

6 FAH-5 H-300 Appendix A

PERFORMANCE MEASURES

(TL:ICASS-2; 04-01-1998)
(Applies to participating ICASS agencies)

a. Quality in a service or product depends to a great extent upon the communication between the user and the service provider. Clear understanding of the scope and standards of service to be provided are essential for fair evaluation and ultimate customer satisfaction. Because mutually agreed upon service standards form the framework for post resource allocation and service provider evaluation, several samples of actual standards are provided here. They include post and U.S. Government agency standards.

b. These standards are provided as a starting point for Councils and service providers. Some are preliminary documents, developed before the basic package, and do not reflect sufficient quality and time elements. The standards adopted by mutual consent will certainly vary in reflection of the diverse conditions which exist at each post, and should be frequently revised as a reflection of continuous improvement.

c. The samples contained in this appendix are:

U.S. Embassy Riga—Administrative Section
Defense Logistics Agency (DLA Administrative Support Center)
Medical Performance Standards (generic sample)
Community Liaison Office (generic sample)
U.S. Embassy Bonn

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SAMPLE Standards of Service U.S. Embassy Riga—Administrative Section

Service	Standard
<p>A. Personnel Services</p> <p>A-1 American</p> <p>Services include leave records, health and life insurance processing, time and attendance reporting, retirement processing, staffing patterns, position schedules, and diplomatic lists matters, post reports and orientation, id cards and licenses, assistance in traffic violations and accidents, Foreign Office accreditation and related reports and files.</p>	<ol style="list-style-type: none">1. Travel messages; all ensuing travel messages and arrival/departure notifications will be issued.2. Check-in/check out lists-issued upon arrival at post; collected before departure from post.3. Awards ceremonies—will administer and conduct an incentive awards ceremony as awards are approved.4. Recruitment and processing of locally hired US PIT/PSC staff—as needed. Will advertise vacancy announcements in local newspapers and elsewhere as needed.5. Training—will arrange for training courses as these are announced and requested.6. Personnel announcements—will keep personnel informed through Administrative announcements about current personnel regulations.7. Staffing patterns—updated quarterly.8. MFA accreditation—will submit to the MFA within 48 hours of employee's surrender of passport and 4 photos; however, receipt of MFA credentials cannot be guaranteed as this depends on processing by the MFA.9. Clearances—arrange for all police checks and other required clearance forms for all U.S. citizens.10. Post reports—provide access to all post reports.

A-2 Locally-Engaged Staff Services

Services include recruitment, position classification, mission-wide compensation program, evaluation, awards and disciplinary programs, personnel actions, career guidance, counseling, health and life insurance processing, retirement processing, staffing patterns and related reports and files, identification cards, social security program, and guidance on Latvian labor laws.

11. Administration of post language program—notify employees of tutors and classes in English, Latvian and Russian.

12. Time keeping—notify RAMC Paris by cable of American and LES actual work schedules.

1. Recruitment—will advertise all positions by administrative memo to all agencies in the Mission; will advertise through local newspapers and other means as requested by the employing agency.

2. Position classification—will classify a position within three weeks of receipt of request.

3. Local staff compensation plan—will administer salary survey annually and do spot checks with Department guidance.

4. Evaluations—will issue a schedule of evaluation due dates annually and reminders to supervisors with current position description attached one month before the anniversary date.

5. Awards program—awards will be awarded as approved by the inter-agency awards committee.

6. Disciplinary policy—will maintain records of disciplinary counseling and administer personnel actions as needed.

7. Local leave plan—will incorporate changes to the LPL whenever local law changes.

8. Personnel actions—submitted to RAM in the earliest possible pay period that salary changes can be implemented.

9. Career guidance—as needed.

10. Health, life, and retirement processing—as needed.

11. Staffing patterns—updated quarterly.

	<p>12. Employee orientation—conducted by the personnel clerk as each new employee arrives.</p> <p>13. Guidance on Latvian labor law.</p>
<p>A-3 Payrolling</p> <p>Compute and adjust leave balances. Complete time and attendance reports. Prepare LES/PSC payroll data for payment of salaries by class B cashier. Provide liaison for correcting pay discrepancies.</p>	<p>Ensure payroll duties are performed in a timely and accurate manner, and action is taken on adjustments and discrepancies within 2 work days of notification.</p>
<p>B. Financial Management</p> <p>B-1 Accounts and Records</p> <p>Services include allotment accounts, ledgers, obligation and liquidation reports. Management of allotment accounts includes establishing obligations, maintaining control ledgers, preparing budget information and special and required reports. Review and adjust RAMC obligation and liquidation reports.</p> <p>B-2 Vouchering</p> <p>Services include voucher preparation, certification, audit and assistance in travel vouchering.</p>	<p>Will process obligations by DATEL message within 3 work days. Will review RAMC accounting reports biweekly, and prepare necessary reports at least monthly.</p> <p>Vouchers will be processed for cash payment or transmitted to RAMC under DATEL, as appropriate, within 5 business days, with the exception of shipping payment vouchers and international travel vouchers. B&F will not be accountable to meet the 5 day processing time in those instances where agency representatives cause delays in returning vouchers to the B&F Staff which have been forwarded for approval and signature.</p>
<p>B-3 Cashiering</p> <p>Services include petty cash payments, accommodation exchange transactions and cash voucher payments.</p>	<p>Transactions will be handled as expeditiously as possible. Limits may be placed on the amount of personal checks.</p>

C. General Services

C-1 Travel Services

Services include preparation of travel orders, issuance of GTRs, assistance in arrival and departure, reservation requests, ticket purchases, hotel accommodations, itinerary assistance and visa acquisitions.

Travel orders will be prepared, GTRs issued and travel bookings made within 72 hours of written request containing all needed information. Visas will be requested within 48 hours of the receipt of the request. Emergency service will be completed within 24 hours (medical and emergency visitation) Poor advance planning does not constitute an emergency. Welcome packets handled within 48 hours of notification of arrival at post.

C-2 Direct Vehicle Operations

Services include dispatching, driving for official and/or personal purposes, and related records and reports.

Supply requisitions will be processed and filled within four days.

C-3 Indirect Vehicle Operations

Services include miles driven by the administrative/GSO staff for services such as pouch pick-up, water trucks, shipping, customs, etc., which is performed on behalf of all agencies. This service is included as overhead in these other services (rather than charged directly).

C-4 Vehicle Maintenance

This service is also charged as overhead to other services

Items will be received, entered into NEPA records, and documentation provided to the owning agency within two weeks from the date goods are received. Items will be provided routine maintenance and repair as required and requested on a standard GSO work order form within one week of receipt of work order. Emergencies such as refrigerator or kitchen range not functioning will be handled within 48 hours after the work order is received. Movement of property is at each individual agency expense and requires ten days written notice and is subject to the availability of contractors.

**C-5 Administrative
Supply/Expendable Property**

Services include requisitioning, stock control, issuance, accountability records and warehousing.

C-6 Non-expendable Property

Management Services

Services include requisitioning, inventory of nonexpendable supplies and equipment, issuances and warehousing.

C-7 Procurement Services

Services include procurement by contract, PSC, purchase order, requisition, petty cash purchases, amendments, etc.

Procurement requests for items under U.S. Government contracts will be processed within ten working days of receipt. Contracting and/or procurement requests for goods or services which require competition, technical specifications that must be translated into Latvian, or are from non-Latvian, sources, will be processed in the time frame needed to negotiate with the requesting agency as GSO is not staffed to do many contracts. GSO cannot guarantee how long it might take for these contracts, but it could be several months.

C-8 Leasing Services

Services include leasing and lease renewal.

Standard for acquisition of housing; to acquire housing for newly-established positions, a minimum of four months (but six months are preferred) advance written notification of need is required and must be accompanied by a fund cite for the anticipated cost of the lease. Standard for landlord emergencies; will notify landlord within one work day after receiving written notice of emergency. Based on lease provisions for emergency reaction by landlord, will monitor landlord compliance with lease emergency provisions. The GSO section (specifically the Housing Clerk) will ask the GSO procurement unit to locate a vendor to arrange for emergency service to resolve the problem, either billing the landlord directly or instructing B&F to deduct the cost from a subsequent rental payment.

C-9 Shipping and Customs

Services include packing and crating, forwarding, customs clearance (including negotiations with host government officials) for incoming and outgoing shipments of supplies, equipment, personal effects, and privately and US government-owned vehicles. Also includes preparation of documents required by the MFA and Customs Office for the registration/de-registration of POVs and GOVs and preparation of customs clearance forms for private and official vehicles.

Action will be initiated within 2 work days after receiving a written request for shipment and customs services. At least two weeks notice is required to make packing out arrangement through URSA/Helsinki.

C-10 Short Lease Non-Residential Building Operations

Serves include space planning and utilization, custodial and maintenance.

C-11 Short Term Lease

Residential Building Operations
Services include identifying suitable residences, negotiating and signing leases.

Make ready—within one month of receiving work order request residences will be cleaned and ready for arriving occupant.
Emergency—initiated within 48 hours after receiving a notice of an emergency situation (fire, life safety, property damage, etc.)

D. Information Management**D-1 Pouching and Mail Services**

Services include receipt and distribution of incoming pouches, preparation and forwarding of outgoing pouches, both classified and unclassified, and mail sorting, routing and delivery.

A locked mail room will be available for all pouches and mail. Information on postage rates and a scale for self service will be in this room.

Pouches will be prepared weekly and will be sent to Helsinki by truck. Inbound pouches will be opened and distributed immediately upon receipt but within normal working hours. Internal mail will be distributed to mail boxes in the Embassy within four hours of receipt. Mail for delivery to host government agencies will be delivered within one day of the request except for urgent letters which will go out immediately and be delivered within two hours.

<p>D-2 Reception and Switchboard</p> <p>Services will only be available in the chancery and include answering/directing telephone calls.</p>	<p>Hours of operation for receptionist will be from 0830 until 1700 on workdays. Telephone service will be provided to all agencies within the Embassy depending upon the availability of truck lines.</p>
<p>E. Security Services</p> <p>Services include local guards for the chancery and USIS buildings and issuance of passes to employees, TDY visitors, and other visitors.</p>	<p>Guard services will be provided 24 hours for the chancery and during workdays from 0830 to 1700 at USIS. Longer hours must be requested in writing at least two days in advance and approved by the PSO. Embassy building passes will be issued to employees and TDY visitors within one workday and to other visitors immediately.</p>
<p>F. Health Services</p> <p>Services include a written health guide, quarterly visits from the RMO in Warsaw, and two local physicians whose qualifications have been reviewed by the RMO, and two part-time registered nurses.</p>	<p>Appointments requested will be scheduled with the RMO. Assistance will be provided in obtaining approval for MEDEVACS and making travel arrangements.</p>
<p>G. ADP Services</p> <p>Services include installation of computers, maintenance, advice on procurement of ADP items, and maintenance of equipment. E-mail is also provided.</p>	

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SAMPLE

Service Performance Standards Defense Logistics Agency (DLA Administrative Support Center)

HUMAN RESOURCES

2.6.1 Classification Services

Provides a full range of classification services for a variety of occupations and grades in the General Schedule and Federal Wage System in accordance with Title 5, United States Code (U.S.C.). Services include position description adequacy reviews, implementation of standards, preparation of evaluation statements, audits, counseling employees who wish to submit classification appeals, and advisory services regarding reorganizations and position management. Based on customer feedback, the service now includes assistance in writing position descriptions at no additional cost. Services may be provided with or without delegation of classification signature authority to line managers, dependent upon customer policies and requirements.

Quality Standards: Senior staff continuously spot check classification actions to ensure customers receive timely and quality products. An internal automated SF 52 tracking system is reviewed by senior staff and status reports are provided to managers. Positions requiring full classification review or position description preparation are generally completed within two weeks; review of established positions are completed in less than one day.

2.6.2 Employment Services

Manages comprehensive internal recruitment and placement programs which include merit promotion, transfer of function (TOF), reassignment, temporary promotion, detail, realignment, change to lower grade, upward mobility, rotational training assignments, reduction-in-force (RIF), etc. Conducts extensive external recruitment programs with special emphasis on the recruitment of candidates from all segments of the population. Manages special recruitment programs such as Senior Executive Service (SES), Outstanding Scholar, Veteran's Readjustment, Disabled, and Student Educational Experience Program. Attends employment fairs and conducts college recruitment trips. Maintains direct hire authority for computer specialists, statisticians, actuaries, mathematicians, operations research analysts, engineers, and GS-5/6 secretaries in the Washington,

D.C. metropolitan area. Maintains applicant supply files for certain occupations and operates an active summer and winter rehire employment program. Provides employment information to callers and visitors regarding employment opportunities with the Federal government in general and with DASC-supported activities specifically. Provides training, and requested, and technical consulting on all facets of employment services.

Quality Standards: Senior staff continuously spot-check internal placement/external recruitment products to ensure customers receive timely and quality products. Personnel Management Specialists are evaluated on the quality and timeliness of their work. An internal automated SF 52 tracking system is reviewed by senior staff and status reports are provided to managers. HQ DLA conducts regular Personnel Management evaluations to assess the effectiveness of services provided. Performance standards focus on timeliness and customer services. An established procedure to review and update retention registers is followed each time and organization undergoes a RIF/TOF, and timelines are developed to ensure that all necessary steps are completed and meet projected deadlines. All RIF/TOF notices are reviewed and authenticated by the Director, Office of Human Resources prior to issuance. An out placement program is in place and is continuously refined. Extensive expertise in all facets of the employment services area enables Personnel Management Specialists to often resolve potential problems before they occur. Feedback from managers on quality of advisory services is used in evaluating performance of specialists and assistants.

2.6.3 Overseas Entitlements, Benefits, and Travel

Issues and processes/authenticates travel orders for overseas PCS travel. Obtains appropriate documentation necessary to begin the PCS process. Reviews completed documents and counsels customers on overseas PCS entitlements. Verifies the availability of travel funds through the applicable budget office. Possesses all requests to amend, extend, or modify overseas PCS orders. Processes overseas entitlements such as transportation, Temporary Quarters Subsistence Allowance, educational travel, etc. Provides advisory services on overseas allowances and entitlements to employees relocating overseas.

Quality Standards: Turnaround time for PCS orders is usually less than one week. PCS orders and benefits/allowance requests are reviewed for accuracy and compliance with the Joint Travel Regulations and Department of State Regulations by senior staff and authenticated by the director, Office of Human Resources. Feedback from managers on the quality of advisory services is used in evaluating the performance of Personnel Management Specialists.

FINANCIAL MANAGEMENT SERVICES

(F005A) Payroll/Accounting Support

Researches all payroll problems referred by the customer or by the Defense Finance and Accounting Service (DFAS), including problems with payroll/paychecks, deductions and leave. Follows up on problems until satisfactory resolution is reached. Prepares letters to financial institutions, DFAS, etc., and other documents necessary to resolve problem. Faxes or mails supporting documentation to DFAS on behalf of customer. Provides all follow-up research and assistance needed to resolve issues related to a customer's payroll problem. Notifies customers of any changes in DFAS policy. Receives all documents requesting payroll changes, including (but not limited to): Direct Deposit, Saving Bonds, address changes, DSC Form 45, Federal/State/City tax withholding, allotments, charitable contributions and Union dues deductions. Review documents for accuracy. Inputs payroll data locally. Forwards T&A documents to the Defense Finance and Accounting Service for data entry. Sends routine documents and those requiring an original signature to DFAS via priority mail. Receives all recaps requesting T&A changes. Faxes urgent documents to DFAS, such as when current T&A will be seriously affected (i.e. employee will receive less than 80% of base pay). Maintains record of all events/conversations relating to T&A changes. Receives all general recaps (no changes). Ensures recap is signed and forwards to DFAS for processing.

Commits, obligates and certifies the availability of funds for all funded orders into the Appropriated Accounting System (AAS) of the Defense Business Management System (DBMS). Coordinates all accounting actions with budget analysts to ensure that budgets are reconciled to maximize funds. Interprets DoD, Office of Management and Budget (OMB) and Federal Acquisitions Regulations (FAR) and informs customer of impact on accounting documents and their relationship to budgets. Ensures that accurate fund cites appear on accounting documents. Reconcile accounts with DFAS reports to ensure correct accounting procedures have been applied to budget accounts. Initiates random general ledger account reconciliations to assure that general ledger values reported are supported in detail by subsidiary listing as accounting principles dictate. Upon discovery of operating deficiencies, takes aggressive action to eliminate the obstacle and to facilitate necessary action.

Quality Standards: The Team maintains a three day turnaround time to input payroll documents. Payroll problems are handled on a case-by-case basis. The length of time to provide solutions is case specific. The customer is kept informed at all times on the status of the request. The Team maintains a three business day turnaround time for commitment and obligation of funded orders. Status reports are provided upon request.

FACILITY OPERATIONS/MAINTENANCE

(WFO01) Facility Maintenance (Headquarters Complex)

Acts as liaison/focal point with Headquarters complex contractors/DPW Fort Belvoir to furnish all services necessary and to assure Quality Control/Assurance. The services included are: recycling and resources recovery, fire protection, custodial services, facilities and real property support, facility maintenance, repair and construction, refuse collection and disposal, window cleaning, common use facility operations, and utilities.

Quality Standards: The Facility Maintenance Team's responsiveness is closely linked to the nature and urgency of the request. For emergency requests, a representative from the team responds within 30 minutes or less, immediately followed by key personnel necessary to correct the situation. Urgent requests are responded to within two hours. Routine requests are processed on a first come, first served basis, within five business days.

2.10.13 Warehouse Storage

Provides vertical and lateral warehouse storage space to store equipment, publications, supplies, files, etc. Space may be purchased in pallet-sized blocks (72 cubic feet per block) for a minimum of one month's duration.

Quality Standards: All storage material will be accounted for when being delivered or removed from the warehouse. The warehouse is under 24 hour surveillance through closed-circuit television for physical security. Only authorized personnel from the customer's organization will be allowed escorted entry into the warehouse. Any customer complaints not resolved within one business day are forwarded to the Director, Office of Installation Services for immediate action.

2.10.14 Labor Support

Provides labor services on demand for office moves, deliveries, laundry, relocations, furniture moves, and pickup of non-ADP items declared excess.

Quality Standards: Services are provided to meet the customers' needs professionally and on time. Expedited-priced services are provided when requests are received with less than three business days' notice or the service is to be provided outside the normal duty hours. Any customer complaints not resolved within one business day are forwarded to the Director, Office of Installation Services for immediate action.

2.10.20 Badges and ID Cards

Provides identification cards and badges as required. Replaces and/or repairs damaged or lost ID cards and badges. Initiates DoD building pass requests for supported personnel requiring access to the Pentagon or other DoD buildings in the National Capital Region (NCR), if applicable.

Quality Standards: Badge and ID card processing is accomplished within 30 minutes. The maximum processing time for a Pentagon or National Capital Region building pass is four hours. To expedite the badge/ID card renewal process, the command Security Office has designated certain times daily when this service is available. The security badges are redesigned every three years or after one percent have been reported lost. Customer complaints not resolved within one business day are forwarded to the Chief of Physical Security for immediate action.

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SAMPLE

Service Performance Standards

Medical

Post ICASS Patient Service Standards

With the implementation of the ICASS Program, post health units will be asked to provide patient service standards for delivery of medical program services. The intent of establishing standards is to define the consumer medical product which will be offered at a price to agency participants. It is important that consistency be presented related to the general aspects of medical program services. Each health unit may have unique subtractions or additions to any general listing of standards. All posts do not have health units and all health units do not provide the same level of services or have the same staffing. The following general standards are a model to modify as appropriate for local circumstances.

General Post Medical Program Standards

Provide primary health care services for acute medical problems utilizing qualified and credentialed medical care providers.

Coordinate referrals to local medical care resources.

Evaluate local medical resources and medical capability at post.

Provide immunization and preventive health care services.

Provide advice to post on issues of medical importance.

Provide or arrange for emergency stabilization and treatment services.

Provide clearance examinations where providers are available.

Provide medical analysis of health and environmental conditions at post.

Provide medical education to the foreign affairs community.

The following are standards specific to each health unit which should be included. If reference to these areas is included, be accurate but not limiting in defining these services.

Specify hours of operation and after hours emergency services (where health units exist).

Specify staffing available to carry our program standards.

Specify response time as appropriate.

Specify pharmacy and laboratory services as available.

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SAMPLE

Service Performance Standards

Community Liaison Office

These are generic guidelines for CLO services; they may be adapted at post, taking into consideration size of post, community needs, and the number of hours worked by the CLO Coordinator.

Service

Standard

Welcome and Orientation

Provide welcome information to new personnel and families, coordinate sponsorship program and post orientation activities.

1. Send pre-arrival information to all newly assigned personnel and families within a week of receipt of TM assignment cable.
2. Provide post specific, current information to newcomers upon arrival at post.
3. Coordinate and monitor sponsor program by identifying sponsors for all employees and providing specific guidelines for sponsor's responsibilities.
4. Schedule and coordinate post orientation programs quarterly and survey community for customer satisfaction and effectiveness.
5. Organize quarterly orientation tours and cross-cultural programs to integrate new arrivals into the mission community and familiarize them with the surroundings and the host culture.

Service

Community Liaison

Establish contact with community organizations and be an integral part of the mission community as a member of various committees and boards (e.g., employment, housing, Emergency Action, employees association).

Program Management

Develop social, cultural and recreational programs designed to meet the needs of all segments of the mission community and to enhance post morale.

Information and Resource Management

Maintain an information center for the mission community, provide information on post to Family Liaison Office (FLO) and Overseas Briefing Center (OBC), and contribute to or publish post newsletter.

Standard

1. Attend weekly country team and Admin staff meetings.

2. Serve as a member of the employment, housing, and Emergency Action Committees as a community advocate and maintain contact with all agencies and sections of the mission.

3. Identify and maintain contact with community organizations (American and international, social, cultural, recreational) and keep the mission community informed about their activities through post newsletter and mailing.

1. Annually assess and identify community needs and demographics.

2. Plan and coordinate biweekly activities to meet post needs with workshops, tours, sport or cultural events, lectures, etc.

3. Advertise activities and programs throughout the mission community.

4. Conduct periodic surveys of all CLO programs to measure customer satisfaction.

1. Set up community accessible resources and files on the post, the host country, family member employment, education, security, and reentry to the U.S.

2. Contribute to weekly post newsletter, with information on CLO services, activities, and other resources available in the CLO office.

Service

Family Member Employment

Provide information to Eligible Family Members (EFM) on employment opportunities within the mission and outside the mission, serve on the post employment committee, and contribute to annual Family Member Employment Report (FAMER).

Education Liaison

Maintain contact with schools at post, provide education information to mission community, and help to prepare families for return to the U.S. Provide FLO with post specific education information as requested.

Standard

3. Provide up-to-date post information to OBC annually (for those assigned to or bidding on the post).

4. Submit semi-annual CLO activity report to FLO.

1. Provide information to EFMs on employment within the mission as well as information on federal employment and post employment regulations.

2. Identify appropriate opportunities (including volunteer) outside of the mission by contacting business and private organizations and advise family members.

3. Attend all meetings of post employment committee as community advocate.

4. Work with post Personnel Officer to promote EFM employment and to submit a annual FAMER.

1. Keep in regular contact with schools at post attended by mission children.

2. Through workshops and personal contacts provide current educational information and re-entry assistance to families at post.

3. Support FS Youth Programs by advertising awards and Washington programs.

4. Provide information on post education to OBC and FLO annually.

Service

Security Liaison

Work with the Regional Security Officer to keep the community informed of security issues, serve on the Emergency Action Committee and provide community support during crises.

Counseling and Referral

Identify community resources, listen to community member's concerns and make appropriate referrals. Represent community concerns to management as necessary.

Standard

1. Attend all meetings of the Emergency Action Committee to represent community needs, and provide and receive information.
2. Assist RSO in providing contingency planning and security information to the mission community via newsletter or quarterly workshops.
3. Assist RSO in coordinating mission emergency notification system and testing the system quarterly.
1. Advertise hours of operation in the weekly newsletter in order to be available for listening to community concerns.
2. Identify and annually update community resources including medical personnel, counselors, and clergy in the community.
3. Refer clients to appropriate resources within the bounds of confidentiality.
4. Represent community concerns to management as appropriate.
5. Provide confidential support to community members during personal crises.

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SAMPLE

Service Performance Standards Bonn

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>AMERICAN PERSONNEL SERVICES (6441):</p> <p>Services include:</p> <p>In and out processing—TM messages, allowances, updating personnel data base, changes in health insurance, etc. (Note: ID cards, licenses, sponsorship of domestic employees and Foreign Office accreditation are included in the Basic Package).</p> <p>Benefits—Provide guidance, counseling and processing of allowances, health and life insurance. Assist employees with medical bills processing, insurance recoveries, and other medical related issues.</p> <p>Counseling—counsel employees in EEO, ethics, misconduct, poor performance, career advancement, assignments, training and retirement.</p> <p>Performance—Track work requirements/assignments and process EER's for State Department employees only. Provide guidance to supervisors on procedures for preparing and submitting EER's. Assist with assignment process.</p> <p>Post Language Program—Organize and manage post language program beginning in September and ending in June of each year.</p>	<p>Personnel processing can be completed within 5 work days upon receipt of required documents from employee.</p> <p>Guidance, counseling and processing of benefits are generally accomplished within 2 work days of receipt of request. Surveys are conducted once a year and normally take up to 2 months to complete.</p> <p>Counseling is normally initiated within 5 work days of the identified need. In some cases, (i.e., poor performance or misconduct) counseling may extend over long periods of time.</p> <p>Work requirements are due 5/30 and EERs are due in Washington, D.C. headquarters on 5/15 of each year. Upon receipt in PER, it normally takes approximately 2 work weeks to process and forward the EERs to Washington.</p> <p>Language program normally takes about 4 weeks to organize and implement. Management of the program thereafter is on-going.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>Separations— Process any separation (resignations or retirements) and provide necessary guidance and counseling on benefits.</p> <p>Travel—Process all requests for travel authorizations related to EVT, education and travel of children of separated parents.</p> <p>Basis for Cost Distribution:</p> <p>Number of DH U.S. citizens</p> <p>Modified workload count (.3) for those non-foreign affairs agencies whose personnel does not receive the full range of American personnel services (i.e. performance evaluation, recruitment, separations, counseling).</p> <p>Services under the (.3) modified count include eligibility for participation in the post language program, assistance on employee's hospitalization issues and medical bill processing, and assistance with benefit issues.</p> <p>Post Language program instruction costs are direct charged to all agencies.</p> <p>LOCALLY ENGAGED STAFF SERVICES (6451):</p> <p>Counseling—Provide counseling and guidance on employee benefits, career development, misconduct, German Social Security System, and German labor laws to both employees and their supervisors.</p>	<p>Separation processing is generally accomplished within 5 work days of submission of completed separation package.</p> <p>EVT travel orders are processed immediately upon receipt of pertinent information. Other travel orders are processed within 5 work days of receipt of required documentation.</p> <p>Counseling is normally initiated within 5 work days of the identified need. In some cases (i.e., poor performance or misconduct) counseling may extend over long periods of time.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>Performance—Process performance evaluations by informing supervisors when the evaluations are due; provide guidance and counseling to employees and supervisors regarding poor performance; review evaluations against latest position description to verify that the P.D. is still current.</p> <p>Position classification—Perform position classification for all participating agencies and provide guidance to supervisors in writing position descriptions.</p> <p>Recruitment—request hiring authority and advertise all vacancies; recruit well-qualified candidates for FSN/PSC vacancies; provide proper orientation to new employees regarding salaries, benefits and employee responsibilities; update staffing pattern for personnel changes; and prepare all paperwork to add employees to the payroll. Coordinate the advertisement, recruitment and hiring of eligible family member's PIT/PSC positions.</p>	<p>Prepare notifications to supervisors of evaluations due one month prior to the end of the rating period. Based upon satisfactory evaluation, process WGI (if appropriate) within 5 work days after receipt of the evaluation.</p> <p>For classifications that can be determined at post, complete classification within 4 work weeks of receipt of complete package from requesting authority. Work closely with supervisor to resolve problems regarding the classification or need to revise the P.D.</p> <p>Recruitment can take 3 to 4 months depending upon candidates availability, hiring authority and processing of security clearances. The actual advertisement takes approximately 3 weeks. Processing of all necessary paperwork to add new employees to the payroll is normally accomplished within 5 work days from the time the employee checks in with Personnel and reports for duty.</p> <p>Recruitment of EFM's can take as long as 6 months depending upon candidates availability, hiring authority and processing of security clearances. The actual advertisement and placement before the hiring committee can be done within 4 work weeks. Process all requests for additional resources and reprogramming of positions within 2 work weeks of receipt of a request and valid position description. For new positions, a position description must be written by the supervisor, and the position authorized and classified by agency headquarters before the position may be advertised.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>Resource Management—Provide resource management services by requesting and justifying additional positions or abolishment of positions as a cost saving measure. Keep statistical records of position complements for all agencies.</p> <p>Separations—Process resignations, retirements and terminations in accordance with proper notice periods; provide guidance to employees on their separation entitlements; work closely with supervisors on all termination cases to ensure compliance with German labor laws.</p> <p>Awards Program—Manage an effective awards program for all employees; schedule awards committee meetings; organize awards ceremonies; and process necessary paperwork related to approved cash and MSI awards.</p> <p>Basis for Cost Distribution: Number of LES served</p> <p>FINANCIAL MANAGEMENT:</p> <p>ACCOUNTS AND RECORDS (6221):</p> <p>Services include:</p> <p>Maintenance of official accounting records for Department of State allotments and officially allotted funds of agency serviced by RFMC-Bonn . This service includes ensuring that these records are adequate for management information and budget purposes within the constraints of the FMS system available to RFMC-Bonn. The allottee serviced agency head or his designee, will ensure that all obligation requests and documents</p>	<p>Normally separation actions, due to misconduct or poor performance take a significant amount of time and effort to document and complete. Such cases require extensive counseling sessions with the supervisor and employee. Paperwork related to resignations and retirements can be processed within two work weeks.</p> <p>Award committee meetings are held twice a year to review nominations received during the preceding quarter. Hold an awards ceremony at least twice a year. Process approved awards and request for printing of certificate and payment of cash and MSI awards within 3 work weeks of final approval.</p> <p>Agencies are responsible and will ensure that RFMC Bonn receives all advices of allotment on a timely basis. Each agency is responsible for establishing its own internal control procedures to ensure that all funds and obligations are correctly recorded and legal. RFMC Bonn will record advices of allotment on agencies' FMS allotment accounting records within 3 days of receipt of said advice.</p> <p>Serviced agency is responsible for ensuring that all travel advances maintained on the allotment accounting system are monitored and collected on a timely basis.</p> <p>Establish obligations or notify requester</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>are legal and in conformity with all applicable federal and agency regulations.</p> <p>RFMC Bonn will record advices of allotments received for serviced agencies. RFMC Bonn will perform overall fund control reconciliations on a quarterly basis to ensure that obligations recorded do not exceed funding authorized or available.</p> <p>RFMC-Bonn will assign standard fiscal data to purchase requisitions, purchase orders, contracts and telegrams that have been properly prepared, authorized, and for which funds are available. If sufficient training or guidance on an agency's fiscal data cannot be provided, the agency will be responsible for assigning the fiscal data to the obligating documents.</p> <p>Copies of obligating documents will be made by the agency before processing to RFMC Bonn or received directly from the procurement office. RFMC Bonn will not provide copies of obligating documents unless serviced agency cannot obtain them from source.</p> <p>RFMC Bonn will record obligation documents on the FMS system. Any request for quarterly recurring obligations by an agency must be certified as legal and valid by the allottee or that agency's funds control officer.</p> <p>RFMC-Bonn will provide monthly accounting reports generated by the FMS system. These are to be routed to the serviced agency's printers if possible.</p>	<p>of lack of funding within 3 working days of receipt of obligation document. Process obligations and decommitments within 3 working days of receipt of properly executed procurement document. Enter recurring obligations on a quarterly basis into FMS within 7 days after receipt from agency of certified recurring obligations listing. RFMC Bonn will process payroll liquidations to serviced agencies' records. RFMC Bonn will make routine and minor allotment accounting and obligation adjustments as required. Serviced agency is responsible for regularly reviewing their allotment accounting records to ensure that any significant adjustment to correct funding or obligation amounts are made.</p> <p>Provide FMC60's and 62's to all serviced agencies within 7 working days after month end. Review status of obligations reports with serviced agency accounting or administrative personnel once a quarter.</p> <p>Automated specialized FMS reports will be provided within 3 working days of request to serviced agencies, but no manual reporting or accounting analysis will be prepared by RFMC-Bonn.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>Basis for Cost Distribution:</p> <p>Number of strip codes related to obligations/commitments established (per FMS records) for a period of 1 year.</p> <p>Modified workload count (.6). All obligations with fiscal data are prepared by agency personnel and ready for input. All obligation adjustments are prepared by agency personnel, including accepting of payroll and other SF477s.</p> <p>Modified workload count (.3). Agencies input all funding, obligations, SF477s and accounting entries into the Financial Management System themselves. All obligation adjustments are entered by agency personnel.</p> <p>PAYROLLING (6222):</p> <p>Submission and review of Time and Attendance reports. Training of more than 100 timekeepers.</p> <p>Distribution and copying of payroll material such as earnings and leave statements, savings bonds, W-2 and biweekly payroll reports. Review of Earnings statements and payroll reports to ensure that errors are detected early.</p> <p>Reporting of Home Leave taken. Calculation and preparation of advance of pay requests. Preparation of requests for charge' pay. Preparation of vouchers for payment of employer's shares for Health and Life insurance. Preparation of vouchers for extraordinary payments such as court settlements or emergency payments. Provide assistance of employee in resolving payroll related problems. Preparation of form 1099 Miscellaneous Income.</p>	<p>Time and Attendance reports are submitted on a biweekly basis.</p> <p>T/A reports are reviewed to detect errors before they are released to the Paying Centers in Paris and Charleston. Timekeepers receive training before they get access to the computerized T/A system.</p> <p>Timekeepers can contact the payroll office any time to get assistance or T/A problems solved.</p> <p>RAMC Paris or FSC Charleston is being notified within 2 workdays of notification from employee. Follow-up biweekly until the problem is resolved.</p> <p>Manual vouchers payroll-related are processed within a week and are transmitted to RAMC Paris for payment.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>Review of Overtime payments to ensure that overtime and comp time had been approved.</p> <p>Basis for Cost Distribution:</p> <p>Number of U.S. citizen/LES employees payrolled.</p> <p>VOUCHERING (6223):</p> <p>Services include:</p> <p>Includes auditing, certification, and processing of voucher payments for the Department of State and serviced agencies. Auditing and processing of travel vouchers. Auditing includes reviewing the payment for correctness, legality, and completeness of supporting documentation. Agencies may be asked to certify compliance with their procurement regulations prior to certification for payment. To the extent possible RFMC-Bonn will review payments for compliance with applicable federal and agency regulations, but reserves the right to refuse certification of any voucher it may consider improper. All payments made will be charged to a resident agency at post- if RFMC Bonn cannot identify the sponsoring agency, the payment will be returned to the originator. Voucher preparation and approval for payment is to be done by the serviced agency prior to forwarding to RFMC-Bonn. Where the voucher is to be paid from a purchase order document or contract, RFMC-Bonn will pay in accordance with the document/contract unless otherwise advised. Routine recurring payments may be made from a valid invoice without the preparation of a manual voucher if this is done by the serviced agency and all required authorizations and information is</p>	<p>Vouchers (Non-Travel):</p> <p>Routine vouchers will be audited, certified and processed for payment to RAMC-Paris within 10 working days. RFMC-Bonn is not responsible for RAMC-Paris processing time, but check or EFT transfer is usually initiated within 2 working days of receipt of RFMC-Bonn payment files.</p> <p>Simple Travel Vouchers:</p> <p>Routine 1-3 day travel vouchers requiring routine audit will be audited, certified and processed for payment to RAMC-Paris within 5 working days of receipt of voucher. All travel vouchers must be thoroughly completed and all documentation attached (orders, advance copy, tickets, etc.) prior to submission to RFMC-Bonn.</p> <p>Extended or Transfer Travel Vouchers:</p> <p>Any travel voucher requiring more audit work or complicated calculations due to various locations, indirect travel, multiple travelers, etc will be audited, certified and processed for payment to RAMC-Paris within 15 working days of receipt of voucher. All travel vouchers must be thoroughly completed and all documentation attached (orders, advance copy, tickets, etc.) prior to submission to RFMC-Bonn.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>abroad. Issuance and clearance of interim cash advances to employees for the execution of cash procurements; reimbursement, monitoring, pre-audit of invoices and vouchers.</p> <p>Provide technical guidance, training and issuance of advances to local sub-cashiers.</p> <p>Collection of funds due the U.S. Government from employees, vendors and agencies (i.e., consular fees, utility charges, medical overpayments, damage to personal property, personal telephone calls, trust funds, SDA accounts, loan repayments, property auctions, travel advance refunds and social security overpayments). Deposit of excess funds to the account of the USDO at RAMC Paris. Initiates cash replenishment actions and recovery of funds.</p> <p>Plans and provides support off-site at Hotels, etc., to CODELS, STAFFDELS, Cabinet-level VIP visits. This service is included under the basic package (6150).</p> <p>Responsible for the processing of all official cashier transactions; control, safekeeping and maintenance of cashier documents and records; processing of all cashier vouchers; and performing the necessary paperwork including monthly cashier verifications to ensure that U.S. Government funds are properly safeguarded.</p> <p>Basis for Cost Distribution:</p> <p>Based on workload counts of all transactions handled by the cashier including number of accommodation exchanges performed; payments</p>	<p>Replenish all sub-cashiers based upon receipt of proper documentation. Sub-cashiers must make appointments in advance for review of documents and replenishment.</p> <p>Services performed during window hours:</p> <ul style="list-style-type: none"> a. Provide limited check cashing services for specific large transactions is authorized by administrative memorandum. b. Provide reverse accommodation exchange to authorized personnel who are leaving post in accordance with appropriate regulations and post policies. c. Issues interim advances for petty procurement upon receipt of an approved petty cash form. d. Reimburse employees for properly approved petty cash invoices for payments already made. e. Issue travel advances based upon properly approved travel advance applications, if travelers checks are not available. f. Provides cash payment services for all other official payments not covered above. <p>Enter all vouchers into the FMS system within 5 work days.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>received and made; and vouchers and collections processed.</p> <p>BUDGET AND FINANCIAL PLANNING (6211):</p> <p>Prepare Field Budget Plans (Program, ICASS, Diplomatic Security, Representation) including Mid-Year reviews, monitor funding/spending trends through maintenance of financial plans and funded plans in the Financial Management System (FMS).</p> <p>Produce "Status of Funds", "Status of Plans" and "Status of Obligations Report". Compare actuals against funded or financial plan data. Monitor wage, price increase and impact of exchange rate fluctuations on budgets.</p> <p>Basis for Cost Distribution:</p> <p>This service is currently provided to only Department of State and one serviced agency. Additional agencies requesting budgeting services will be required to fund extra personnel directly.</p> <p>GENERAL SERVICES OFFICE:</p> <p>VEHICLE MAINTENANCE (6132)</p> <p>Full vehicle maintenance services include all labor and minor automotive supplies/parts if repair/service can be performed in-house. Not included are any major parts or major outside labor required.</p> <p>Vehicle maintenance at a reduced level (modified workload factor .3) only includes minor maintenance and repair service. This service would</p>	

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>repair service. This service would include oil changes, small inspections, TueV inspection, winterization, replace/recharge batteries, etc. All agencies subscribing to this service level must provide all parts required for the repair or servicing.</p> <p>Frequency of routine maintenance servicing is determined by the vehicle manufacturers guidelines. Minor repairs are provided as needed subject to sections volume of work—standard defined time of each repair is not possible.</p> <p>Services include:</p> <p>The Bonn Motor Pool Maintenance Unit will provide both minor and major body repair services, and minor and major engine repair services.</p> <p>Any required towing will be performed either by the motor pool or a commercial vendor and charged directly to the benefiting agency.</p> <p>The Bonn Motor Pool will procure gasoline and gasoline coupons for its use and the use of other agencies, if funding data is provided in advance.</p> <p>Access to the gas pumps and/or gas coupons will be granted to all agencies and the motor pool will maintain the systems and controls to monitor fuel consumption by individual vehicles. Each agency will be charged directly for the gasoline consumed by its vehicles (subscription to this service not required for this service only).</p> <p>Basis for Cost Distribution:</p> <p>No. of vehicles maintained.</p> <p>Modified workload factor .3</p>	<p>See attachment.</p> <p>Minor maintenance consists of such routine and low cost services as changing windshield wiper blades, recharging or changing batteries, oil changes, filter changes, tire pressure checks and tire rotations, replacement of fan belts, etc.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>No. of vehicles maintained only minor maintenance services authorized.</p> <p>ADMINISTRATIVE SUPPLY (6133)</p> <p>Services include:</p> <p>Requisitions for supplies, issuance of supplies, delivery of supplies, necessary stock control, accountability records, warehousing, customs clearance and inventorying of expendable supplies. The common use expendable supplies will be issued, if available, to requesting offices/agencies who subscribe to administrative supply services.</p> <p>Supplies available under this service are listed in the U.S. Embassy Supply Catalog.</p> <p>All requisitions are subject to review. If request exceeds reasonable requirements for offices/agencies the requisition will be rejected.</p> <p>Offices/agencies requiring items which are not stocked or are of a specialized nature are responsible themselves for the procurement and funding of these items.</p> <p>Packaging and forwarding of expendable supplies to all constituent posts.</p> <p>Petty Cash and accounting for emergency purchases, special purchases.</p> <p>Basis for Cost Distribution:</p> <p>No. of American and LES personnel</p> <p>Cost of supplies will be charged to subscribing agencies quarterly. Annual fund cite must be on hand before agencies receive Admin. Supply services.</p>	<p>Supply Room is open three half days a week to pick up expendable supplies.</p> <p>The warehouse will stock common use expendable supplies and will provide a list of stocked items to all offices/agencies (invitations not supplied).</p> <p>Inventories of expendable supplies will be conducted annually, and spot checks are done as deemed necessary.</p> <p>Stocking levels will be reviewed and adjusted based analysis of usage on a continuing basis.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>NON-EXPENDABLE PROPERTY MANAGEMENT (6143):</p> <p>Services include</p> <p>Requisitioning, inventory of non-expendable property and equipment, transporting and warehousing of non-expendable property.</p> <p>Offices/agencies will be responsible for all other property under their control. Property accountability will not be provided for non-State agencies, nor for special equipment and furnishings funded and used by State entities such as CA, DS, ESC, RIMC, FRDCD, Marines, IMO.</p> <p>Property accountability beyond the level required by the Department of State will not be provided.</p> <p>Make ready services of residences for occupancy. Provide furniture and furnishings for eligible agencies' (Foreign Affairs Agencies) staff members. Upgrade condition of furnishings.</p> <p>Residences will be prepared for occupancy with furniture (if applicable) drapes, curtains, carpeting and appliances requirements prior to occupants' arrival. Thus, saving the temporary housing costs. Maintain, repair and replace appliances (refrigerator, stove, clothes washer, clothes dryer) as necessary.</p> <p>Security cleared staff handle all emergency requirements. This includes providing support services for EMR and DCR with their official functions, exchanging appliances after work hours, as required.</p>	<p>Items will be received, entered into the NEPA records, and documentation provided to the owning agency within 8 workdays from date of receipt of goods. Property will be delivered from warehouse to office or residence within 3-5 days depending on date of request.</p> <p>Disposal of Property:</p> <p>Disposal documentation including any accounting data to be provided within three weeks after sale or non-sale disposal.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>Basis for Cost Distribution:</p> <p>No. of direct-hire U.S. citizens in U.S. Government Housing (Leased or G.O. as long as either appliances or furnishings are provided).</p> <p>Modified cost factor (.6). Any agency that is provided with household furnishings, appliances and make-ready services by the Department of State must subscribe to the reduced service level (.6) of non-expendable property management services.</p> <p>Modified cost factor (.3). Any agency that is provided with appliances and make-ready services by the Department of State must subscribe to the reduced service level (.3) of non-expendable property management services.</p> <p>PROCUREMENT (6134):</p> <p>Procurement services in Bonn are performed by the Regional Procurement Support Office (RPSO) and branch office in Frankfurt. Agencies not utilizing RPSO are required to follow their agency procurement guidelines.</p> <p>RPSO services will include processing of purchase orders using simplified acquisition procedures for procurement actions up to \$100,000, solicitation of competitive quotes for purchases in excess of \$2,500, preparation of competitive and sole source solicitations, award or resultant contracts and full range of contracting services.</p> <p>Micro purchases (under \$2500) are encouraged to be performed by requiring activity via petty cash or government purchase card. RPSO</p>	

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>does not perform petty cash procurements.</p> <p>Procurement services for agency offices and State funded from or requested from outside Germany will be charged via the Department of State Working Capital Fund surcharge structure. Further information available from RPSO.</p> <p>Services include:</p> <ol style="list-style-type: none"> 1. Purchase requests Review purchase request for sufficiency and completeness including specification/statement of work and funding. Obtain additional information and corrections to complete the PR, accept the PR and establish contract/order file. 2. Market research Review acquisitions histories. Identify and collect market data related to the requirement, extent of competition, source selection, and terms and conditions for the solicitation. Develop source lists. 3. Competition requirements Determine whether to meet the requirement through full and open competition, or whether limited competition is appropriate. 4. Procurement Planning Establish milestones for solicitation, evaluation and award tasks. Identify the most appropriate type of contact to mitigate and apportion expected risks. Examine use of Government property, need for bonds, insurance requirements. 5. Solicitation Preparation Identify and incorporate provisions and clauses that apply to the procurement. Assemble and issue a Request for Quotation, Invitation for 	<p>Pre Procurement Activities 1 through 4</p> <p>Upon receipt of complete procurement request package, including specifications and funding:</p> <p>Simplified Acquisitions: 1 to 7 days</p> <p>Other Contracts (over \$100,000) 5 to 15 days</p> <p>Solicitation Activities 5 through 8</p> <p>Simplified Acquisitions: 2 to 15 days</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>Bid, or Request for Proposal.</p> <p>6. Publicize Procurement</p> <p>7. Pre Award Communication Answer vendor questions about the solicitation, conduct prebid/preproposal conferences.</p> <p>8. Amend/Cancel Solicitations</p> <p>9. Process Offers Receive and control quotations, bids and proposals. Determine responsiveness of offer to terms and conditions of the solicitation, resolve minor informalities, reject non-responsive bids.</p> <p>10. Technical Evaluation Identify and request the services of technical and other personnel for proposal evaluation. Brief technical evaluation panel on source selection plan, evaluation plan and other acquisitions issues.</p> <p>11. Business Evaluation Identify and collect information from the offeror necessary to complete the Government's analysis of the proposal, and determine offeror responsibility.</p> <p>12. Cost or Price Evaluation Perform cost and/or price evaluation to determine reasonableness of the proposed prices.</p> <p>13. Negotiation Prepare prenegotiation plan which establishes objectives, priorities and potential trade offs for discussions with the offeror. Conduct negotiations by oral or written discussions with the offeror(s).</p> <p>14. Prepare Award Prepare simplified acquisition or contract award and all backup documentation.. Obtain approvals, including appropriate quality assurance review.</p>	<p>Other Contracts (over \$100,000) 0 to 90 days</p> <p>Evaluation/Negotiation Activities 9 through 13</p> <p>Simplified Acquisitions: 1 to 7 days</p> <p>Other Contracts (over \$100,000) to 45 days</p> <p>Award Activities 14 and 15</p> <p>Simplified Acquisitions: 1 to 3 days</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>quality assurance review.</p> <p>15. Award</p> <p>16. Post Award Activities Including debriefing of unsuccessful offerors, response to vendors protests, post award conferences. Identify key milestones, delegate appropriate authority to CORs. Other post award actions include:</p> <p>Ordering</p> <p>Monitoring, Inspecting + Acceptance</p> <p>Payment against invoices</p> <p>Contract Modifications</p> <p>Options</p> <p>Terminations</p> <p>Claims</p> <p>Close-out</p> <p>Basis for Cost Distribution:</p> <p>No. of executed procurement documents</p>	<p>Other Contracts (over \$100,000) 1 to 15 days</p> <p>Contract Administration Activities:</p> <p>Depending on complexity of acquisition instrument, commodity/service type, performance problems encountered, remaining activities are performed as part of contract administration functions. No measurable performance standard has been established for these activities.</p>
<p>REPRODUCTION SERVICES (6135):</p> <p>Services include:</p> <p>Reproduction services are provided in four basic categories: letterpress and offset printing, finishing, and photocopying.</p> <p>Letterpress: This is the hand composition and printing of cards such as invitations and menus; printing of both gold and white embossed invitation cards; printing of</p>	<p>Hand typesetting and letterpress printing.</p> <p>Standard invitation, stock pre-embossed or foil stamped. 2 working days.</p> <p>Embossing or foil stamping. 2 working days.</p> <p>Numbering, creasing, perforation, etc. 1 working day.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>white embossed letterheads; hotfoil stamping of certificates and invitations, creasing of folded card stock, perforation of specific items like deposit slips; numbering of ID and reply cards; and die-cutting of tabs.</p> <p>Offset: Preparation of film for metal plates; printing of forms, carbonless copy paper, envelopes, letterheads, two color letterheads and programs; overprint of forms, printing of invitation and compliment cards and note pads; printing of coversheets for VIP booklets and folders; preparation of pre-prints in black and color ink such as staff announcements, security advisories, and job opportunity announcements; and printing of telephone directories.</p> <p>Finishing: Cutting of paper and card stock to sizes for the printing presses, final trim of forms, preprints, reply card, note pads and brochures; hot melt spine binding of brochures and office pads; folding of letters to fit into envelopes, programs and flyers, perforating of forms; punching of holes.</p> <p>Manuals, forms and telephone directories; block or saddlestitching of booklets and pads, collating of forms, carbonless copy paper to sets and telephone directories; mounting of maps and posters; and die-cutting of brochures and manuals for plastic spiral binding.</p> <p>Photocopy: Photocopying service for all in-house requests such as staff announcements, security advisories, information papers and small amounts of forms and manuals.</p>	<p>Offset printing</p> <p>General black or one-color work. 2 to 5 working days.</p> <p>Digital printing</p> <p>Work sent electronically (depending on volume and complexity). 1 to 3 working days.</p> <p>Work requiring scanning (depending on volume and complexity). 1 to 5 working days.</p> <p>Finishing</p> <p>As the work in the finishing area is so varied and sometimes complex turnaround times are difficult to predict.</p> <p>Standard work. 1 to 2 workdays.</p> <p>Electronic publishing and graphics</p> <p>Simple work—High complex work 1 to 10 working days.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>Basis for Cost Distribution:</p> <p>Job impressions and number of copies made. Materials cost of all jobs will be directly billed.</p> <p>CUSTOMS AND SHIPPING (6136):</p> <p>Services include:</p> <p>Services include arranging for packing and crating, forwarding, preparation of necessary documentation for customs clearances, negotiations with host government officials concerning incoming and outgoing shipment of supplies, equipment, personal effects and privately- and US Government-owned vehicles.</p> <p>Process invoices for all services in connection with movement of personal effects.</p> <p>The following services are provided by Customs & Shipping Section but are charged under the Basic Package cost center.</p> <p>Assistance is provided with the processing of traffic violations and accidents, preparation of documentation for the foreign and customs offices for the de/registration of POVs and GOVs.</p> <p>Issuance of local license plates, preparation of customs clearance forms for private and official vehicles.</p> <p>Assistance in preparing documentation</p>	<p>Arranging for packing, crating, forwarding, HHE, UAB, and POV shipments. Action will be initiated within 2 days after the receipt of a written or oral request for shipment and customs service.</p> <p>Arranging for delivery of HHE, UAB and POV. Action will be initiated within one working day of receipt of request.</p> <p>Preparation of documents as necessary for customs clearances. Within 2 working days ARO shipping documentation from shipping companies.</p> <p>Processing of invoices for all services in connection with movement of personal effects. Action will be initiated 5 working days of receipt of invoices.</p> <p>Request for license plates for GOV/POVs.</p> <p>Within 6 working days after customs clearance.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>for vehicle insurance, preparing requests for tax exemptions on U.S. Government and private purchases, maintenance of accident files for official vehicles, follow-up on insurance claims for official vehicles, assistance in the preparation of necessary documentation for other types of licenses.</p> <p>Assist employees in filing claims for damage to employees HHE while in transit to post.</p> <p>Process requests for fishing and hunting licenses and weapon permits.</p> <p>Basis for Cost Distribution:</p> <p>Number of shipments processed (both incoming and outgoing) during the most recent 12 months.</p>	<p>clearance.</p> <p>Request for sale for personal and official vehicles. Within 2 working days ARO sale request approved by ADMIN.</p> <p>Processing of donations of USAID official vehicles. Within 2 working days ARO grant documentation.</p> <p>Request of driver's licenses. Within 2 working days ARO documents from employee.</p> <p>Processing claims placed by STATE, USIS, and USAID personnel. Within 10 working days ARO complete claim documents.</p> <p>Request for fishing and hunting licenses. Action will be initiated within 3 working days of request.</p> <p>Request for weapons permit. Action will be initiated within 5 working days of request.</p>
<p>DIRECT VEHICLE OPERATIONS (6139)</p> <p>Description of Services:</p> <p>Support for program activities of serviced agencies—transportation of their personnel, equipment, and supplies, whether with driver or self-drive.</p> <p>Call of taxis on behalf of subscribing agencies. All taxi use is charged directly to the benefiting agency, even</p>	

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>if caused by non-availability of motor pool services.</p> <p>Basis for Cost Distribution:</p> <p>Amount of miles driven.</p> <p>Current Motor Pool does not have resources for extending services to additional agencies. Subscription services by agencies will require additional personnel and motor vehicles to be provided by those agencies.</p> <p>For agencies not subscribing, services are provided only if a vehicle and driver can be made available without reducing services to those that subscribe to this service. Use of vehicle without driver \$.31 per mile, use of vehicle with driver \$30.00 per hour.</p> <p>Service outside of normal working hours or where a dedicated vehicle and or driver is required for more than 4 hours in a day, or outside of the normal operating area, such as airport pickup, will be direct charged to the requesting agency (including State Program) at a cost of 31 cents per mile without driver and \$45.00 with chauffeur.</p> <p>Travel Services (6462)</p> <p>The foreign visas office Bonn provides official visa travel service to Civilian, U.S. active military and contracting military support agencies on DOD contracts (including Stateside TDY teams, etc.) based throughout Germany.</p> <p>Services at some Consulates without a travel manager contract (WagonsLit) could include issuance and</p>	<p>Within the limitations and actions by other Embassies, the travel services section will attempt to obtain visa by intended travel date (average issuance time 1—2 weeks).</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>Basis for Cost Distribution:</p> <p>Number of leases maintained.</p> <p>BUILDING OPERATIONS— GO/LTL NON-RESIDENTIAL (7820):</p> <p>Services include:</p> <p>Management, maintenance, utilities, custodial services, gardening services, maintenance of parking and access areas.</p> <p>Space planning for all buildings/facilities on the US Embassy complex, excluding the Ambassador's residence and the MSG residence and immediately surrounding areas.</p> <p>This includes providing maintenance and repair of heating (including boilers), air conditioning, electrical, plumbing and ventilation systems; providing for routine painting, plumbing, carpentry, carpet replacement, and other related services; custodial and janitorial services (including floor care); and gardening services. Administer maintenance contracts for elevators, air conditioners, large refrigeration equipment, and boilers.</p> <p>Administer and implement post's preventive maintenance program.</p>	<p>Deutschbau and will have 24 hours in which to initiate corrective action. If the landlord does not respond within the aforementioned time frame, the Embassy reserves the right to initiate repairs on its own, the cost of which would be deducted from the lease payment. Administrative fees in addition to material and labor fees would be charged to the landlord.</p> <p>1. Action will be taken on work orders involving emergency maintenance (fire, life safety, potential property damage, etc.) as soon as possible. After hours responses to emergency situations will be limited to the eliminating the emergency condition. In order to ensure that the condition is finally resolved, the requestor should submit a normal work order request on the next working day.</p> <p>2. Action will be taken on work orders involving routine maintenance within 5 days of receipt.</p> <p>3. Action on non-routine low priority work orders within 15 work days of receipt.</p> <p>4. Open work orders are reviewed bi-weekly and re-prioritized to insure that all work orders are performed in a timely manner.</p> <p>5. Posts preventive maintenance (PM) program will be administered in accordance with FBO guidelines and updated as required. Work orders for PM are prepared monthly by GSO. New equipment is added to PM lists as received and scheduled for maintenance in accordance with FBO</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>Occupying offices/agencies will pay directly for all office furnishings and equipment (including any specific carpet requirements). Any requested building modifications (moving partitions, opening doorways, installation of security doors, etc.) not included in a scheduled building renovation project will be done by contract, if possible, and paid for directly by the requesting office/agency. Offices/agencies requesting services in excess of basic levels (i.e., more frequent cleaning, specialized maintenance, etc) will be charged directly for the additional cost.</p> <p>Basis for Cost Distribution:</p> <p>No. of net non-residential square feet occupied.</p> <p>BUILDING OPERATIONS— GO/LTL RESIDENTIAL (7810):</p> <p>Includes space planning and utilization and maintenance of government owned residential properties. This includes providing maintenance and minor repairs of heating (including boilers and heat exchangers), electrical, and plumbing systems; providing for painting, plumbing, carpentry and other related services; and gardening services authorized by regulations. Administer and implement post's preventive maintenance program.</p> <p>Perform normal make ready repairs to apartments between tenants including painting, wall patching, minor systems improvements and minor upgrades to parquet floors, bathrooms and electrical and plumbing systems.</p> <p>Any requested apartment modifications (moving walls, opening doorways, installation of security devices, etc.)</p>	<p>and manufacturers guidelines.</p> <p>6. Routine and preventive maintenance contracts will be monitored on a regular basis to insure that contractors are providing the quantity and quality of services defined in the contract.</p> <p>7. Prepare receiving reports for service related contracts within 10 working days after the receipt of an invoice.</p> <p>1. Action will be taken on work orders involving emergency maintenance (fire, life safety, potential property damage, etc.) as soon as possible. After hours responses to emergency situations will be limited to the elimination of the emergency condition. In order to ensure that the condition is finally resolved the requestor should submit a normal work order request on the next working day.</p> <p>2. Action will be taken on work orders involving routine maintenance within 5 days of receipt.</p> <p>3. Action on non-routine low priority work orders within 15 work days of receipt.</p> <p>4. Open work orders are received bi-weekly and re-prioritized to insure that all work orders are performed in a timely manner.</p> <p>5. Post preventive maintenance (PM program will be administered in accordance with FBO guidelines and</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>installation of security devices, etc.) not included in a scheduled building renovation project will be done by contract, if possible, and paid for directly by the requesting office/agency. No modifications will be made to any residence without the approval of the GSO.</p> <p>Basis for Cost Distribution:</p> <p>No. of net square feet occupied.</p> <p>BUILDING OPERATIONS— STL NON-RESIDENTIAL (7860):</p> <p>Services not provided in Bonn.</p>	<p>updated as required. Work orders for PM are prepared monthly by GSO. New equipment is added to PM lists as received and scheduled for maintenance in accordance with FBO and manufacturers guidelines.</p> <p>6. Routine and preventive maintenance contracts will be monitored on a regular basis to insure that contractors are providing the quantity and quality of services defined in the contract.</p> <p>7. Prepare receiving reports for service related contracts within 10 working days after the receipt of an invoice.</p> <p>8. The Building Maintenance Unit will make every attempt to ensure that arriving employees are able to move directly into their assigned quarters. Apartments can normally be made ready for occupancy within three weeks after an employee departs. Additional time will be required if the apartment requires replacement of bathroom tiles, resurfacing of parquet floors, etc.</p> <p>9. Electrical, gas and plumbing systems will be thoroughly checked for functionality and safety just prior to occupancy.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>BUILDING OPERATIONS— STL RESIDENTIAL (7850):</p> <p>This service is not provided by Department of State offices in Germany. All agencies in STL residences in Germany requiring DOS assistance must be signed up for leasing services. Maintenance on STL residences is provided by Deutschbau.</p> <p>POUCHING SERVICES (6192):</p> <p>This service includes receiving, sorting, and distributing incoming unclassified Department of State pouches. It also includes the preparation and the forwarding of outgoing pouches—including maintenance and accountability of registered diplomatic mail and packages. No separate charges are made for postage and registration fees on pouched materials to U.S. Government facilities in Washington, D.C.</p> <p>Basis of Cost Distribution:</p> <p>Weight of pouches sent.</p> <p>MAIL AND MESSENGER SERVICES (INCLUDING APO FACILITIES) (6194):</p> <p>Duties include the internal distribution of unclassified mail within the Embassy; collection and delivery of mail to the Plittersdorf GSO Annex and Bonn Senior and Elementary schools, the Deutsche Bundespost, the APO, various German offices, and the Deutsche Customs office. APO services does not include mail delivery to Embassy offices; however, messenger services are provided to</p>	<p>Arrival of diplomatic mail is dependent on airline schedules. The GSO Motorpool delivers/picks up diplomatic pouches at the airport. Outgoing diplomatic pouches depart twice a week. Incoming pouches are picked up daily. No service on weekends or holidays for the above.</p> <p>1. Arrival of diplomatic mail is dependent on airline schedules. APO mail upon the U.S. Army truck delivery. The GSO Motorpool delivers/picks up diplomatic pouches at the airport—local mail every day and incoming pouches every other day. The US Army in Rhein Main delivers and receives APO mail at the U.S. Embassy on a daily basis. Once received, official and APO mail is sorted and distributed throughout the day to offices in the Embassy within one</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>the Executive and Administrative Offices. Issue notices alerting Embassy employees about changes in the pouch closing schedule; develop and maintain distribution lists; issue Foreign Office diplomatic note numbers, maintain the logbook and retain a chronological copy of all diplomatic notes.</p> <p>Deutsche Bundespost, Embassy internal mail, and APO mail. It also includes preparation and forwarding of outgoing pouches as well as APO Mail. Appropriate handling of customs and shipping documentation is part of the service rendered, as well as maintenance and accountability of registered diplomatic mail and packages. A full service APO facility is available for use by authorized patrons.</p> <p>The Mailroom supervisor maintains a maintenance program through the Deutsche Telekom for quarterly maintenance of the stamp franking machines.</p> <p>Staff sort and distribute local and international newspapers, magazines, and periodicals to Embassy offices.</p> <p>Personnel must operate an official vehicle in the performance of their duties.</p> <p>Basis of Cost Distribution:</p> <p>No. of direct-hire U.S. citizens.</p> <p>RECEPTION AND SWITCHBOARD SERVICES (6195):</p> <p>Switchboard Services:</p> <p>The switchboard is staffed on a 24-hour basis. Operators answer and direct all</p>	<p>working day. Mail destined for annex locations outside the Embassy is delivered on a twice-daily schedule. No service on weekends or holidays for the above.</p> <p>2. Unclassified messenger delivery to the Executive and Administrative Offices will be within a 2-hour period. Messenger service to the annexes outside the Embassy will be two times a day. Packages to/from the APO facility must be arranged by originating or receiving office. Full APO registry and financial service is provided.</p> <p>3. Mailroom staff will observe security guidelines for the operation of an Embassy vehicle; observe traffic regulations and safe driving practices; maintain vehicle operational records; keep the vehicle clean; and report mechanical and/or safety deficiencies as appropriate.</p> <p>1. Switchboard personnel will notify duty personnel when required and assist</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>State and Agencies' incoming telephone calls to the proper destination; carry out requests for outgoing calls; and provide Deutsche Telekom interface for the installation, maintenance, troubleshooting, and repair of the Embassy's data and voice telecommunications circuits.</p> <p>Receives the EXACOM telephone billing printout; separates and distributes the detailed printout to each State and Agency section for certification by the section chief; monitors to ensure all offices return the printouts in a timely manner; archives the paperwork after section chief approval; and extracts charges for private calls from the printout, types the invoices, and passes them on to the Regional Financial Management Center.</p> <p>Provide assistance to State and Agencies in obtaining U.S., German, and international telephone numbers from various sources (telephone books, CD-ROM, etc.).</p> <p>Provides emergency and non-emergency after hours assistance to duty officers and other State and Agency personnel located in Bonn, Europe, and the United States.</p> <p>Receive and transmit official facsimile correspondence for State Offices.</p> <p>Telephone Technician Services:</p> <p>Install, maintain, and manage all Embassy telephones and lines connected to the central switch located on the first floor of the Embassy. Activate telephone programs, and establish line profiles. Private switches must be maintained by the individual agency.</p> <p>Maintains the maintenance and</p>	<p>Embassy personnel during 'true' emergency situations.</p> <p>2. Answer all calls promptly and courteously, identify the party the caller needs to talk to, and transfer the call to the recipient without delay.</p> <p>3. Notify Deutsche Telekom of telephone and/or data/voice circuit problems within 2 hours of receipt of complaint.</p> <p>4. Notify the IMO when requests for repair or other telephone work on U.S. Government owned phones is required.</p> <p>5. Within 2 weeks of receipt, each office will receive the EXACOM printout of all telephone calls made the previous month. Monitor return of the printouts and ensure bills for personal calls are passed on to RFMC.</p> <p>6. Facsimile assistance: Address and deliver to the mailroom incoming fax traffic for internal distribution. Notify the mailroom staff of any immediates addressed to the Front Office.</p> <p>1. Requests for services must be written and forwarded to the IMO office for onward processing. Technicians will respond as quickly as possible depending upon backlog of work orders underway.</p> <p>2. Telephone outages will be investigated immediately when reported during working hours.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>installation of all telephone systems in the Ambassador's residence and other U.S. Government facilities located in the Plittersdorf annexes and housing area.</p> <p>Troubleshoots, runs diagnostics, and clears troubles in the D-2000 electronic telephone system.</p> <p>Provide main distribution frame (MDF) interface with IPC circuits and other Agency circuits coming into the Embassy.</p> <p>Keep the IVG voice circuits (69 tie-lines) in peak operating condition.</p> <p>Perform travel to constituent posts to support Department of State telephone programs and installations as required.</p> <p>Perform emergency and after-hours telephone support to State offices as required.</p> <p>Telecommunication Administrative Services:</p> <p>Liaison with Deutsche Telekom, German government offices and commercial enterprises for circuitry installation, technical operations, frequency approval, and VIP visits.</p> <p>Maintain inventory and billing control over leaseline circuitry for all Embassy elements to include Hamburg, Duesseldorf, Leipzig, Frankfurt, Berlin, and Munich.</p> <p>Orders telephone circuitry for State and for other agencies. Assist State and other agencies in obtaining rental cellular telephones during VIP visits.</p> <p>Central point of contact with Germany Bundesministerium for frequency clearance requests for all Agency(s)</p>	<p>during working hours.</p> <p>3. Telephone technicians are not responsible for troubleshooting or providing restoration assistance at private residences, except at those representational houses (State) with U.S. government key systems or PBX switches.</p> <p>4. Maintain a professional liaison with Deutsche Telekom technical personnel for rapid telephone line restoration.</p> <p>5. In the event of a D-2000 failure/crash after hours, a technician will report to the Embassy to effect restoration.</p> <p>1. Request for telephone line installation, VIP support, and cellular telephone rental services must be written and forwarded to the IMO office for onward processing. IMO Administrative Assistant will prepare the necessary forms for submission to the appropriate vendor and German government office for services.</p> <p>2. Billing will be distributed when received to agencies and sections for verification and signature. Non-State agencies will be responsible for ensuring bills are forwarded directly to RFMC office in a timely fashion for payment.</p> <p>3. Formal requests for use of German radio and satellite frequencies will be</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>agencies.</p> <p>Basis for Cost Distribution:</p> <p>Number of peripherals serviced. Available only to Dept. of State offices with current staffing resources.</p> <p>SECURITY SERVICES (5880):</p> <p>Personnel Investigations</p> <p>Services include pre-employment security clearance investigation on all locally engaged staff (US and foreign national) — whether proposed for employment at any US Embassy, consulate, office by: any agency of the U.S. Government under the authority of the chief of mission, USG-engaged contractor, mission support element (AEA or DOD schools) or direct-hire US citizens assigned to the mission (personal household staff). Update background investigations is scheduled each five years for each vetted employee. Assist employees in dealing with the local police (i.e., traffic accidents or violations, reporting crimes) or obtaining law enforcement assistance.</p> <p>Basis for Distribution:</p> <p>Number of investigations performed.</p>	<p>Background investigations:</p> <p>Temporary certification within 30 days.</p> <p>Final certification within 120 days.</p> <p>Update background investigations every five years.</p> <p>Background investigations for FSN/PSC or contract personnel (full or limited) will be initiated upon receipt of a written request.</p> <p>Security investigators maintaining police liaison, are bilingual and will be dispatched as soon as possible after notification of a criminal incident if deemed appropriate. Preliminary investigative reports, if required, will be completed within 1 week after investigation begins.</p> <p>Security investigators will, upon request, assist employees in dealing with the local police. Employees should give the investigators as much notice as possible and make appointments whenever possible.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>LOCAL GUARD PROGRAM (5826):</p> <p>Guard Service</p> <p>Local Guards conduct pre-entry screening at all mission facilities and are deployed at residences in accordance with DOS/OSPG (Overseas Security Policy Group) standards for terrorist and crime threat. Lock and leave facilities are provided with after hours access media, authorized by the respective RSO or PSO.</p> <p>ID card issuance is effected by post security for all vetted employees, vetted contractors and adult dependents of U.S. Government direct-hire employees, to allow access to any U.S. mission facility.</p> <p>Basis for Distribution:</p> <p>Net square feet occupied—shared non-residential buildings</p> <p>Buildings occupied by single agencies will be direct charged for the local guard program cost.</p> <p>HEALTH SERVICES (5624):</p> <p>Evaluation of illness or injury with referral to local or military facilities as required.</p> <p>Nurse screening parts of physical examinations (EKG, B/P, audio and visual screening, ht., wt.) (FSN pre-employment nurse screening is an option for FSNs).</p> <p>Limited immunizations to those authorized TDY travel to countries where immunizations are recommended, TB skin tests to all</p>	<p>Security services are provided by RSO to all agencies in accordance with standards established by the Interagency Overseas Security Policy Planning Group (OSPG), and the standards of the Bureau of Diplomatic Security (DS).</p> <p>RSO serves as COTR and is assisted by a PSC employee who inspects guard services for contract compliance.</p> <p>COTR will certify contractor invoices and report non-performance.</p> <p>Keep local guard contractor apprised of any local security developments.</p> <p>All nurse-related procedures must abide by the Standards of Nursing Scope of Practice in USA.</p> <p>Health Unit Bonn Operating Hours: 8:30—17:30 Walk-In's 8:30 —12:00 Appointments 13:00—17:30</p> <p>Authorized staffing level: 2 full-time nurses 1 intermittent nurse 1 administrative assistant</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>under the Medical Program.</p> <p>Limited OTC medication services.</p> <p>Limited lab tests: Strep, Urine dipstick, and pregnancy tests.</p> <p>Processing clearance physicals by referrals to various physicians, labs, x-ray facilities and forwarding them to M/Med/Clearance.</p> <p>Maintaining communications with M/MED regarding fiscal data, transfer and home leave physicals done at M/MED.</p> <p>Assessment of Medevac situations through communications with RMO and RMO/P London and coordinating transport of patient to London or USA.</p> <p>First aid and stabilization of work-related illness/injury with referral to local physician or hospital as necessary (includes all employees American and FSNs)</p> <p>Group presentation or individual counseling of preventive health issues such as wt. loss, menopause, smoking, etc.</p> <p>Translation of medical reports (hospital and physician summaries) for individual and M/MED medical files. Assistance with medical bill translations.</p> <p>Monitoring care of hospitalized patients through communication with physician-in-charge. Hospital visitations when feasible.</p> <p>Function as part of Family Advocate Team when appropriate.</p> <p>Make available preventive health issues and teachings to the community through the Embassy newsletter.</p>	<p>1 administrative assistant</p> <p>Standard of Clearance Physicals as set by Office of Medical Services at State.</p> <p>In accordance with 3 FAM 683</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>Ongoing assessment of availability and quality of local and military health care services.</p> <p>Annual publication of Health and Medical Information book containing the recommendations for use in #15 above.</p> <p>Medical briefing provided to all incoming personnel included in the Department of State Medical Health Program.</p> <p>Basis for Cost Distribution:</p> <p>Number of authorized users.</p> <p>COMMUNITY LIAISON OFFICE (6443):</p> <p>Overall CLO Purpose:</p> <p>I. Welcoming and Orientation</p> <p>a. Contact mission members before and upon arrival at post.</p> <p>b. Prepare welcome packets for all newcomers and conduct newcomers briefings throughout the year.</p> <p>c. Coordinate sponsorship program</p> <p>d. Contribute to orientation program</p> <p>e. Provide post and regional information</p> <p>f. Send information to overseas briefing center.</p> <p>II. Community Liaison</p> <p>a. Know the members of the Mission community.</p> <p>b. Visit community facilities</p> <p>c. Meet with community members</p> <p>d. Serve on community boards (Housing Board, Employment Board, School</p>	<p>Objectives:</p> <p>Promote High Morale in U.S. Missions Abroad.</p> <p>Assist individuals in adjustment to the new environment.</p> <p>Maintain contact with official mission, host country, and community groups.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>Working Group, Embassy Emergency Action Committee, American Embassy Association Board, Mental Health Board, American Women's Group Board, Girl Scouts of America)</p> <p>e. Attend official meetings.</p> <p>III. Program Management</p> <p>a. Arrange tours of local markets and sights of interest; bus trips to German cities and other European cities; ski trips; community theater evenings; organize and coordinate social events; and workshops and seminars geared specifically to community interests</p> <p>b. Support recreational and sports activities</p> <p>c. Assist post with VIP visits</p> <p>IV. Information and Resource Mgmt.</p> <p>a. Meet with supervisor, post management, and others with whom CLO works closely.</p> <p>b. Gather information and establish resource files, libraries, and materials for community use.</p> <p>c. Maintain CLO working files and resources which includes books, videos, mail order catalogues, travel brochures and information.</p> <p>d. Responsible for editing and publishing the Embassy newsletter, the RhineLine, which has a distribution of 900 copies each week.</p> <p>e. Coordinate the Summer Hire Program</p> <p>f. Publicize local events</p> <p>g. Report to M/FLO and CLO Activity Report, M/FLO Semi-Annual Dependent Employment Report and</p>	<p>Develop and implement programs for all segments of mission population which introduce host culture, maintain familiar American traditions, or respond to needs expressed by post.</p> <p>Gather and organize information so that it can be distributed or available to mission community.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>the Summary School Report.</p> <p>V. Counseling</p> <ul style="list-style-type: none"> a. Maintain client confidentiality b. Know local professional caregivers c. Meet with Regional Medical Officers and Psychiatrists. <p>VI. Security Liaison</p> <ul style="list-style-type: none"> a. Assist families to attend security briefings. b. Promote security awareness programs c. Assist individuals in preparing for emergencies. d. Set up communication network for timely emergency messages. e. Attend emergency planning meetings and exercises. f. Deliver crisis support <p>VII. Education Liaison</p> <ul style="list-style-type: none"> a. Regular visit to local schools used by mission members, collecting information for post and M/FLO b. Refer client information and education requests regarding boarding schools, colleges, and DC area schools to M/FLO and other appropriate resources. c. Review education resources in the Foreign Affairs Manual. d. Meet with U.S. Government regional education officials. 	<p>Listen to individual and collective concerns and refer appropriately.</p> <p>Provide a channel of security information to community members and to represent their concerns.</p> <p>Maintain contact with schools at post and provide resource information about education.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>VIII. Family Member Employment</p> <p>a. Promote employment opportunities by gathering information on jobs available at post both within the mission and on the local economy and actively encouraging the development of new work opportunities.</p> <p>b. Maintain a post skill bank of family members' interests and skills</p> <p>c. Promote membership in the M/FLO Family Member Skills Bank</p> <p>d. Promote and coordinate summer teen hire program</p> <p>e. Encourage volunteer opportunities</p> <p>f. Contribute to Semi-Annual Dependent Employment Report (SADER)</p> <p>Basis for Cost Distribution:</p> <p>No. of DH U.S. citizens as of October 01.</p> <p>Post with no CLOs will have workload count modified (.3) for each DH U.S. citizen employee.</p> <p>BASIC SERVICE PACKAGE (6150):</p> <p>Whether agencies sign up for a service or not, if they benefit directly or indirectly from some administrative services provided through ICASS. These are mandatory services that cannot be obtained elsewhere.</p> <p>Post provides many mandatory services to all agencies that are not specifically identified in cost centers or, subsequently, shared by personnel receiving those services. For example: accreditation, orientation,</p>	<p>Promote and facilitate family member employment.</p>

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>welcome kits, phone books, cost of living surveys, preparation of post reports/emergency evacuation plans, administrative and security notices, establishing of exchange rates, local bank account (establishment, maintenance and coordination), International School Grant Management and processing of SDA payments, education allowance surveys, licenses, reciprocity issues with host government, check-in/check-out procedures, negotiate hotel rates, support of employee recreation association and commissary boards, support structure for VIP visits, etc.</p> <p>The basic package is seen as requirement for maintaining any agency presence overseas and therefore all agencies are required to contribute a fair share towards the cost of its operation.</p> <p>Basis for Cost Distribution</p> <p>The distribution factor for the Basic Package cost center is American Direct Hire Per Capita as of October 01.</p> <p>OVERHEAD (8790):</p> <p>The overhead cost includes items which are not easily spread to cost centers and/or are generally of minimal values compared to the effort and expenses to spread the cost precisely. These items include gratuities paid from the ICASS allotment, miscellaneous transportation not otherwise classified, postage, telephone tolls, contractual services not otherwise classified, office machine maintenance and replacement</p>	

DESCRIPTION OF SERVICES	STANDARDS OF SERVICES
<p>equipment ordered for an ICASS cost center. Costs which can be easily identified to a cost center will be charged to the respective cost center. This cost center also includes indirect motorpool costs—the salaries and other costs associated with the post, or pooled support of administrative support offices as opposed to those supporting the Department of State and other agencies' program offices.</p> <p>Basis for Cost Distribution:</p> <p>Budget overhead costs are distributed to the agencies automatically by the system in proportion to ICASS and each agency's net cost of other cost centers.</p>	