interface failure between DTS and GFEBS, the Travel Clerk IV shall coordinate with the G8 to identify root causes on the DTS side and implement corrections.

4.4.2. LOA Management: The Travel Clerk III shall assist in the accurate input of Lines of Accounting (LOA) into DTS to minimize accounting rejects and ensure successful data transmission to GFEBS. The Contractor shall identify, document, and recommend corrections to LOA and profile data. All financial corrections that affect fund obligation or certification shall be reviewed and approved by a designated Government Certifying Officer prior to implementation.

PART 5
SPECIFIC TASKS

5.1. Scope of Work. The Contractor shall provide non-personal Defense Travel System (DTS) administrative and operational support to ensure seamless official travel execution for HQ USARCENT. The Contractor shall maintain a tiered support structure consisting of one (1) Travel Clerk IV (Lead Defense Travel Administrator - LDTA) and one (1) Travel Clerk III (Defense Travel Administrator - DTA).

The Contractor shall serve as Subject Matter Experts (SME) on the Joint Travel Regulations (JTR) and DoD Financial Management Regulation (FMR) Vol. 9. Responsibilities include system maintenance, technical document review, and program oversight. Travel Clerk IV should provide high-level system oversight and Tier 2 technical support, while Travel Clerk III focuses on daily operations, profile management, and Tier 1 traveler assistance.

5.2. Specific Duties / Subtasks:

5.2.1. Subtask 1: System Administration & Hierarchy Management.

(a) The Travel Clerk IV (LDTA) shall manage the organizational hierarchy, build and maintain complex routing lists, and oversee the "DTA Maintenance Tool" to ensure documents flow to the correct Approving Officials (AO).

(b) The Travel Clerk III (DTA) shall manage individual traveler profiles, perform basic group assignments, and ensure personnel data is current within the system.

5.2.2. Subtask 2: Voucher & Authorization Technical Support:

(a) The Travel Clerk III shall serve as the primary point of contact to assist travelers in creating and amending authorizations and vouchers.

(b) The Contractor shall ensure all Joint Travel Regulations (JTR) requirements are met, including the verification of proper justifications for variances and the inclusion of all mandatory receipts.

5.2.3. Subtask 3: Pre-Audit Technical Review.

(a) The Contractor shall conduct "pre-audit" technical reviews of travel documents to identify policy violations before they reach the finance office.

(b) The Travel Clerk IV shall perform the final technical review on complex OCONUS or multi-leg travel.

(c) The Travel Clerk III shall manage technical reviews for standard Continental United States (CONUS) TDY documents.

5.2.4. <u>Subtask 4: Financial Reconciliation & G8 Coordination</u>.

(a) The Travel Clerk IV shall monitor Lines of Accounting (LOA) and budget labels to prevent funding rejections.

(b) The Contractor shall coordinate with the G8 to resolve accounting rejects within two (2) business days of notification.

5.2.5. <u>Subtask 5: Help Desk & Training Operations</u>.

(a) The Travel Clerk III shall provide Tier 1 help desk support, including resolving Common Access Card (CAC) login issues and performing profile resets.

(b) The Travel Clerk IV shall provide Tier 2 technical troubleshooting and develop informal "over-the-shoulder" training materials and guides for new travelers.

5.2.6. <u>Subtask 6: Inquiry Responsiveness</u>. The Contractor shall respond to all customer inquiries, whether via phone or email, within one (1) business day of receipt. See PRS #6, Technical Exhibit A, for the applicable performance threshold.

5.2.7. <u>Subtask 7: Documentation Accuracy</u>: The Contractor shall ensure zero discrepancies in travel packets, maintaining a 98% accuracy rate for high-visibility scenarios such as deployments and exercises.

5.2.8. <u>Subtask 8: Technical Advisory Limitations</u>:

(a) The Contractor shall act solely as a technical advisor and shall not act as the "Approving Official" (AO) or legally authorize the expenditure of government funds.

(b) The Contractor may prepare and review documents, but final approval authority remains with the government.

5.2.9. <u>Subtask 9: Performance Metrics & Quality Control</u>:

(a) The Contractor shall maintain performance levels based on the "Authorization/Voucher Return Rate" and "Response Time".

(b) The Travel Clerk IV shall be responsible for ensuring the entire team meets all established Acceptable Quality Levels (AQLs).

5.2.10. Subtask 10: Security & PII Protection: The Contractor shall strictly adhere to PII (Personally Identifiable Information) protection guidelines, and the security requirements outlined in DD Form 254.

(a) In the event of a suspected or actual Data Breach or Unauthorized Access, the Contractor shall notify the COR and the USARCENT Privacy Officer within one (1) hour of discovery. The Contractor shall bear all costs associated with the investigation and any required credit monitoring services for affected Government personnel if the breach is found to be the result of Contractor negligence or lack of internal controls.

5.2.11. Subtask 11: Comprehensive Document Verification: The Contractor shall provide a final technical review of all travel authorizations and reimbursement vouchers to verify per diem rates and justifications for variances (e.g., non-contract flights) in accordance with JTR.

5.2.12. Subtask 12: Appointment and Revocation Management (DD Form 577): The Contractor shall maintain a digital or physical library of all DD Form 577 (Appointment/Termination Record) for Authorizing Officials (AOs) and Certifying Officers. Travel Clerk IV shall track training expiration dates and notify the Government when an appointment requires renewal or revocation due to personnel departure.

5.2.13. Subtask 13: Management Reporting and Analytics: The Contractor shall generate and analyze weekly and monthly DTS reports (e.g., Unsubmitted Voucher Report, Approved Authorization Report, and Debt Management Report). The Travel Clerk IV shall provide a summary of trends, such as recurring JTR violations or systemic routing delays, to HQ USARCENT leadership.

5.2.14. Subtask 14: Government Travel Charge Card (GTCC) Support (HHBN Coordination):

(a) The Contractor shall provide administrative assistance to the HHBN Agency Program Coordinator (APC) by verifying that HHBN travelers possess active GTCCs with sufficient credit limits prior to travel.

(b) The Travel Clerk III shall assist travelers in navigating the split-disbursement process to ensure timely and accurate payments are made directly to the card vendor.

5.3. Deliverables & Performance Standards:

5.3.1. Inquiry Responsiveness: The Contractor (Travel Clerk III and IV) shall respond to all traveler inquiries via email or phone.

(a) Performance Standard: 98% of inquiries answered within one (1) business day of receipt.

(b) Monitoring: Monthly COR spot checks of the help desk log and Monthly Status Report (MSR) data.

5.3.2. Technical Review Accuracy: The Travel Clerk III and IV shall ensure high accuracy for travel documents submitted to the Approving Official.

(a) Performance Standard: 95% or higher accuracy rate; no more than a 5% return rate due to administrative errors (e.g., missing receipts, incorrect per diem, or JTR violations).

(b) Monitoring: Monthly DTS "Return Rate" reports generated by the Travel Clerk IV and submitted to the COR or G8.

5.3.3. Hierarchy & Routing Maintenance: The Travel Clerk IV (LDTA) shall maintain the HQ USARCENT organizational hierarchy and routing lists.

(a) Performance Standard: 100% accuracy; zero instances of travel documents routed to incorrect or unauthorized Approving Officials (AOs).

(b) Monitoring: Quarterly audit of the DTS Routing List by the COR or G8.

5.3.4. Monthly Status Report (MSR): The Contractor shall submit a monthly report summarizing workload volume (HHBN), help desk tickets, and the performance metrics defined in 6.3.1 and 6.3.2.

(a) Due Date: No later than the 5th business day of the following month.

5.3.5. Training & Personnel Certification: The Contractor shall provide electronic copies (PDF) of all required DTMO TraX certifications (DTA Maintenance, JTR, TAOCO) and signed DD Form 577s for all personnel.

(a) Performance Standard: 100% of personnel must be certified prior to performing system tasks.

5.3.6. Monthly Invoicing (WAWF): The Contractor shall submit monthly invoices via the Wide Area Workflow (WAWF) system in accordance with DFARS 252.232-7003.

(a) Performance Standard: Invoices shall include the MSR. Reports as attachments. Submissions are due no later than the 10th business day of the following month.

(b) Notification: Electronic notification of the WAWF submission shall be sent to the COR and USARCENT G8 upon filing.

5.3.7. CBA Reconciliation Support: The Travel Clerk IV shall reconcile 100% of Centrally Billed Account (CBA) invoices against DTS travel authorizations.

(a) Performance Standard: 100% completion within five (5) business days of the CTO statement delivery.

(b) Monitoring: Monthly Status Report (MSR) submission and G8 verification.

5.4. Service Contract Reporting (SCR): The contractor must be registered on SAM.gov to be considered for award. The Contractor shall report all labor hours (including first-tier subcontractor labor hours) required for the performance of services provided under this contract via the System for Award Management (SAM.gov). This reporting replaces all legacy CMR and eCMRA requirements.

(a) Reporting Requirements: The Contractor shall ensure the following data is accurately reflected in the SAM.gov SCR module:

(b) Automated Data Verification: The Contractor shall verify that the system-populated Contracting Office, Contract Number (including Task/Delivery Order numbers), and Contractor Name/Address are accurate based on current award documents.

(c) Financial and Labor Data: The Contractor shall report the total dollar amount invoiced and the total number of direct labor hours expended for services performed during the previous Government fiscal year (October 1 through September 30).

(d) Organizational Data: The Contractor shall ensure all contract manpower reporting is accurately associated with the USARCENT Requiring Activity and the specific Unit Identification Code (UIC) designated for this requirement. The Contractor shall submit a formal request to the G8 / COR for the authorized UIC no later than 15 calendar days prior to the established reporting deadline. Failure to report under the correct UIC may result in a finding of non-compliance during performance audits.

(e) Reporting Timeline & Final Submission:

(1) Annual Requirement: Reporting shall be completed no later than October 31 for the preceding fiscal year.

(2) Contract Expiration Requirement: Contract Expiration Requirement: If the contract expires prior to the end of a fiscal year, the Contractor shall complete a final "partial-year" report in SAM.gov for all hours worked up to the contract end date.

(3) Performance Standard: Final payment may be withheld until proof of SCR submission is provided to the COR.

PART 6
APPLICABLE PUBLICATIONS

6. Applicable Publications (Current Editions):

6.1. Compliance Requirements: The Contractor shall maintain the expertise required to comply with all applicable federal, DoD, and Army regulations. The Government will not provide daily supervision on the interpretation of these documents. The Contractor is responsible for ensuring all personnel remain current with all updates.

6.2. Primary Travel Authorities:

6.2.1. Joint Travel Regulations (JTR): The primary authority for all travel and transportation allowances. The Contractor shall monitor DTMO monthly updates to ensure all technical reviews and "pre-audits" are based on the most current policy version.

6.2.2. DoD Directive 5500.07, Standards of Conduct: Reissued May 15, 2024: This is the current governing directive for the DoD Ethics Program. Contractor personnel shall strictly adhere to these standards to avoid organizational conflicts of interest or the appearance of personal services.

6.2.3. DoD Financial Management Regulation (FMR) 7000.14-R, Volume 9: The Contractor shall ensure all technical reviews comply with Volume 9 (Travel Policy), which received several chapter updates in 2024 and early 2025 (e.g., Chapter 7 on Evacuation Allowances, Feb 2025) to maintain USARCENT's audit-ready status.

6.2.4. DoD Instruction (DoDI) 5154.31, Commercial Travel Management: The mandatory reference for system functional management. The Travel Clerk IV shall utilize the Defense Travel System Regulations (Authorized by DoDI 5154.31, Vol 3) to maintain site-wide routing and hierarchy compliance.

6.3. Army and Local Command Policies:

6.3.1. Army Business Rules (ABR) for the Defense Travel System: The Contractor shall implement the latest ABR to ensure traveler profiles and lines of accounting (LOA) follow mandatory Army naming conventions and procedures.

6.3.2. HQ USARCENT Policy and SOPs: The Contractor shall adhere to local command guidance for Temporary Duty (TDY) and Deployment travel, ensuring site-specific workflows are documented and maintained in the Continuity Binder.

PART 7
ATTACHMENT AND TECHNICAL EXHIBIT LISTING

7. Attachment and Technical Exhibit List

7.1 Technical Exhibit A – Performance Requirements Summary (PRS)

7.2 Technical Exhibit B – Deliverables Schedule

7.3 Attachment 1 – Estimated Workload Data

7.4 Attachment 2 – Example Telework Plan Table of Contents

TECHNICAL EXHIBIT A
Performance Requirements Summary (PRS)

Performance Objective	Standard	Performance Threshold	Incentive/ Disincentives
PRS # 1. Routing List Administration (Ref: 5.2.1)	The Travel Clerk IV shall maintain all USARCENT DTS routing lists.	Zero deviation from the 30-day review schedule. All individual AO changes processed within one (1) business day.	**Method:** Monthly COR Audit. **Disincentive:** Marginal CPARS rating; formal Quality Assurance meeting.
PRS # 2 Administrative Record Keeping (Ref: 1.17.5 / 5.2.12 / 1.7.3.1)	Maintain DD Form 577s, TraX certificates, approved Telework Plan, and monthly telework documentation in MSR	100% compliance; zero unauthorized telework or non-GFE use; zero undocumented telework activations	**Method:** Random Sampling; MSR telework log review; immediate review upon any cybersecurity/PII incident **Disincentive:** CAR; Unsatisfactory CPARS; immediate access revocation; Contractor bears PII breach costs; Cure Notice per FAR 49.607
PRS # 3 Technical Review Accuracy (Ref: 5.2.11 / 5.3.2)	The Travel Clerk III shall provide a technical review of 100% of submitted travel documents for JTR/FMR compliance.	98% Accuracy Rate. No more than 2% of documents may be returned by Finance for contractor-controllable errors.	**Method:** Monthly DTS Return Rate Report. **Disincentive:** Marginal rating; Payment deduction for rework if error rate >10%.
PRS # 4 Hierarchy & Profile Management (Ref: 5.2.1 / 5.3.3)	The Contractor shall accurately create and update traveler profiles and Organizational Hierarchies within one (1) business day of request.	98% Accuracy. 100% of profiles must reflect accurate Lines of Accounting (LOA). Max two (2) non-critical errors per month.	**Method:** Monthly System Audit. **Disincentive:** Contract Deficiency Report (CDR); Unsatisfactory

			CPARS for any PII breach.
PRS # 5 CBA Reconciliation (Ref: 5.2.4 / 5.3.8)	The Travel Clerk IV shall reconcile 100% of CBA invoices against DTS authorizations within five (5) business days of statement receipt.	100% Compliance. Zero deviation from the 5-day timeline. 100% of charges matched to valid LOAs.	**Method:** 100% Inspection of Monthly CBA Report. **Disincentive:** Contractor liability for late fees caused by reconciliation delays.
PRS #6 Inquiry Responsiveness (Ref: 5.2.5 / 5.2.6 / 5.3.1)	TC III and IV shall respond to all traveler inquiries via email or phone	98% of inquiries responded to within one (1) business day	**Method:** Monthly Help Desk Log Review. **Disincentive:** Marginal CPARS rating; formal QA meeting if rate falls below 90%
PRS #7 Workforce Continuity and Backup Coverage (Ref: 1.29.1.1 / 1.29.1.2)	Contractor maintains a qualified, SECRET-cleared backup resource identified in the Contract Management Plan; COR notified within one (1) business day of absences exceeding three (3) consecutive business days; backup deployed within two (2) business days of simultaneous FTE unavailability	100% compliance with notification and deployment timelines; zero instances of simultaneous FTE unavailability without deployed backup; monthly staffing attestation in MSR	**Method:** COR review of MSR staffing attestation; spot checks; annual Contract Management Plan verification **Disincentive:** First occurrence - CAR. Second occurrence - Marginal CPARS. Sustained non-compliance - CDR and Cure Notice per FAR 49.607
PRS #8 Surge Labor Authorization Compliance (Ref: 1.6.6.3)	The Contractor shall not perform surge labor without written KO authorization. The Contractor shall notify the COR and KO when cumulative surge hours reach 75% of the annual NTE ceiling. All surge hours shall be	Zero (0) instances of unauthorized surge labor. 100% compliance with MSR surge hour reporting. COR/KO notification at 75% NTE burn rate without exception.	**Method:** Monthly MSR surge hour log review. KO verification of all Technical Direction Letters issued. **Disincentive:** Unauthorized surge hours are non-billable and constitute a voluntary service per

	reported separately in the MSR.		Section 1.26.3.1. Formal CDR issued for any unauthorized surge performance.

<u>Exceptional performance</u> may be recognized through CPARS ratings of Exceptional or Very Good, which serve as the primary positive incentive under this FFP structure.

TECHNICAL EXHIBIT B

DELIVERABLES SCHEDULE

Deliverable	Responsibility	Frequency	Medium/Format	Submit To
Quality Control Program (QCP)	TC IV (Lead)	Within 30 days of award	Electronic (Word/PDF)	KO and COR
AT Level I Training	TC III & IV	Within 10 days of award	Electronic (PDF)	COR
iWATCH Training Report	TC III & IV	Within 30 days of award; Within 10 days of new hire start date	Electronic (PDF)	COR and G8
DTS Certifications & DD 577s	TC III & IV	Within 5 days of start	Electronic (PDF)	COR and G8
Monthly Status Report (MSR)	TC IV (Lead)	5th Business Day / Mo	Email	COR and G8
Inquiry & Help Desk Log	TC III	Included in Monthly MSR	Electronic (Excel)	COR
CBA Reconciliation Report	TC IV (Lead)	5 Days after CTO Statement	Electronic (PDF)	COR and G8
DTS Return Rate Report	TC IV (Lead)	Monthly	System Generated	COR and G8
Service Contract Reporting	TC IV (Lead)	Annually (Oct 31)	Online Submission	Sam.gov
Continuity Binder / SOPs	TC III & IV	10 Days to Exp	Electronic & Hard Copy	COR and G8
Final Transition Report	TC IV (Lead)	10 Days to Exp	Electronic (Word/PDF)	COR and G8

ATTACHMENT 1
ESTIMATED WORKLOAD DATA

Service Item	Estimated Annual Volume	Estimated Monthly Volume
DTS Authorizations	4,200	350
DTS Vouchers	4,200	350
Profile Actions	1,800	150
Help Desk Tickets	2,400	200
Routing List Updates	600	50
Operational Fluctuations: Workload may increase by approximately 20% during peak exercise cycles or deployment rotations. The Contractor shall manage internal staffing to ensure all performance standards (AQLs) are met during these periods. The above estimates are based on historical DTS transaction data from FY25 / G8 projections. These figures are provided for planning purposes only. Actual workload may vary. The Contractor shall manage all workload fluctuations within the FFP price, including the 20% surge noted above.		

ATTACHMENT 2
EXAMPLE TELEWORK PLAN TABLE OF CONTENTS

Section	Content
1	Approved Remote Work Locations (with FCL verification)
2	GFE Inventory and VPN Access Procedures
3	PII Handling and Data Protection Protocols
4	OPSEC Measures During Remote Operations
5	Communication and Accountability Procedures
6	Incident Reporting Chain and Timeline
7	COR/G8 Notification Procedures for Activation of Telework