

Risk Management Agency (RMA) Performance Work Statement (PWS) Administrative Services

Section C.1. General

The Risk Management Agency (RMA), a component agency of the United States Department of Agriculture, is conducting a cost comparison under the provisions of OMB Circular A-76. The intent of the Agency is to solicit the most efficient and effective manner to complete the requirements set forth in this document. To achieve this goal, the requirements are subject to a comparison between Private and Public Sector Offerors. Therefore, the term “Service Provider” (SP) is used in lieu of the term “Contractor.”

The result of this comparison may be: (1) Implementation of the Government’s Most Effective Organization (MEO); or (2) Award of a commercial contract. Therefore, the term “Award” is used in lieu of the term “Contract.” Significant process improvements are desired. “How to” procedures have been removed, wherever possible. The requirements are defined based on the output of products and services and not the level of effort required to perform the functions.

C.1.1. Objective

The objective of this solicitation is to acquire administrative support for RMA.

C.1.2. Scope

The activities described in this Performance Work Statement (PWS) include administrative support functions at all locations. Administrative support within the Office of the Administrator is excluded. RMA receives some support services from the Farm Service Agency (FSA) the National Finance Center (NFC), and other USDA agencies. These services are outside the scope of this requirement. However, the SP may be required to interact with these agencies, which include Human Resources, Purchasing and Procurement, and Information Technology Management. Related functions such as finance, budget and accounting performed within RMA are also outside the scope of the requirement but the SP may be required to interact with these services as well.

C.1.3. Mission of RMA

RMA provides and supports cost-effective means of managing risk for agricultural producers in order to improve the economic stability of agriculture. RMA administers the programs of the Federal Crop Insurance Corporation (FCIC).

C.1.4. Background

Administrative support is required to support agency operations in organizational units stationed at fifteen different locations throughout the Continental United States. These locations are listed in Section C.6.1. The support responsibilities vary in type and complexity depending on the specific location supported. The type of work varies from simple administrative tasks such as answering the telephone and performing other non-complex duties to more complex tasks such as preparation of legal documents and maintaining management information in accounting systems and management tracking systems.

RMA's current organizational structure **by geographic location:**

Washington, DC

- Office of the Administrator
- Financial Support Staff
- Program Support Staff
- Civil Rights Staff
- External Affairs Staff
- Deputy Administrator for Insurance Services
 - Reinsurance Services Division
 - Risk Management Services Division
 - Risk Management Education Division
- Deputy Administrator for Compliance
 - Risk Operations Division
 - Policy, Procedure, and Evaluation Division

Kansas City, MO

- Deputy Administrator for Research and Development
 - Actuarial Division
 - Product Development Division
 - Research and Evaluation Division
 - Fiscal Operations and Systems Division

Regional Offices

- Billings, MT
- Jackson, MS
- Oklahoma City, OK
- Raleigh, NC
- Davis, CA
- St. Paul, MN
- Spokane, WA
- Springfield, IL
- Topeka, KS
- Valdosta, GA

Regional Compliance Offices

- Eastern Regional Compliance Office
 - Raleigh, NC
- Western Regional Compliance Office
 - Davis, CA
- Southern Regional Compliance Office
 - Dallas, TX
- Midwest Regional Compliance Office
 - Indianapolis, IN
- Northern Regional Compliance Office
 - Eagan, MN
- Central Regional Compliance Office
 - Kansas City, MO

C.1.5. Roles and Responsibilities

Contracting Officer

The duly appointed and warranted government agent authorized to enter into, administer or terminate contracts and make related determinations and findings. The contracting officer is the only person authorized to contractually obligate the government. The contracting officer is responsible for ensuring performance of all necessary actions for effective contracting, ensuring that the requirements of all pertinent laws, regulations, etc. have been met, ensuring compliance with the terms of the contract, and safeguarding the interests of the United States in its contractual relationships. The contracting officer ensures that sufficient funds are available for government contractual obligation and ensures that all contractors receive impartial, fair and equitable treatment in the solicitation process.

Contracting Officer's Representative

The Contracting Officer will appoint and delegate limited authority for certain contract-related decisions to a RMA employee who will serve as the Contracting Officer's Representative (COR) in writing. The COR Appointment Letter details exactly what responsibilities lie within the scope of the COR's authority. The COR will notify the CO of recommendations for technical acceptance or rejection by the Government of all articles and services required to be furnished and/or performed under the contract; will receive, for the Government, all articles and services called for by the contract and will represent the Contracting Officer in the technical phases of the work. The COR monitors the Contractor's performance to ensure compliance with technical requirements of the contract, verifies and certifies that the items have been inspected and meet the requirements of the contract. The COR notifies the CO if performance is not meeting the requirements of the contract.

Local Authorizing Officials

At least one Government employee will be designated by the Contracting Officer at each RMA location to represent the agency locally to the SP and resolve local issues. This will usually be the Director of the office. Since some locations will have multiple organizational units which will receive services, more than one local authorizing official may be delegated to perform these functions. For example, in Raleigh, NC one official may be designated in the Regional Office and another person may be designated in the Regional Compliance Office. The local authorized official will provide to the COR and the CO information on performance by the SP.

Section C.2. Definitions

Abbreviation/Acronym	Abbreviation /Acronym Meaning	Definition
Acquisition Documents		Documents used in the procurement process to purchase goods and services. Includes Requests for Proposals, Cooperative Agreements. Does not include small purchase documents.
Actuarial Documents		Documents pertaining to insurance information used to determine premium rates and coverage.
ADP	Automated Data Processing	The processing of information by means of a computer.
Allocation		Amount of appropriation that is distributed on a budget fiscal year basis for a particular office to spend on needed expenses.
APH	Actual Production History	A method of determining a producer's crop insurance guarantee by using past records of crop yields
Authorized Contract		A legally binding instrument between RMA and a specific contractor for the contractor to do certain work in exchange for consideration to be paid by RMA. Authorized representatives of both RMA and the contracting organization must have signed such a contract.
Brio		Software used to query a data warehouse to get data in a report format.
Contracting Officer		The duly appointed and warranted government agent authorized to enter

Abbreviation/Acronym	Abbreviation /Acronym Meaning	Definition
		into, administer or terminate contracts and make related determinations and findings.
COR	Contracting Officer's Representative	The government official appointed by the Contracting Officer and delegated authority to represent the government and monitor performance under the contract.
Correspondence		Correspondence consists of formal written communications following prescribed formats such as letters, information memoranda, and decision memoranda.
CTS	Compliance Tracking System	Software program used by the Compliance Offices to track cases and workload.
Document		Written material that includes but is not limited to handwritten or on-diskette drafts, letters, memoranda, reports, spreadsheets or e-mail.
ECS	Electronic Certification System	Software program used by reinsurance
FAR	Federal Acquisition Regulations	The regulation for use by federal executive agencies for acquisition of supplies and services with appropriated funds.
FCI	Federal Crop Insurance	
FCIC	Federal Crop Insurance Corporation	Entity of the Federal Government administered by RMA to conduct the Federal Crop Insurance Program.
FFAS	Farm and Foreign Agricultural Services	Mission area of the USDA, reporting to an Under

Abbreviation/Acronym	Abbreviation /Acronym Meaning	Definition
		Secretary, that includes the Risk Management Agency, the Farm Service Agency and the Foreign Agricultural Service.
FFIS	Financial Foundation Information System	Accounting system used by RMA and NFC.
Fiscal Year		The 12-month period beginning October 1 and ending September 30 that constitutes the government's economic year.
FMS	Financial Management Staff	Organizational unit of RMA.
FOIA	Freedom of Information Act	
FSA	Farm Service Agency	Component agency of USDA.
FTR	Federal Travel Regulations	Government regulations that govern travel.
GFE	Government Furnished Equipment	Equipment furnished by the Government for the use of the SP.
GFF	Government Furnished Facilities	Real Property furnished by the Government to be occupied by the SP.
GFI	Government Furnished Information	Information furnished by the Government for the use of the SP.
GFM	Government Furnished Material	Expendable property that may be consumed in the course of its use in the performance of the contract.
GFP	Government Furnished Property	Property furnished by the Government for the use of the SP.
GFS	Government Furnished Services	Services provided by the Government at no expense to the SP, such as utilities, telephone services, refuse collection and janitorial services.
GSA	General Services Administration	Component agency of the Federal Government.

Abbreviation/Acronym	Abbreviation /Acronym Meaning	Definition
KC	Kansas City, Missouri	
Local RMA Government Authorizing Official		Person designated at each RMA location to assign work to the SP and resolve local issues. This will usually be the Director of the office.
MEO	Most Efficient Organization	The Government's in house organization to perform a commercial activity.
NAD	National Appeals Division	Component agency of USDA.
NFC	National Finance Center	Government entity that provides accounting/finance support.
Numbered Publications		Policies and regulations that establish guidance, rules and procedures. Examples are Manager Bulletins, Personnel Notices, Crop Handbooks and Manuals, and Administrative Notices.
OGC	Office of General Counsel	Component agency of USDA.
OMB	Office of Management and Budget	Entity of the Federal Government.
Originator		Government employee who is the author of a document or an official requesting action.
PC	Personal Computer	
PCMS	Purchase Card Management System	Software program used to track credit card charges and balance accounts.
PWS	Performance Work Statement	A document that states the technical, functional and performance characteristics of the work to be performed, identifies essential functions to be performed, determines

Abbreviation/Acronym	Abbreviation /Acronym Meaning	Definition
		performance factors, including the location of the work the units of work, the quantity of work units, and the quality and timeliness of the work units.
RMA	Risk Management Agency	Component agency of USDA.
Routing		Sending documents to proper persons as outlined by the originator.
SF	Standard Form	Form that has been approved for government wide use.
SP	Service Provider	The entity selected through the cost comparison to perform the services required by this solicitation. This could be the winning contractor or the MEO offered by the Government.
T&A	Time and Attendance	Software program used to account for work time and leave accounts of federal employees.
Tracking database		Software program used to access database created and maintained by government personnel. Updated by contractor with information supplied by COTRs about contractor performance.
USDA	United States Department of Agriculture	The Department of the Federal Government that oversees agricultural policy and programs and includes the Risk Management Agency.
Vendor		A company, person, or employee that is paid for services, supplies, or equipment.
WPS	Workload and	Software program used by

Abbreviation/Acronym	Abbreviation /Acronym Meaning	Definition
	Project Management System	the Compliance Office to track workload hours.

C.3. GOVERNMENT FURNISHED PROPERTY

RMA will furnish or make available to the SP certain facilities, equipment, utilities, supplies, and materials. The SP has the option of accepting or rejecting any or all Government Furnished Property (GFP). GFP includes Government Furnished Facilities (GFF), Government Furnished Equipment (GFE), and Government Furnished Material (GFM). Other Government furnished assets that are being provided as part of this Award include Government Furnished Services (GFS) to support SP performance; such as proprietary Government system training and Government Furnished Information (GFI). GFI may be provided in printed or electronic format or as verbal information.

Required directives, publications, and forms are listed in Section C.6.

GFP and GFS made available for SP use is solely for use in direct performance of the work specified in this Award. The SP shall not use any GFP or GFS provided under this Award for the performance of any other contract in effect simultaneously or at the same work site. Should the SP reject or choose not to use provided GFP no equitable adjustment for additional expenses incurred by the SP will be allowed.

C.3.1. Government Furnished Facilities

RMA will provide the SP the use of Government workspace within RMA facilities. Exceptions to the list or condition of facilities shall be reported to the COR or designated local RMA Government Authorizing Official by the SP prior to performance under this PWS.

C.3.2. Government Furnished Equipment

GFE includes workstations and the necessary equipment and furnishings RMA deems necessary to perform the tasks shown in the PWS. RMA will make general office supplies available to the SP at the workstation to which a SP employee is assigned. Each workstation will include a desk, chair, desktop PC and telephone. RMA will maintain the GFE and will provide access to all equipment manuals for provided equipment.

C.3.3. Use Of Government Furnished Telecommunications

Government furnished telecommunications and information systems (including telephones, fax machines, computers, modems, networks, Internet and other installed software) shall be used for transaction of RMA official business only. RMA telecommunications and information systems are subject to security monitoring at all times. Use of these systems constitutes consent to security monitoring.

C.3.4. Government Furnished Material

The SP will be supplied with RMA material and supplies in current inventory at the time of Award. The SP will replenish the GFM as needed by requesting replacement GFM from the Government. The SP will be furnished material through the RMA supply system.

Once the initial furnishing of material has been depleted, RMA will procure and provide all material required to continue performance under this Award. If additional GFM is required at contract start or during the course of this Award, the SP shall request such additional material by providing a written request to the COR or designated local RMA Government Authorizing Official at least 60 calendar days before the required delivery date of the material. At the conclusion of the contract period, including any option periods, the SP shall return all residual material to the COR or designated local RMA Government Authorizing Official. The SP is responsible for determining and maintaining an adequate supply of material to meet normal operating requirements.

C.3.5. Forms

RMA will provide an initial supply of Government forms to the SP at no cost to the SP. These are standard forms currently utilized in performance of work under this Award. Once the initial furnishing of forms has been depleted, the SP will utilize the Internet to obtain all locally reproducible forms. If additional government forms are required at contract start or during the course of this Award, the SP shall request these additional forms by providing a written request at least 60 calendar days before the required delivery date of the forms. The SP is responsible for determining and maintaining an adequate supply of forms to meet normal operating requirements. Government forms are listed in MP-4, FFAS Forms Catalog.

C.3.6. Government Furnished Services

Services such as utilities, telecommunications, information systems, refuse collection, janitorial services, and parking associated with GFF will be provided as outlined in the subsequent paragraphs of this section. The SP will notify the COR or designated local RMA Government Authorizing Official when any of RMA furnished services listed are required.

C.3.6.1. Use Of Government Furnished Utilities

RMA will furnish utilities as currently installed in GFF. The SP shall not change or alter any service or component without review and approval by the COR. The SP shall not make utility connections to any SP furnished equipment or system without prior review and written approval by the COR. The utilities are provided for operations in direct support of this Award. The SP shall ensure all SP employees operate in a manner to preclude waste of utilities. The SP shall comply with applicable documents, participate in energy conservation activities, and take all actions necessary to promote and improve efficient use of all energy.

C.3.6.2. Telephone Services, Changes and Repairs

Telephone instruments and lines located in the GFF will be provided for SP use at no cost to the SP. These telephone lines will be provided on a case-by-case basis, as approved by the COR or designated local RMA Government Authorizing Official. RMA will also provide telephone services and will pay only for SP telephone charges incurred in the performance of this PWS or for the purpose of conducting official government business as determined by the COR or local designated RMA Authorizing Official. The SP shall submit a request to the COR or designated local RMA Government Authorizing Official when moves, additions or changes are required for any government phones or network lines at least 30 calendar days prior to the desired changes taking effect. SP personnel shall not move, add, or change Government furnished telephone property or lines without the approval of the COR or designated local RMA Government Authorizing Official. SP personnel shall not in any way tamper with the telephone distribution system. The SP shall notify the COR when maintenance or repair of telephones or telephone lines is required.

C.3.6.3. Refuse Collection and Janitorial Services

RMA will furnish refuse collection and will provide janitorial services for all GFF. The SP is required to comply with all current USDA and local RMA recycling initiatives.

C.3.6.4. Government Furnished Parking

Parking for SP employees is available in some locations in authorized areas on a first-come, first-served, space-available basis. RMA reserves the right to change parking arrangements at any time. GSA Motor Vehicles, mail, and other delivery vehicles have reserved parking. Site-specific requirements and policies are described where applicable in the annexes included in this solicitation. Current parking availability at each location is described at C.6.3.

C.3.7. Fire and Emergency Drills

The SP shall participate in Government conducted fire drills or other emergency type drills. Advanced notice of drills may or may not be given. The SP shall take any corrective actions for deficiencies in fire and emergency drills performance as directed by the COR or designated RMA Authorizing Official.

C.3.8. GFP Policies & Requirements

C.3.8.1. GFP Turnover Inventory

The SP and local government representatives shall conduct a joint inventory of GFE at the start and at the end of the work under this Award. The initial inventory shall be completed not later than 30 calendar days after the start of the transition period. The final inventory shall be completed not later than 10 calendar days prior to the end of the performance period. The inventory shall detail the material description and quantities of all GFE and determine the exact number, location and serviceability of the GFE. The SP shall certify the findings of this inventory, assume accountability, and subsequently report inventory discrepancies to the RMA COR. GFE shall not be moved to another site or to remote sites without notification to the COR or designated local RMA Government Authorizing Official in writing. In the event of a disagreement between the SP and the COR or designated local RMA Government Authorizing Official on the working order and condition of such property, the SP shall notify the Contracting Officer within 5 business days of the completion of the inventory.

C.3.8.2. Annual Inventory

The SP shall perform inventories as required by the USDA Property Accounting System and as required by the COR or designated local RMA Government Authorizing Official. Completed FSA-290 form shall be submitted to the COR or designated local RMA Government Authorizing Official within 10 business days after the inventory is requested. The inventory listing shall indicate any shortages, loss, damages in excess of fair wear and tear, or destruction of property. The SP shall be liable for all shortages, loss, damages in excess of fair wear and tear, or destruction of property.

C.3.8.3. Property Control

The SP shall comply with requirements set forth by the COR or designated local RMA Government Authorizing Official for acceptance and use of GFP and GFS.

C.3.8.4. Safeguarding Government Property

The SP shall safeguard all GFP. The SP shall designate custodians and alternates to receive and account for GFP and GFE.

C.3.8.5. GFP Repair & Replacement

Items of equipment and materials shall not be replaced or purchased if they can be repaired or rebuilt to perform satisfactorily. The SP shall notify and receive approval in writing from the COR or designated local RMA Government Authorizing Official prior to upgrading or replacing any facilities, equipment or parts.

C.3.8.6. Salvaging & Reclamation

On occasion, items having residual value due to their composition, but are otherwise non-reusable, shall be removed and collected by the SP during work assignments. Upon approval of the COR or designated local RMA Government Authorizing Official, the SP shall return all such materials to the COR or designated local RMA Government Authorizing Official or deliver to a place designated by the COR or designated local RMA Government Authorizing Official.

C.3.8.7. Missing, Lost, Stolen or Recovered Property

The SP shall comply with all Government rules and regulations listed in Section C.6 and elsewhere in this solicitation that govern accounting for Government property if lost, missing, stolen, or recovered while in the SP's possession.

C.3.8.8. Common Use Property

The SP shall have interface with other RMA employees, contractors and other Government personnel to include shared facilities, equipment, and material. In the performance of this Award, the SP shall have access to other GFF, GFE, and GFM including, but not limited to office space, copiers, printers, and fax machines. This equipment is common usage. The SP is guaranteed exclusive usage only of that equipment which is supplied with a workstation. Issues that cannot be resolved regarding shared equipment shall be referred to the COR or designated local RMA Authorizing Official.

C.4. SERVICE PROVIDER FURNISHED PROPERTY AND EQUIPMENT

C.4.0. General Information

The SP shall furnish all necessary facilities, equipment, supplies, parts, materials, tools, support equipment, labor, and training required to perform all operations required by this PWS, except those items or services specifically stated in Section C.3 as GFP. The SP shall meet all performance standards listed in this PWS and shall not be relieved of any performance requirements because of non-working or lack of SP furnished facilities, equipment, supplies, materials or parts.

C.4.1. Service Provider Furnished Equipment

C.4.1.1. General Information

All SP furnished equipment used in the performance of this Award shall meet all local, state, and federal safety and environmental requirements. SP furnished equipment determined by the COR, designated local RMA Authorizing Official or SP to be unsafe shall be removed from the work-site and replaced at the SP's expense immediately after the unsafe condition is discovered by either the COR, local RMA Authorizing Official or SP.

The SP shall not use any Government owned tools, materials, or parts to maintain SP furnished equipment without prior written approval of the COR or designated local RMA Government Authorizing Official.

C.4.1.2. Vehicle Requirements

SP utilizing privately-owned vehicles at any RMA facility shall carry and present upon request a valid identification card, state driver's license, state vehicle registration, and proof of insurance. All vehicles operated on Government property are subject to search.

C.4.1.3. Hazardous Material

The SP shall not introduce any hazardous material into any GFF.

C.4.1.4. Property Upgrade or Replacement

The SP shall notify and receive approval in writing from the COR or designated local RMA Authorizing Official prior to upgrading or replacing any facilities, equipment or parts.

C.4.2. SERVICE PROVIDER FURNISHED SERVICES

C.4.2.1. Telephone Service

The SP is responsible for reimbursing RMA for all tolls or long distance charges incurred on Government provided telephones for other than official RMA business.

C.4.2.2. Permits

The SP shall provide proof of all permits and licenses required for performance of work and compliance with applicable federal, state, and local laws as part of the technical proposal.

C.4.2.3. SP Proficiency Training

The SP shall be responsible for employee technical knowledge and skill proficiency training required in the performance of this PWS. The SP shall ensure employees stay current and proficient in their areas of responsibility. The SP shall obtain required training and shall be responsible for all costs associated with employee training.

Section C.5. Specific Requirements

C.5.0. General

This PWS consists of seven major functional areas:

- C.5.1. Document Preparation
- C.5.2. Property Management Support
- C.5.3. Clerical Support
- C.5.4. Budget and Finance Support
- C.5.5. Personnel Support
- C.5.6. Information Retrieval
- C.5.7. Record Management

C.5.1. Document Preparation

Document preparation entails the preparation of all documents needed in the daily running of the office. This includes, but is not limited to; letters, forms, manuals, etc. The SP will receive draft material and follow established office procedure to prepare documents.

Performance-Based Requirements Matrix

C.5.1.1. Correspondence

TASK	INDICATOR	STANDARD	QA
5.1.1. The SP shall prepare correspondence	Timeliness and Accuracy	Correspondence is free of grammatical, format, and typographical errors. Correspondence is approved within the timeframe indicated by the originator. Correspondence has correct signature and is properly routed.	100 Percent Inspection

C.5.1.2. Numbered Publications

TASK	INDICATOR	STANDARD	QA
5.1.2. The SP shall prepare numbered publications.	Timeliness and Accuracy	Numbered publications are free of grammatical, format, and typographical errors. Publications are approved within the timeframe indicated by the originator. Publications have correct signature and are properly routed.	100 Percent Inspection

C.5.1.3. Acquisition Documents

TASK	INDICATOR	STANDARD	QA
5.1.3. The SP shall prepare Acquisition Documents.	Timeliness and Accuracy	Acquisition Documents are free of grammatical, format, and typographical errors. Acquisition Documents are approved within the timeframe indicated by the originator. Acquisition Documents have correct signature and are properly routed.	100 Percent Inspection

C.5.1.4. Power Point

TASK	INDICATOR	STANDARD	QA
5.1.4. The SP shall prepare Power Point presentations as directed.	Timeliness and Accuracy	Power Point presentations are free of grammatical, format, and typographical errors. Power Point presentations are approved within the timeframe indicated by the originator. Hard copies are provided and electronic copies are archived and routed to recipients as directed by originator.	100 Percent Inspection

C.5.1.5. Briefing Books

TASK	INDICATOR	STANDARD	QA
5.1.5. The SP shall prepare briefing books.	Timeliness and Accuracy	Briefing books are free of grammatical, format, and typographical errors. Briefing books are assembled and distributed within the timeframe indicated by the originator.	100 Percent Inspection

C.5.1.6. Reports

TASK	INDICATOR	STANDARD	QA
5.1.6. The SP shall prepare reports.	Timeliness and Accuracy	Reports are free of grammatical, format, and typographical errors. Reports are approved within the timeframe indicated by the originator. Reports have correct signature and are properly routed.	100 Percent Inspection

C.5.1.7. Press Releases

TASK	INDICATOR	STANDARD	QA
5.1.9. The SP shall prepare Press releases.	Timeliness and Accuracy	Press releases are free of grammatical, format, and typographical errors. Press releases are approved within the timeframe indicated by the originator. Press releases have correct signature and are properly routed.	100 Percent Inspection

5.2. Property Management Support

The nature of this requirement is to ensure the office property, equipment, and space are maintained in good working order. Responsibility for this varies from providing simple instructions to the staff to being the point of contact for internal and external customers on repair and improvement projects. Issues may range in complexity and variety from requesting employee computer access to requesting repairs and improvements to office space (such as new carpet for the office area).

Performance-Based Requirements Matrix

C.5.2.1. Equipment Maintenance Requests

TASK	INDICATOR	STANDARD	QA
C.5.2.1. The SP shall ensure malfunctioning equipment is repaired.	Timeliness and Accuracy	Broken equipment is scheduled for repair the same day it is reported broken and forms are accurately completed	Customer Complaint and Periodic inspection
The SP shall train office personnel on office equipment as requested.	Timeliness and Accuracy	Office personnel are trained within five business days from request.	Customer Complaint

C.5.2.2. GSA Motor Pool

TASK	INDICATOR	STANDARD	QA
C.5.2.2. The SP shall report odometer reading to GSA Motor Pool.	Timeliness and Accuracy	The reports are completed and sent to GSA by the specified due date.	Periodic Inspection
The SP shall schedule GSA vehicles for maintenance	Timeliness	GSA Motor Vehicles are scheduled for maintenance within five business days of notice or request.	Customer complaint
The SP shall assign the GSA Motor Vehicle as requested.	Accuracy	GSA Motor Vehicles are assigned as requested.	Customer Complaint

C.5.2.3. Inventory

TASK	INDICATOR	STANDARD	QA
C.5.2.3. The SP shall update in house inventory logs regarding property and ADP Equipment.	Timeliness And Accuracy	Updates are accomplished within five business days of receipt or disposal of equipment.	Periodic inspection
The SP shall dispose of property and ADP Equipment according to current policy and regulations.	Timeliness and Accuracy	Property and ADP Equipment is disposed within 45 days after being declared excess or unserviceable.	Periodic Inspection

C.5.2.4. Request for Maintenance

TASK	INDICATOR	STANDARD	QA
C.5.2.4. The SP shall ensure office space is repaired and maintained.	Timeliness	Request for repairs or maintenance of office space is completed within one day of report.	Customer complaint
The SP shall ensure office improvements are completed	Timelines and Accuracy	Improvements of office space are properly completed when needed.	100 Percent Inspection and Customer complaint

C.5.2.5. Computer Security

TASK	INDICATOR	STANDARD	QA
<p>C.5.2.5. The SP shall report computer breaches in accordance with current policies and regulations.</p>	<p>Timeliness</p>	<p>Breaches will be reported immediately upon detection.</p>	<p>Customer Complaint</p>
<p>The SP shall obtain or change computer access for employees in accordance with current policies and regulations.</p>	<p>Timeliness and Accuracy</p>	<p>Employee computer access needs will be provided within one business day.</p>	<p>Customer Complaint</p>

C.5.3. Clerical Support

Clerical Support deals with the everyday operations of the organization.

These duties involve a variety of tasks including but not limited to the following: copying, telephone duties, mail, conference calls, faxing.

Performance-Based Requirements Matrix

C.5.3.1. Copies

TASK	INDICATOR	STANDARD	QA
C.5.3.1. The SP shall copy materials as requested.	Timeliness and Accuracy	Requirements are met in the timeframe specified by the requester.	Customer Complaint

C.5.3.2. Answer Telephones

TASK	INDICATOR	STANDARD	QA
C.5.3.2. The SP shall ensure that telephone calls and messages are delivered to the appropriate person.	Timeliness and Accuracy	Telephone calls will be courteously answered within 3 rings and transferred to appropriate person.	Customer Complaint

C.5.3.3. Process Mail

TASK	INDICATOR	STANDARD	QA
C.5.3.3. The SP shall process mail.	Timeliness and Accuracy	Incoming mail will be opened daily, date stamped, logged if applicable and distributed. Outgoing mail will have correct mailing address and will be sent daily according to method indicated by sender.	Customer Complaint Customer Complaint

C.5.3.4. Arrange Conference Calls

TASK	INDICATOR	STANDARD	QA
C.5.3.4. The SP shall arrange conference calls.	Timeliness	Conference calls will be arranged according to specifications of the requester.	Customer Complaint

C.5.3.5. Recording Conference Call Minutes

TASK	INDICATOR	STANDARD	QA
C.5.3.5. The SP shall record minutes at conference calls and meetings.	Accuracy	Minutes are recorded, typed in the proper format, and distributed as directed.	Customer Complaint

C.5.3.6. Update Directories

TASK	INDICATOR	STANDARD	QA
C.5.3.6. The SP shall update directories.	Accuracy	Directories will be updated and distributed as required.	Customer Complaint

C.5.3.7. Process Faxes

TASK	INDICATOR	STANDARD	QA
C.5.3.7. The SP shall process faxes.	Timeliness and accuracy	Incoming faxes will be retrieved and distributed to proper person upon receipt. Outgoing faxes will be sent according to specifications of the requester.	Customer Complaint

C.5.3.8. Maintain Office Bulletin Boards

TASK	INDICATOR	STANDARD	QA
C.5.3.. The SP shall maintain office bulletin boards.	Accuracy	Information approved by Director and or Deputy Director is posted and maintained.	Periodic Inspection

C.5.3.9. Incoming NAD

TASK	INDICATOR	STANDARD	QA
C.5.3.9. The SP shall date stamp, log, and assign incoming NAD appeals.	Timeliness and Accuracy	Appeals are logged and assigned within two business days.	Customer Complaint

C.5.3.10. Incoming FOIA

TASK	INDICATOR	STANDARD	QA
C.5.3.10. The SP shall date stamp, log, and assign incoming FOIA requests.	Timeliness and Accuracy	FOIA requests are logged and assigned within two business days.	Customer Complaint

C.5.3.11. Activity Calendar

TASK	INDICATOR	STANDARD	QA
C.5.3.11. The SP shall maintain activity calendars.	Accuracy	Activity calendars are maintained to keep information current.	Customer Complaint

C.5.3.12. Maintain Office Supplies

TASK	INDICATOR	STANDARD	QA
C.5.3.12. The SP shall maintain office supplies.	Timeliness and Accuracy	Office supplies are available when needed.	Customer Complaint

C.5.3.13. APH Forms

TASK	INDICATOR	STANDARD	QA
5.1.7. The SP shall date stamp, log, and assign incoming APH Forms.	Timeliness and Accuracy	APH forms are logged and assigned within two business days.	100 Percent Inspection

C.5.3.14. Written Agreements

TASK	INDICATOR	STANDARD	QA
5.1.8. The SP shall date stamp, log, and assign incoming Written Agreements.	Timeliness and Accuracy	Written Agreements are logged and assigned within two business days.	100 Percent Inspection

C.5.4. Budget and Finance Support

Budget and Finance Support deals with the administrative expenditures of the organization. Administrative support personnel account for any expenditure incurred by the organization in the accounting system. The National Finance Center (NFC) provides some accounting support to RMA and administrative support personnel are required to communicate with NFC for information and guidance. Funding allocations are given to each office and administrative personnel are required to track expenditures to be sure the office does not spend more than they have been allocated and that the allocated funds are used for legitimate purposes.

Performance-Based Requirements Matrix

C.5.4.1. Vendor Maintenance

TASK	INDICATOR	STANDARD	QA
<p>C.5.4.1. SP shall enter new vendor requests in accordance with USDA/NFC/FFIS Vendor Training Module Standards, Policies & Procedures.</p>	Timeliness and Accuracy	Within two business days after receipt, requests are verified and entered	Customer Complaint
<p>SP shall request any vendor changes/inactivation request from customers through the accounting system (currently FFIS).</p>	Timeliness and Accuracy	Within two business days after receipt, requests are verified, entered and followed up for completion.	Customer Complaint
<p>SP shall request any additions or changes needed to vendor information in</p>	Timeliness and Accuracy	Within two business days after finding the error, requests are submitted to appropriate KC personnel for correction.	Customer Complaint

the accounting system.			
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C.5.4.2. Budget Support

TASK	INDICATOR	STANDARD	QA
C.5.4.2. SP shall verify the allocated amount budgeted with the allocation amount in the accounting system.	Accuracy	Allocation amounts are verified for correctness in the accounting system.	Periodic Inspection
SP shall verify any changes in allocation requested by director/deputy are updated in the accounting system.	Accuracy	Allocation changes are submitted for request to WDC FMS, and verify that approved changes are updated in the accounting system.	Periodic Inspection

C.5.4.3. Invoices

TASK	INDICATOR	STANDARD	QA
5.4.3. SP shall process invoices in accordance with FFIS Users Guide, and Appropriations Law.	Timeliness and Accuracy	Within five business days of receipt, invoices are processed.	Customer Complaint

C.5.4.4. Requesting Supplies Equipment and Services

TASK	INDICATOR	STANDARD	QA
<p>5.4.4. SP shall process requests for office supplies, equipment, and services that are less than \$2500.00 in accordance with PCMS Micro-Purchase Guide, and Appropriations Law, Procurement Office Instructions</p>	<p>Timeliness and Accuracy</p>	<p>Within five business days, requests are processed.</p>	<p>Customer Complaint and Periodic Inspection</p>
<p>SP shall process requests for supplies, equipment, or services that are greater than \$2500.00 in accordance with FAR, FSA Procurement Office Instructions, and Appropriations Law.</p>	<p>Timeliness and Accuracy</p>	<p>Within five business days, requests are processed and followed up for completion.</p>	<p>Customer Complaint</p>

C.5.4.5. FFIS

TASK	INDICATOR	STANDARD	QA
<p>5.4.5 SP shall keep the accounting system updated using FFIS User Guide, NFC Procedures, Training Guides, and guidance from KC and WDC FMS personnel.</p>	Timeliness and Accuracy	Within five business days of administrative expense activity, the accounting system is updated.	Periodic Inspection
<p>SP shall research and resolve questions or concerns on payments in accordance with the FFIS Users Guide.</p>	Timeliness	Within five business days, requests are researched and resolved.	Customer Complaint
<p>SP shall provide up- to-date information on Budget Object Classification allocation availability as requested.</p>	Timeliness	Within same business day, information is provided to the requester.	Customer Complaint
<p>SP shall complete all activity necessary to sign off on completed year-end checklists.</p>	Timeliness and Accuracy	Year-end checklists are completed and faxed to appropriate KC personnel by the due date.	100 Percent Inspection

SP shall complete all activity necessary to sign off on completed year-end commitment records forms.	Timeliness	Year-end commitment records forms are completed and faxed to appropriate KC personnel by the due date.	100 Percent Inspection
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C.5.4.6. Brio

TASK	INDICATOR	STANDARD	QA
5.4.6. (Warehouse Reports) SP shall retrieve and provide reports from Brio upon request.	Timeliness	Within same business day reports are retrieved from Brio and provided to requestor.	Customer Complaint

C.5.4.7. Verification of Funds

TASK	INDICATOR	STANDARD	QA
C.5.4.7. The SP shall process Verification of Funds Report in accordance with Verification of Funds Reports Instructions.	Timeliness and Accuracy	Funds Verification Reports are completed and faxed to appropriate KC personnel by the due date.	100 Percent Inspection

Applicable Regulations and Guidelines

- Vendor Guide from NFC.
- Appropriation Law
- FFIS Users Guide
- Sole Source Justification Instructions
- PCMS Micro-Purchase Guide
- BOC Guidelines from NFC

C.5.5. Personnel Support

The elements included within Personnel Support are tasks that focus on general administrative support of all government employees within the Risk Management Agency. Some tasks are required to be performed on a set and recurring schedule as described in applicable Departmental instructions while others occur less frequently or on an as required basis. Several of the tasks are performed at the request of the individual government employee as the requirement is identified.

Performance-Based Requirements Matrix

C 5.5.1. Travel Request Processing

TASK	INDICATOR	STANDARD	QA
C.5.5.1. The SP shall process travel requests.	Timeliness	Travel itinerary and authorization completed within 2 business days of traveler request.	Customer Complaint
	Timeliness and Accuracy	Travel Vouchers completed within 5 business days of completion of travel.	Customer Complaint

C.5.5.2. Reimbursement Process

TASK	INDICATOR	STANDARD	QA
C 5.5.2. The SP shall process requests for reimbursement.	Timeliness and Accuracy	Requests presented to authorizing official within 2 business days of employee submission.	Customer Complaint
		Disbursements signed by local authorizing official and provided to employee.	100 Percent Inspection
		Account balanced in accordance with established procedures within 30 calendar days of disbursement.	Internal and external audit

C.5.5.3. Training Request

TASK	INDICATOR	STANDARD	QA
C.5.5.3. The SP shall process employee training forms.	Timeliness	Employee training requests are typed and returned at least 14 business days prior to beginning of training, unless otherwise specified by vendor.	Customer Complaints
	Accuracy	Training expenditures are reconciled with accounting records to ensure funds are available.	Monthly Verification

C.5.5.4. New Employee Processing

TASK	INDICATOR	STANDARD	QA
C.5.5.4. The SP shall process new employees.	Timeliness and Accuracy	<p>New employees are processed according to the appropriate “New Employee Checklist” form.</p> <p>All access codes or keys for all authorized areas were issued.</p> <p>Ensure employee has required office supplies, equipment, and office furniture to perform functions.</p> <p>All required ADP equipment and support are issued or made available to the new employee.</p> <p>Employee provided with building orientation, introduced to co-workers, support staff, and senior</p>	100 Percent Inspection

		management.	
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C.5.5.5. Financial Disclosure Requests

TASK	INDICATOR	STANDARD	QA
C 5.5.5. The SP shall distribute and collect Financial Disclosure Requests (Form OGE-450)	Timeliness	Designated employee provided with OGE-450 within 2 working days of notification. Completed OGE-450 received from designated employees and returned to the Human Resources Division by the specified due date.	100 Percent Inspection

C.5.5.6. Time and Attendance

TASK	INDICATOR	STANDARD	QA
C 5.5.6. The SP shall process Time and Attendance	Timeliness and Accuracy	Employee T&A received within prescribed NFC standards.	Customer Complaint

C.5.5.7. Personnel Action Requests

TASK	INDICATOR	STANDARD	QA
C 5.5.7. The SP shall prepare all requests for personnel actions (SF-52).	Timeliness and Accuracy	SF-52 is completed and processed with required information and signatures.	100 Percent Inspection

C.5.5.8. Performance Appraisals & Performance Plans

TASK	INDICATOR	STANDARD	QA
C 5.5.8. The SP shall prepare all performance appraisal documentation.	Timeliness and Accuracy	Performance appraisal documentation is completed and processed with required information and signatures.	100 Percent Inspection

APPLICABLE DIRECTIVES

OGE-450 Financial Disclosure Requests

Federal Travel Regulations (FTR)

National Finance Center Procedures

RMA Travel Supplement

C.5.6. Information Retrieval

ROs and COs have one e-mail account to which agency documents, messages of general interest and requests for information are distributed. This account must be checked daily and the information passed on to interested and designated individuals for information or action. Numbered publications are also distributed electronically and must be checked regularly and routed to interested and designated individuals.

Performance-Based Requirements Matrix

C.5.6.1. RO/CO E-mail Accounts

TASK	INDICATOR	STANDARD	QA
C.5.6.1. The SP shall review and route RO/CO e-mail account.	Timeliness and Accuracy	E-mails will be reviewed and properly routed on a daily basis.	Customer Complaint

C.5.6.2. Internal Publication Retrieval

TASK	INDICATOR	STANDARD	QA
C.5.6.2. The SP shall retrieve and route numbered publications.	Timeliness and Accuracy	Numbered publications will be reviewed and properly routed and filed within 2 business days of receipt.	Customer complaint

C.5.7. Records Management

Records management allows individual offices to track actions related to insurance records, administrative files, official guidelines and regulations, correspondence, internal and external reports, etc., in either a manual or electronic format. The files are used to safeguard official insurance transactions; provide historical backgrounds on individual producers and/or the land farmed as well as it's production history; allow for audits of functions within an office; provide guidelines for staff members on the various tasks they perform; track internal and external correspondence; and to provide resource materials for official functions.

Performance-Based Requirements Matrix

C.5.7.1. Actuarial Filing

TASK	INDICATOR	STANDARD	QA
C.5.7.1. The SP shall retrieve and edit all actuarial documents.	Accuracy	All actuarial documents are prepared according to the requirements of the originator and the filing process.	Customer Complaint

C.5.7.2. CTS

TASK	INDICATOR	STANDARD	QA
C.5.7.2. The SP shall gather, analyze, and prepare reports using information provided from the CTS.	Timeliness	All CTS reports are prepared within 10 working days of the request.	100 Percent Inspection

C.5.7.3. WPS

TASK	INDICATOR	STANDARD	QA
C.5.7.3. The SP shall gather and input all staff hour worksheets in the WPS.	Timeliness	All WPS information is gathered, questioned, inputted, and filed weekly.	100 Percent Inspection

C.5.7.4. ECS

TASK	INDICATOR	STANDARD	QA
C.5.7.4. The SP shall gather, input, edit, obtain approval, print, distribute, transmit and file ECS documents.	Timeliness	All ECS information is gathered, inputted, reviewed and filed daily.	Customer Complaint

C.5.7.5. Contract Monitoring

TASK	INDICATOR	STANDARD	QA
C.5.7.5 The SP shall perform data entry services to monitor the progress of other contractors' performance of contracted work using the Tracking Database	Accuracy	Dates, budget amounts, and notes are free of grammatical, format, and typographical errors.	100 Percent Inspection

C.5.7.6. Staff Action Tracking

TASK	INDICATOR	STANDARD	QA
C.5.7.6. The SP shall open, print, distribute and record final disposition of all controlled correspondence using the Staff Action Software System.	Timeliness	Staff Action processes are completed daily.	Customer Complaint

C.5.7.7. Filing Letters

Files systems are maintained in accordance with 2-AS, Records Management.

TASK	INDICATOR	STANDARD	QA
C.5.7.7. The SP shall receive and file incoming and outgoing letters.	Timeliness and Accuracy	All incoming and outgoing letters are filed in the appropriate file within 5 business days.	Periodic Inspection

C.5.7.8. Filing Reports

TASK	INDICATOR	STANDARD	QA
C.5.7.8. The SP shall receive and file all incoming and outgoing reports.	Timeliness and Accuracy	All incoming and outgoing reports are filed in the appropriate file within 5 business days.	Periodic Inspection

C.5.7.9. File System Management

TASK	INDICATOR	STANDARD	QA
C.5.7.9. The SP shall receive and file all other documents in appropriate locations.	Timeliness and Accuracy	All incoming and outgoing materials are filed in the appropriate file within 5 business days.	Periodic Inspection

Section C.6. Other

C.6.1. RMA Organization and Locations

The following listing represents RMA's current organizational structure and the location of the RMA offices.

Administrator/Associate Administrator, Washington, DC
Financial Management Staff, Washington, DC
Program Support Staff, Washington, DC
Civil Rights Staff, Washington, DC
External Affairs Staff, Washington, DC
Deputy Administrator for Research and Development
Actuarial Division, Kansas City, MO
Product Development Division, Kansas City, MO
Research and Evaluation Division, Kansas City, MO
Fiscal Operations and Systems Division, Kansas City, MO
Deputy Administrator for Insurance Services, Washington, DC
Reinsurance Services Division, Washington, DC
Risk Management Services Division, Washington, DC
Risk Management Education Division, Washington, DC
Billings, MT, Regional Office
Jackson, MS, Regional Office
Oklahoma City, OK, Regional Office
Raleigh, NC, Regional Office
Davis, CA, Regional Office
St. Paul, MN, Regional Office
Spokane, WA, Regional Office
Springfield, IL, Regional Office
Topeka, KS, Regional Office
Valdosta, GA, Regional Office
Deputy Administrator for Compliance, Washington, DC
Risk Operations Division, Washington, DC
Policy, Procedure, and Evaluation Division, Washington, DC
Southern Regional Compliance Office, Dallas, TX
Western Regional Compliance Office, Davis, CA
Northern Regional Compliance Office, Eagan, MN
Midwest Regional Compliance Office, Indianapolis, IN
Central Regional Compliance Office, Kansas City, MO
Eastern Regional Compliance Office, Raleigh, NC

The following listing represents RMA's current organizational structure **by geographic location**:

1. Washington, DC
 - 1400 Independence Avenue, SW
 - Washington, D.C. 20250
 - Administrator/Associate Administrator
 - Financial Support Staff
 - Program Support Staff
 - Civil Rights Staff
 - External Affairs Staff
 - Deputy Administrator for Insurance Services
 - Reinsurance Services Division
 - Risk Management Services Division
 - Risk Management Education Division
 - Deputy Administrator for Compliance
 - Risk Operations Division
 - Policy, Procedure, and Evaluation Division
2. Kansas City, MO
 - 6501 Beacon Drive
 - Kansas City, MO 64131
 - Deputy Administrator for Research and Development
 - Actuarial Division
 - Product Development Division
 - Research and Evaluation Division
 - Fiscal Operations and Systems Division
 - Central Regional Compliance Office
 - 6501 Beacon Drive,
 - Kansas City, MO 64133
3. Billings, MT
 - Regional Office
 - 2110 Overland Avenue, Suite 106,
 - Billings, MT 59102-6440
4. Jackson, MS
 - Regional Office
 - 8 River Bend Place
 - Jackson, MS 39208
5. Oklahoma City, OK
 - Regional Office
 - 205 NW 63rd Street, Suite 170
 - Oklahoma City, OK 73116,
6. Raleigh, NC
 - Regional Office
 - 4407 Bland Road, Suite 160
 - Raleigh, NC 27609

Eastern Regional Compliance Office
4407 Bland Road, Suite 280
Raleigh, NC 27609

7. Davis, CA

Regional Office
430 G Street, # 4168
Davis, CA, 95616-4168

Western Regional Compliance Office
430 G Street, # 4167
Davis, CA 95616-4167

8. St. Paul, MN

Regional Office
910 Minnesota World Trade Center
30 East 7th Street
St. Paul, MN 55101-4901

9. Spokane, WA

Regional Office
112 N. University Road, Suite 205
Spokane, WA 99206-5295

10. Springfield, IL

Regional Office
3500 West Wabash, Suite B
Springfield, IL, 62707

11. Topeka, KS

Regional Office
3401 S.W. Van Buren Street
Topeka, KS 66611

12. Valdosta, GA

Regional Office
106 South Patterson Street
Suite 250, Valdosta, GA 31601-5609

13. Dallas, TX

Southern Regional Compliance Office
1111 West Mockingbird Lane, Suite 280
Dallas, TX 75247-5016

14. Indianapolis, IN
Midwest Regional Compliance Office
Corporate Center North,
6905 Corporate Circle
Indianapolis, IN 46278

15. Eagan, MN
Northern Regional Compliance Office
3440 Federal Drive Suite 200
Eagan, MN 55122-1301

C.6.2. Applicable Documents

FFAS Handbook 1-AS (Revision 8) Directives Management defines directives as:

A directive is a communication that initiates or governs action, conduct, or procedure. Directives reflect the policies, administration, and operations of FFAS.

2002 Notices Feb 26, 2002

PM-2289 - Standards of Ethical Conduct: Use of Official Government Position
PM-2292 - Designation of Director, Information Technology Services Division (ITSD)

IRM-328 - Maintenance Agreement for FAX Machines

2001 Notices

PM-2228 - 2001 Interest Rates for Civilian and Military Service Credit Deposits
PM-2229 - Disability Employment Program Manager (DEPM)
PM-2231 - Information Technology (IT) Special Salary Rates (SSR's)
PM-2232 - Government Hiring Controls
PM-2235 - Announcing the FY2001 Small Business Procurement Awards Program
PM-2236 - Announcing the FY2001 Alexander von Humboldt Foundation Award
PM-2238 - 52nd Annual William A. Jump Memorial Award
PM-2239 - New Office of Workers' Compensation Chargeback Codes
PM-2240 - New Thrift Savings Plan (TSP) Funds Available
PM-2241 - Federal Employee's Health Benefits (FEHB) Children's Equity Act
PM-2243 - Thrift Savings Plan (TSP) Open Season
PM-2247 - Midyear Progress Reviews for FSA National Office and RMA
Offices Under Pass/Fail Rating System
PM-2256 - Announcing a Change in the Payment Method for Spot Awards
PM-2262 - 2001 Government Employees Insurance (GEICO) Service Awards
PM-2264 - Hispanic Serving Institution (HIS) Liaison Officers
PM-2266 - FY2001 Annual Performance Appraisals for FSA National Office
and RMA Employees Under Pass/Fail Rating System

PM-2271 – 56th Secretary’s Honor Awards Program
PM-2272 – FY2001 Annual Performance Appraisals Under 5-Tier Rating System
PM-2273 – 56th Secretary’s Honor Awards Program
PM-2274 – Using Annual Leave to Avoid Forfeiture and Exigency Information
PM-2276 – Designation of Director, Financial Management Division (FMD)
PM-2278 – FFAS Pilot Leave Bank (LB) Program for National Office and
Overseas Employees Only
PM-2279 – Thrift Savings Plan (TSP) Open Season
PM-2280 – 2001 Federal Employee Health Benefits (FEHB) Open Season
PM-2281 – Faxed Employment Applications
PM-2283 – 2002 Interest Rates for Civilian & Military Service Credit Deposits
PM-2284 – PP 25 Annual Leave Accruals
PM-2286 – Preparing PP 26 T&As
PM-2287 – Appointment of Administrator, FSA

ADM-110 – Implementing FFAS Employee Forms Online Intranet Site

CP-530 – RMA/FSA Plans for Implementing the Agriculture Risk Protection Act 2000
ARPA

FMS-FY-2002-003 – Government Travel Charge Card

IRM-318 – Information Technology (IT) Investments Moratorium
IRM-326 – New Teltrak Confirmation Website

MGR-00-016.2 – Approval of Documents, Bulletins, Manuals, and Other
Key Program Materials for Release by Risk Management Agency (RMA): Notice of Delegations of Authority – Deputy Administrator for Compliance

MGR-00-016.3 – Approval of Documents, Bulletins, Manuals, and Other
Key Program Materials for Release by RMA: Notice of Delegation of Authority – Office of Insurance Services

2000 Notices

AO-1208 – Nondiscrimination in Federally Conducted Activities
AS-2002 – Retention of Tobacco-Related Records

PM-2204 – Reporting Employee Fatality and In-Patient Hospitalization Work-Related Incidents
PM-2207 – Restricted and Permissible Political Activities
PM-2210 – Extension of Acting Status
PM-2211 – Designation of Director, Procurement and Donations Division, DACO
PM-2220 – Post Employment and Seeking Other Employment
PM-2222 – Rollback of Retirement Withholdings Rate
PM-2225 – Guidance on Appointments During Transition Period

3300-01 – Telecommunications & Internet Services and Use

FMS-FY2000-001 – Dairy Options Pilot Program Document Processing Directive
FMS-FY2000-002 – Funding of Accommodations for Employees With Disabilities

2570-01 – Waivers of Internal Department of Agriculture Rules

MGR-00-016 – Approval of Documents, Bulletins, Manuals, and Other Key Program

Materials for Release by RMA

MGR-00-016.1 – Approval of Documents, Bulletins, Manuals, and Other Key Program Materials for Release by RMA; Notice of Delegation of Authority – Office of Research and Development

1999 Notices

PM-2042 – Revised SF-71 Request Leave or Approved Absence
PM-2097 – New Team Leader Guide
PM-2103 – Federal Employees Group Life Insurance (FEGLI) Updates
PM-2105 – USDA’s Workplace Violence Prevention
PM-2109 – Changes in Standards of Conduct
PM-2115 – FSA and RMA Flexiplace Program
PM-2118 – Portability of Federal Employee’s Group Life Insurance (FEGLI)
PM-2121 – RMA Flexiplace Pilot Program for Field Office Employees
PM-2133 – Employee Assistance Program (EAP) Services
PM-2138 – Responsibility for Career Transition Career Management Services
Transferred to Each Agency
PM-2148 – Increase in Retirement Deductions

1997 Notices

PM-1940 - Length of Service Certificates and Pins
PM-1952 - RMA Time Off Awards Program (TOA)
PM-1966 - Issuance 23-PM Career Enhancement Program (CEP)
PM-1968 - Disability Employment Program Manager (DEPM)
PM-2010 - Using the Work Number for Everyone

IM97006 - Announcement of Risk Management Education Director

AO-1128 - USDA Smoking Policy

1996 Notices

RMA-PM96001 - E-mail to the Deputy Administrator for Insurance Services
RMA-PM96002 - Supervisory Password for RSO LAN
RMA-PM96003 - Signature of Assistant Deputy Administrator for Regional Service

Office
RMA-IM96012 - RMA Strategic Planning Accomplishments
RMA-IM96015 - Annual Leave Policy
RMA-IM96017 - Announcement of Acting Assistant Deputy Administrator for Regional

Service Office
RMA-IM96018 - Incentive Awards Program
RMA-IM96019 - RMA Travel Policy
RMA-IM96020 - Handling Telephone Calls or Visits from Non-Government Attorneys
RMA-IM96021 - Utilization of New Technology to Enhance Insurance Services

Delivery
RMA-IM96025 - Contracting Authority
RMA-IM96026 - 1996 Industry Mailing List - Revision

AO-1110 - Civil Rights (CR) Training
AO-1111 - Under Secretary Civil Rights Policy Statement
AO-1120 - Information on Civil Rights Forum

AS-1904 - New Mailing Systems
AS-1910 - Reform of Postal Service Classifications
AS-1911 - Government Identification for RSO's Staff
AS-1915 - Reviewing Offsite Meetings, Conferences, Events, & Training

Exceeding \$25,000
AS-1917 - FAS, FSA, RMA Official Domestic Meeting Arrangements
AS-1924 - Posting Missing Person's Notices in Federal Facilities

AS-1927 - Addressing Mail
AS-1929 - Mail Meter Lease and Mailing Equipment Purchase Update
AS-1934 - Revised Instructions for Meetings, Conferences, Events and

Training Exceeding \$25,000

PM-1855 - Interim Merit Promotion Plan
PM-1870 - Accepting Garnishments
PM-1884 - Supervisory Referral of Contacts Regarding EEO Matters
PM-1885 - Supervisory Assignments for HRD

IRM-240 - E-mail Usage Policy
IRM-244 - Information Systems Security Program

1995 Notices

FCIC 4308 - Student Employment Program

MGR-93-016.1 Guidelines For Collection, Use, and Storage of Social Security Numbers (SSN) and Employer Identification Numbers (EIN)

Administrative Directives

Feb 22, 2002

1-PM - Organizational Proposals
2-PM - Position Classification
3-PM - Personnel Operations
5-PM - Performance Management System
FSA/RMA Performance Management Policy Manual Oct 1, 2000
RMA Performance Management & Individual Development Guide
6-PM (Revision 6) - Employee Development and Training
7-PM - Incentive Awards Program
PM-1952 Time Off Award Guidelines
USDA Guide for Employee Recognition
Action Memorandum Sep 7, 2000 - FY2000 Performance Recognition Program
8-PM - Safety and Health Program
13-PM - Personnel Management Evaluation Program
15-PM - Employee Relations and Services
17-PM - Leave Administration and Alternative Work Schedule Reference
Various notes from Employee Relations
19-PM - EEO Program
20-PM - Time and Attendance Reporting Guidelines
23-PM - Career Enhancement Program

29-PM – Reduction in Force (RIF)

30-PM – RMA Employee Development and Training
 PM-2088 Pre-employment Disability Related Questions
 EEOC Directives Transmittal
 Americans With Disabilities Act Technical Manual
 Americans With Disabilities Act Resource Directory

32-PM – Pay Administration
 Various notes from Employee Relations

1-AS (Revision 8) – Directives Management

2-AS (Revision 10) – Records Management
 AS-2019 – Transferring Records
 MS-572R – Preparing Files Directory Report
 AS-1978 – RMA Records Cleanup

3-AS – Information Collection and Record Keeping

5-AS – Mail Management

7-AS – Field Correspondence

15-AS – Publishing Services

20-AS – Reports Management

21-AS – Federal Regulation Material, Delegations of Authority and
 USDA Directives System

29-AS – Acquisition, Real Property, Personal Property and Printing Management
 (National Level)

30-AS – Real Property, Personal Property and Motor Vehicle Management
 (Field Offices)

Federal Travel Regulations
 RMA Travel Supplement
 Travel Manager Version 7.1c and User Manual
 Voucher and Invoice Payments Manual
 Various notes from Kansas City Travel Section

Training Guide System for Time and Attendance Reporting, January 2002
 PC Tare for Timekeepers
 NFC T&A Instructions
 Various notices throughout the year regarding pay periods

PCMS Training Workbook
 PCMS Guidelines
 PCMS Common Problem Errors
 Federal Supply Catalog
 GSA Advantage – Handbooks for Customers
 JWOD Catalog
 Unicorn Catalog
 Departmental Regulation 5013-6 Feb 22, 2000, Use of Purchase Card and

- Convenience Check
- Victory Over Red Tape GSA
- USDA Micro-Purchase Self-Study Course
- FSA Purchase Card Management System Instructions
- Federal Acquisition Regulation
- Various notes and e-mails from LAPC and finance

NFC Procedures FFIS for RMA Title IX, FFIS Manual, Chapter 12 (11 parts)

- FFIS Desk Guide
- Users Guide to FFIS
- Budget Object Classification Codes
- Accessing the Data Warehouse
- Accessing Brio
- Sole Source Justification Instructions

Handbook on Alternative Work Schedules

- PM-2085 – Expanded AWS for RMA Field Offices, Except KC
- Handbook on AWS – Flexible Work Schedule (FWS)
- Handbook on AWS – Compressed Work Schedule (CWS)
- Handbook on AWS – Comparison of Schedules
- Various notes from personnel

PM-2121 – RMA Flexiplace Pilot Program for Field Office

- PM-2115 – FSA & RMA Flexiplace Program
- Telecommuting
- Conditions for Successful Telecommuting Arrangements
- Reasons for Telecommuting
- Telecommuting Briefing Kit

FOIA (Freedom of Information Act)

- 12 DS Chapter 4
- Appeals and Litigation Notice 97-4

GSA Fleet Vehicles

- Regional Bulletin FPMR 5-G-302 Transportation and Motor Vehicles
- Motor Vehicle Rental Rates
- Vehicle Desk Guide
- Smoking Prohibited in IFMS Vehicles Memo
- Fleet Drive-thru User's Guide for Mileage Express and Reports Carryout
- Various memos

Security Initiatives

- The Value of Information Sharing and FedCIRC
- Cyber Security Update Guide
- Reporting on the Government Information Security Reform Act

- DN3140-6 – Gateway and Firewall Policy and Technical Security Standards

License Management Guide
LAN/WAN Security Structure Guide
Intrusion Detection System (IDS) Guide
Section 508 Guide – Electronic and IT is Accessible to
People With Disabilities
RMA Web Administration Guide
Security Liaison Representatives
DN3140-8 – Securing Sensitive Information Security
Reform Act
DN3140-9 – Network Protocol Analyzers

99-3 All Title of NFC External Publications
Action Memo (No #) – Change in Civil Rights Element for Non-
supervisory Employees
Action Memo (No #) – RMA Awards Program
FPM Letter 340-3 – Job Sharing for Federal Employees
Copier user manuals
Printer user manuals
Administrative correspondence procedures
Various telephone/address directories
Departmental Manual 3020-1, 4/14/95 – Department
Consolidated Forms Manual
Various supply catalogs
Yearly budget input guides from DC
DOPP guidelines
GYC electronic log
Actuarial filing log
Participation of Government Employees in Volunteer
Activities
CTS Compliance Tracking System Guide
WPS/PMS Workload & PM System Guide
Compliance Manual

C.6.3 Parking

Billings RO – public building with 16 parking spaces
available to our employees in front of the building and more
spaces available in the rear of the building at no cost.
(17 employees)

Jackson RO: GSA Leased Building – Only occupants – plenty
of parking at no cost.

Oklahoma RO: public building with plenty of free parking.

Raleigh RO: public building with several government
agencies, parking available at no cost.

Davis RO: located in a building that houses other
Department of Agriculture offices. Parking available in
adjacent Parking garage at no cost.

Spokane RO: located in a public building with parking available at no cost.

Springfield RO: co-located with FSA - private parking for all employees at no cost.

St. Paul RO: located in a public building with no parking available. Employees find their own parking and pay for it themselves. To park in the parking garage cost \$13.00 a day. Other means of transportation are car pools and buses which you can get reimbursed for per Executive Order 13150.

Topeka RO: privately owned GSA leased building with parking at no cost.

Valdosta RO: located in a bank building with parking available at no cost.

Dallas Compliance: located in a public building with parking available at no cost.

Indianapolis Compliance: located in a public building with parking available at no cost.

Raleigh Compliance: located in a private building with parking provided at no cost.

Sacramento Compliance: located in a building that houses other Department of Agriculture offices. Parking available in adjacent Parking garage at no cost.

St. Paul Compliance: located in a public building with parking available at no cost.

Kansas City: co-located with other Government agencies with free parking. Can commute by bus and the fare would be paid per Executive Order 13150

Washington, DC: For bus fare in the DC area it's \$1.10 a trip. You can take the subsidy and get it converted to either bus passes or tokens. Parking on average runs between \$5.00 - \$13.00 a day. The lower priced lot fills up before 7:00 AM. These lots are for everyone, not dedicated to USDA. For van pools, the cost would be around \$126.00 a month. Here again the transit subsidy can be used. Parking for personal vehicles is generally free in commuter lots. Metro runs about \$5.00 a day, variable by distance.

C.6.4 Core Hours and Business days -

2002 Federal Holidays

Tuesday, January 1, 2002	New Years Day
Monday, January 21, 2002	Birthday of Martin Luther King Jr.
Monday, February 18, 2002	Washington's Birthday
Monday, May 27 2002	Memorial Day
Thursday, July 4, 2002	Independence Day
Monday, September 2, 2002	Labor Day
Monday, October 14, 2002	Columbus Day
Monday, November 11,2002	Veterans Day
Thursday, November 28, 2002	Thanksgiving Day
Wednesday, December 25, 2002	Christmas Day

10 Paid Holidays

Notices PM- 2168

For: FSA and RMA, National Office Nonbargaining Unit Employees:

Background:

Effective pay period 8, 2000, there are **4** work schedule choices for FSA and RMA nonbargaining unit employees in the National Office. These new work schedule choices are:

- **standard**
- **compressed (CWS) 5/4/9 and 4/10**
- **variable day**
- **maxiflex**

Note: Bargaining unit employees are covered by their Union Agreement.

Purpose: This notice:

- informs employees about all work schedule choices.
- requires **nonbargaining unit** employees who wish to change work schedules to complete FFAS-956A.
- informs timekeepers about **mandatory** alternative work schedule (AWS) coding that **must** be input properly on each employee's PC-TARE master record.
- informs employees and timekeepers about the **different holiday entitlements** for **fixed** and **flexible** work schedules. See paragraph 7.

Work Schedule Choices:

Standard, which is a **fixed** work schedule
 CWS 5/4/9 and 4/10, which are **fixed** work schedules
 Variable day, which is a **flexible** work schedule
 Maxiflex, which is a **flexible** work schedule

Employees Working a Flexible Work Schedule:

Employee's working a **flexible, maxiflex, or variable day** work schedule their workday hours are from 6:30 a.m. until 6:30 p.m., Monday through Friday. Each workday is made up of core time and flexible time bands. Full-time (FT) employees must be at work or on leave during core hours.

Note: This does not apply to part-time or intermittent employees.

Morning Flexible Time Band	Core Time	Afternoon Flexible Time Band
6:30 to 9:00 a.m.	9:00 a.m. to 3:30 p.m.	3:30 to 6:30 p.m.

Employees Working a Fixed Work Schedule:

Employees working a **fixed** CWS or standard tour workday hours are from 6:30 a.m. until 6:00 p.m., Monday through Friday. Each workday is made up of core time and arrival and departure time bands. FT employees must be at work or on leave during core hours.

Note: This does not apply to part-time or intermittent employees.

Morning Arrival Time Band	Core Time	Afternoon Departure Time Band
6:30 to 9:00 a.m.	9:00 a.m. to 3:30 p.m.	3:30 to 6:00 p.m.

Official Work hours:

Official office hours for National Office employees are from 8:15 a.m. to 4:45 p.m., Monday through Friday.

Lunch Breaks: Lunch breaks shall be taken between 11:00 a.m. and 2:00 p.m. Supervisors may not require an employee to work for more than 6 hours without a lunch break. All daily work schedules, in excess of 6 hours, **must include** a minimum 30 minute unpaid lunch break in addition to the daily work hours.

Notice PM-2085

Purpose:

This notice provides work schedule options for RMA Field Office Employees.

Exception:

This notice does not apply to RMA Field Office employees in Kansas City.

Core and Flexible Time Bands:

The workday is made up of core time and flexible time bands. Full time (FT) employees must be at work or on leave during core hours, which are from 9:30 a.m. to 3:30 p.m. on scheduled workdays.

Morning Flexible Time Band	Core Time	Afternoon Flexible Time Band
6:00 to 9:30 a.m.	9:30 a.m. to 3:30 p.m.	3:30 to 6:00 p.m.

Official Work hours:

Office Directors are delegated authority to establish official work hours for their RMA Field Office during which the office will be staffed and open for business.

Lunch Breaks:

Lunch breaks shall be taken between 11:00 a.m. and 2:00 p.m. Supervisors may not require an employee to work for more than 6 hours without a lunch break. All daily work schedules, in excess of 6 hours, **must include** the choice of a 30-, 45-, or 60- minute unpaid lunch break in addition to the daily work hours on FFAS-956B, RMA Field Office Work Schedule Request.

Work Schedule Choices:

- Standard, which is a **flexitour-fixed** work schedule
- Compressed work schedule (CWS) 5/4/9 which is a **fixed** schedule
- CWS 4/10, which is a **fixed** schedule
- Variable day, which is a **flexible** schedule
- Maxiflex, which is a **flexible** schedule

Notice PM-17

Official Work and Core Hours for DC:

A. Official Work Hours:

The Agency Administrator shall do either of the following:

- **determine an Agency's official work hours**
- **redelegate this responsibility to other agency officials**

Telephone coverage and Agency services must be available to employees and clients during official work hours.

B. Core Office Hours:

Agency core hours are negotiated and agreed to by union and/or management officials. Refer to applicable union contract language, past practice, or published Agency policy.

Here are the alternate work schedules in a nutshell:

Compressed Work Schedule (CWS):

Tour: 5/4/9 or 4/10 as established

Non-workday: 5/4/9 1 day as established

4/10 2 days as established

Glide: Ineligible

Credit Hours: Ineligible

Holiday Pay: 5/4/9 8 hours on short day or

9 hours on long day (no personal leave taken)

4/10 10 hours (no personal leave taken)

Maxiflex:

Tour: As scheduled with 6 to 10 hour day

Non-work day: 1 or more as scheduled

Glide: 30 minutes either way of arrival or departure times

Credit Hours: Yes (earned or used in 15 minutes increments)

Holiday Pay: 8 hours (personnel leave must be taken or rearrange work hours if approved by supervisor)

Variable Day:

Tour: Varies daily with 6 to 10 hour day

Non-work day: Ineligible

Glide: 2-1/2 hours (6:30- 9:00 a.m.)

Credit Hours: Yes (earned or used in 15 minutes increments)

Holiday Pay: 8 hours

Standard Work Schedule:

Tour: 8:15 a.m. – 4:45 p.m. daily

Non-work day: Ineligible

Glide: Ineligible

Credit Hours: Ineligible

Holiday Pay: 8 hours

ARTICLE 6: WORK SCHEDULES/TOURS OF DUTY

Section A. General:

1. Employees and managers work to carry out the overall mission of the Agency, by providing professional, technical, and clerical services to internal and external customers. This article has been developed to give recognition to the mutual need for coverage and flexibility, and to address issues and concerns that have arisen and, to the extent foreseeable, will arise as employees and managers continue working together to accomplish the work of the Agency.
2. Employees may request authorization to work one of the four schedules established in this Article. The variety of schedules provides for more flexibility than has previously been available to employees, but has the potential to require employees to increase their span of responsibility.

Section B. Definitions:

1. Agency Business Hours:

The official business hours of the Agency are 8:15 a.m. to 4:45 p.m., Monday through Friday.

2. Core Hours:

The core hours of the Agency are 9:00 a.m. to 3:30 p.m. Core hours are the hours for which each employee is required to account on scheduled work days by being on duty, scheduling some form of approved leave, use of credit hours, or compensatory time off.

3. Regular Workday:

- a. For employees on fixed schedule (Compressed Work Schedule 5/4/9 or 4/10):
6:30 a.m. to 6:00 p.m.
- b. For employees on flexible work schedule (Maxiflex or Variable Day Schedule):
6:30 a.m. to 6:00 p.m.
- c. Employees shall begin work each day no earlier than 6:30 a.m. but no later than 9:00 a.m. Employees must have completed their tour of duty no later than 6:00 p.m. or 6:30 p.m., as applicable. Any time worked before 6:30 a.m. or after 6:00 p.m. or 6:30 p.m., as applicable, must be approved overtime or compensatory time, unless approved as a special situation under procedures in Section G of this article.

4. Standard Work Schedule:

In the absence of any other approved work schedule, the standard work schedule will be 8:15 a.m. to 4:45 p.m. daily.

5. Workday Continuity:

Unless otherwise approved, the workday must be completed in one shift.

6. Lunch Break:

A manager may not require an employee to work more than 6 hours without a lunch break. Lunch breaks must ordinarily be taken between 11:00 a.m. and 2:00 p.m.

7. Lunch Band:

11:00 a.m. to 2:00 p.m.

8. Flexi-lunch:

Employees on a maxiflex or Variable Day Schedule may, with advance supervisory approval, expand their lunch break within the lunch band on any given day, provided arrival and/or departure times are adjusted an equivalent amount on that day.

9. Temporary Schedule Change:

A temporary work schedule change, as used in this Article, means two pay periods or less, except as noted in Section G.

10. Permanent Schedule Change:

A permanent work schedule change, as used in this Article, means a time period that exceeds 2 pay periods.

Official Work and Core Hours for KC:

MEMORANDUM OF UNDERSTANDING
between
Risk Management Agency, Kansas City, Missouri
and
National Federation of Federal Employees Local 858

The National Federation of Federal Employees Local 858 (NFFE) and Risk Management Agency (RMA) mutually agree to the following conditions for RMA employees working an eight (8) hour tour of duty:

1. The option of reporting for duty as early as 6:00 a.m.
2. A core time of 9:30 a.m. to 2:30 p.m.
3. Flexible hours from 6:00 a.m. to 9:30 a.m., and 2:30 p.m. to 6:00 p.m.
4. Management reserves its right to assign work, which includes changing start times based on workload considerations, meetings, training, and customer service.

This Memorandum of Understanding will become effective the date RMA moves into the 6501 Beacon Drive facility.

ARTICLE X. HOURS OF WORK AND OVERTIME:

10.1 Basic Workweek:

The basic workweek for full-time employees shall be scheduled on five (5) consecutive days, which will normally be Monday through Friday, and the employees will be granted two (2) consecutive days off.

10.2 Condensed Workweek:

In order to provide more consistent coverage within the flextime program and conserve leave usage, any bargaining unit employee may, by notifying their supervisor, elect to work a condensed schedule. The election will remain in effect for ninety (90) days. Employees will arrange their day off with their supervisor. If a dispute arises between employees with equivalent skills, seniority will be the dealing factor.

A. Policy

All Bargaining unit employees, part-time included, will be allowed to elect, on a quarterly basis beginning with the Implementation date of this Agreement, the option of working a condensed schedule in accordance with applicable laws and this Agreement.

Employees choosing this option may begin work each day between 6:30 a.m. and 7:30 p.m.

If an employee has three (3) consecutive non-workdays off and holiday falls on one (1) of those days, the following will apply in designating the in-lieu-of holiday: If the holiday falls on the employee's first or second non-work day, the preceding workday shall be designated the in-lieu-of holiday; if the holiday falls on the third consecutive non-workday, the next workday shall be designated the in-lieu-of holiday.

If a holiday falls on non-consecutive non-workday, the preceding workday shall be designated the in-lieu-of holiday.

B. Scheduling Option:

Management-Imposed changes to the compressed work schedule may be required on occasion. When notified in advance by the supervisor to report at a specified hour for a specified period of time, the employee shall report as scheduled. This may be necessary due to travel, training and special projects which require different reporting times. Workload may be a consideration only if the work cannot be accomplished under the compressed workweek.

1. Full-time employees may select from a variety of schedules based on the 5/4/9 work schedule, which requires an employee to complete eight 9-hour days, one 8-hour day, and one day off each pay period.
2. In order to allow part-time employees to utilize the condensed work schedule, they will arrange with their supervisor a work schedule which fulfills the total number of work hours required by their appointment.

10.3 Flextime:

In an effort to maintain a healthy and productive working environment, all bargaining unit employees will be allowed to fully use flextime except during periods when electing to use the condensed work schedule. The Kansas City Office will continue to operate under the guiding schedule flextime model, except as modified by this Agreement.

Employees may select an arrival time each day, and may change that arrival time without prior notification to the supervisor as long as it is within the flexible hours as defined in section 10.5.

When notified in advance by the supervisor to report at a specified hour, for a specified period of time, an employee shall report as scheduled. This is necessary because supervisors must be able to schedule training and special projects which require different reporting times. Workload may be a consideration only if the work cannot be accomplished within the flextime framework. Employees will be allowed to arrange adequate phone coverage, as prescribed by the supervisor, without assistance.

Modifications are not expected, and should at all costs be evaluated on a case-by-case basis. This article is not intended to deprive bargaining unit employees from fully utilizing flextime for extended periods of time. Modifications are expected to be rare.

10.4 Leave Usage:

Flextime affords employees an opportunity to use personal time for some activities for which they would otherwise be required to use leave. Employees are encouraged to schedule medical and personal business appointments outside their selected tour of duty; however, there is no requirement that this be done. Flextime does not affect the employees' use of Annual or Sick leave, nor the supervisor's authority or responsibility to approve leave.

Leave must be used for any absence during core time, or during the flexible hours which would prevent the employee from working eight (8) hours, or nine (9) hours for employees electing the condensed workweek.

10.5 Definitions:

Designated Working Hours - Monday through Friday, 6:30 a.m. to 5:00 p.m.

Core Time - The period of time, 8:30 a.m. to 3:00 p.m., during which all employees must be on duty or on approved leave.

Customer Service Band - The period of time, 8:00 a.m. to 4:30 p.m., during which adequate coverage must be provided the Employer to assure telephone, consultative and service coverage.

Flexible Hours - The hours from 6:30 a.m. to 8:30 a.m., and 3:00 p.m. to 5:00 p.m.

10.6 Lunch Periods:

The meal break shall be taken between the hours of 11:00 a.m. and 2:00 p.m. and will normally be thirty (30) minutes. Employees may take longer lunch breaks in fifteen (15) minutes increments; however, any lunch period exceeding thirty (30) minutes will be made up on the same day. If an employee desires to take a longer lunch period, it must be communicated to the supervisor at the beginning of the day. Extensions to the lunch period cannot be used to extend the workday after 6:00 p.m.

10.7 Rest Periods:

Paid rest periods will be provided to the employees as follows:

- A.** One fifteen (15) minute rest period during each continuous four (4) hour segment of work; or
- B.** Three five (5) minute break periods during each continuous four (4) hour segment of work.

For employees working two (2) or more hours of overtime immediately following regular duty, an additional fifteen (15) minute unpaid rest period may, at the employee's election, be taken prior to the beginning of the overtime. An additional fifteen (15) minute paid break will be granted if an employee is scheduled to work four (4) consecutive overtime hours.

10.8 Overtime:

Overtime consists of any hours worked by an employee in excess of eight (8) hours in a day, or forty (40) hours in a week or, if an employee is on a compressed work schedule, in excess of nine (9) hours in a 9 - hour day, eight (8) hours in a 8 - hour day, or eighty (80) hours in a pay period.

That is officially ordered and approved in advance, in writing. Assignment of overtime is a Management function. Overtime is not a right by reason of employment. Assignment of overtime shall be based upon mission and workload requirements and factors which are reasonable and do not discriminate against any employee. In no instance will overtime be assigned or granted as reward or punishment. Overtime will be administered in accordance with applicable laws, regulations, and this Agreement.

Overtime consists of two distinct types:

Scheduled Overtime and Irregular Overtime. Scheduled overtime is overtime scheduled prior to the beginning of the administrative workweek in which it is to occur.

Irregular overtime is overtime which is not scheduled in advance of the beginning of the administrative workweek in which it occurs.

Should an employee experience difficulties of a personal nature, which may conflict with a requirement to work overtime, the supervisor and employee may work out arrangements to accommodate the employee's needs, yet also allow for the accomplishment of the overtime.

10.9 Soliciting Overtime:

Volunteers for overtime will be solicited from among qualified employees in a work unit who are currently working in the particular capacity for which overtime is needed. If sufficient volunteers are not obtained the Employer may require the employees to work overtime in accordance with this Article.

If work needs cannot be met by the employees in the unit, then employees from other work units within the Kansas City Office may be offered overtime.

10.10 Leave During Overtime Periods:

Annual or sick leave, paid holiday, or compensatory time taken during the regular or condensed workweek does not reduce the amount of overtime pay the employee may be entitled to. The application of overtime and leave during the same day by an employee will be administered fairly and equitably.

10.11 Call-Back Overtime:

If an employee is called back to work by his immediate supervisor, or other appropriate authority, to perform work which is outside of and not connected to the regularly scheduled work day, the employee will be considered to have worked at least two (2) hours of overtime.

10.12 Compensatory Time:

Employees covered by FLSA may request compensatory time in-lieu-of paid overtime by making a written request to the supervisor prior to working the overtime. Approval and use of compensatory time will be in accordance with governing laws, regulations and this Agreement.

10.13 Overtime Records:

The employer will keep all overtime and compensatory time records. The records will be available to the Union to aid in the processing of complaints.

10.14 Re-Opener Bargaining:

The parties agree that this article will be renegotiated. These negotiations will begin April 1, 1992.

ARTICLE XI. LEAVE

11.1 Annual Leave:

Annual leave is a benefit earned by employees which requires supervisory approval. Consistent with the needs of the employee(s) and the Employer, annual leave requested in advance will generally be approved. Except in the event of an emergency or serious work interruption, annual leave which has been approved will not be cancelled. A supervisor who must cancel the leave will make every effort to reschedule it at times desired by the employee. Annual leave may be taken in increments of fifteen (15) minutes and may be used in-lieu-of sick leave.

Scheduling and Approval:

The employee will secure advance approval from the supervisor by using SF-71, except when it is not possible to obtain advance approval. Employees requesting vacation periods should request the leave as early as possible.

Unscheduled Annual Leave:

When unscheduled annual leave becomes necessary, employees will notify the immediate supervisor one (1) hour after customer service band begins or within one (1) hour of a scheduled start time for employee performing shift work. If the immediate supervisor is unavailable, employees will notify the second level supervisor, or his/her designee. Upon return, the employee will prepare an SF-71 and obtain written approval from the immediate supervisor.

11.2 Sick Leave:

Sick leave is a benefit accrued by the employee for use in medical treatments or during periods of incapacitation. Employees are encouraged to receive medical, dental and optical examinations and treatments outside of duty hours. Sick leave may be taken in increments of fifteen (15) minutes, and may NOT be used in-lieu-of annual leave.

C.6.5 Administrative Directives

- 1-PM – Organizational Proposals
- 2-PM – Position Classification
- 3-PM – Personnel Operations
- 5-PM – Performance Management System
 - FSA/RMA Performance Management Policy Manual Oct 1, 2000
 - RMA Performance Management & Individual Development Guide
- 6-PM (Revision 6) – Employee Development and Training
- 7-PM – Incentive Awards Program
 - PM-1952 Time Off Award Guidelines
 - USDA Guide for Employee Recognition
 - Action Memorandum Sep 7, 2000 – FY2000 Performance Recognition Program
- 8-PM – Safety and Health Program
- 13-PM – Personnel Management Evaluation Program
- 15-PM – Employee Relations and Services
- 17-PM – Leave Administration and Alternative Work Schedule Reference
 - Various notes from Employee Relations
- 19-PM – EEO Program
- 20-PM – Time and Attendance Reporting Guidelines
- 23-PM – Career Enhancement Program
- 29-PM – Reduction in Force (RIF)
- 30-PM – RMA Employee Development and Training
 - PM-2088 Pre-employment Disability Related Questions
 - EEOC Directives Transmittal
 - Americans With Disabilities Act Technical Manual
 - Americans With Disabilities Act Resource Directory
- 32-PM – Pay Administration
 - Various notes from Employee Relations

- 1-AS (Revision 8) – Directives Management
- 2-AS (Revision 10) – Records Management
 - AS-2019 – Transferring Records
 - MS-572R – Preparing Files Directory Report
 - AS-1978 – RMA Records Cleanup

- 3-AS – Information Collection and Record Keeping
- 5-AS – Mail Management
- 7-AS – Field Correspondence
- 15-AS – Publishing Services
- 20-AS – Reports Management
- 21-AS – Federal Regulation Material, Delegations of Authority and
 - USDA Directives System
- 29-AS – Acquisition, Real Property, Personal Property and Printing Management
 - (National Level)
- 30-AS – Real Property, Personal Property and Motor Vehicle Management

(Field Offices)
Federal Travel Regulations
RMA Travel Supplement
Travel Manager Version 7.1c and User Manual
Voucher and Invoice Payments Manual
Various notes from Kansas City Travel Section

Training Guide System for Time and Attendance Reporting, January 2002
PC Tare for Timekeepers
NFC T&A Instructions
Various notices throughout the year regarding pay periods

PCMS Training Workbook
PCMS Guidelines
PCMS Common Problem Errors
Federal Supply Catalog
GSA Advantage – Handbooks for Customers
JWOD Catalog
Unicor Catalog
Departmental Regulation 5013-6 Feb 22, 2000, Use of Purchase Card and
Convenience Check
Victory Over Red Tape GSA
USDA Micro-Purchase Self-Study Course
FSA Purchase Card Management System Instructions
Federal Acquisition Regulation
Various notes and e-mails from LAPC and finance

NFC Procedures FFIS for RMA Title IX, FFIS Manual, Chapter 12 (11 parts)
FFIS Desk Guide
Users Guide to FFIS
Budget Object Classification Codes
Accessing the Data Warehouse
Accessing Brio
Sole Source Justification Instructions

Handbook on Alternative Work Schedules
PM-2085 – Expanded AWS for RMA Field Offices, Except KC
Handbook on AWS – Flexible Work Schedule (FWS)
Handbook on AWS – Compressed Work Schedule (CWS)
Handbook on AWS – Comparison of Schedules
Various notes from personnel

PM-2121 – RMA Flexiplace Pilot Program for Field Office
PM-2115 – FSA & RMA Flexiplace Program
Telecommuting
Conditions for Successful Telecommuting Arrangements

Reasons for Telecommuting
Telecommuting Briefing Kit

FOIA (Freedom of Information Act)
12 DS Chapter 4
Appeals and Litigation Notice 97-4

GSA Fleet Vehicles
Regional Bulletin FPMR 5-G-302 Transportation and Motor Vehicles
Motor Vehicle Rental Rates
Vehicle Desk Guide
Smoking Prohibited in IFMS Vehicles Memo
Fleet Drive-thru User's Guide for Mileage Express and Reports Carryout
Various memos

Security
The Value of Information Sharing and FedCIRC Initiatives
Cyber Security Update Guide
Reporting on the Government Information Security Reform Act
DN3140-6 – Gateway and Firewall Policy and Technical Security
Standards
License Management Guide
LAN/WAN Security Structure Guide
Intrusion Detection System (IDS) Guide
Section 508 Guide – Electronic and IT is Accessible to People
With Disabilities
RMA Web Administration Guide
Security Liaison Representatives
DN3140-8 – Securing Sensitive Information Security Reform Act
DN3140-9 – Network Protocol Analyzers

99-3 All Title of NFC External Publications
Action Memo (No #) – Change in Civil Rights Element for Non-supervisory
Employees
Action Memo (No#) – RMA Awards Program
FPM Letter 340-3 – Job Sharing for Federal Employees
Copier user manuals
Printer user manuals
Administrative correspondence procedures
Various telephone/address directories
Departmental Manual 3020-1, 4/14/95 – Department Consolidated Forms Manual
Various supply catalogs
Yearly budget input guides from DC
DOPP guidelines
GYC electronic log
Actuarial filing log

Participation of Government Employees in Volunteer Activities
CTS Compliance Tracking System Guide
WPS/PMS Workload & PM System Guide
Compliance Manual

FFAS Handbook 1-AS (Revision 8) Directives Management defines directives as:
A directive is a communication that initiates or governs action, conduct, or procedure.
Directives reflect the policies, administration, and operations of FFAS.

2001 Notices

PM-2228 – 2001 Interest Rates for Civilian and Military Service Credit Deposits
PM-2229 – Disability Employment Program Manager (DEPM)
PM-2231 – Information Technology (IT) Special Salary Rates (SSR's)
PM-2232 – Government Hiring Controls
PM-2235 – Announcing the FY2001 Small Business Procurement Awards Program
PM-2236 – Announcing the FY2001 Alexander von Humboldt Foundation Award
PM-2238 – 52nd Annual William A. Jump Memorial Award
PM-2239 – New Office of Workers' Compensation Chargeback Codes
PM-2240 – New Thrift Savings Plan (TSP) Funds Available
PM-2241 – Federal Employee's Health Benefits (FEHB) Children's Equity Act
PM-2243 – Thrift Savings Plan (TSP) Open Season
PM-2247 – Midyear Progress Reviews for FSA National Office and RMA
Offices Under Pass/Fail Rating System
PM-2256 – Announcing a Change in the Payment Method for Spot Awards
PM-2262 - 2001 Government Employees Insurance (GEICO) Service Awards
PM-2264 – Hispanic Serving Institution (HIS) Liaison Officers
PM-2266 – FY2001 Annual Performance Appraisals for FSA National Office
And RMA Employees Under Pass/Fail Rating System
PM-2271 – 56th Secretary's Honor Awards Program
PM-2272 – FY2001 Annual Performance Appraisals Under 5-Tier Rating System
PM-2273 – 56th Secretary's Honor Awards Program
PM-2274 – Using Annual Leave to Avoid Forfeiture and Exigency Information
PM-2276 – Designation of Director, Financial Management Division (FMD)
PM-2278 – FFAS Pilot Leave Bank (LB) Program for National Office and
Overseas Employees Only
PM-2279 – Thrift Savings Plan (TSP) Open Season
PM-2280 – 2001 Federal Employee Health Benefits (FEHB) Open Season
PM-2281 – Faxed Employment Applications
PM-2283 – 2002 Interest Rates for Civilian & Military Service Credit Deposits
PM-2284 – PP 25 Annual Leave Accruals
PM-2286 – Preparing PP 26 T&As
PM-2287 – Appointment of Administrator, FSA

ADM-110 – Implementing FFAS Employee Forms Online Intranet Site

CP-530 – RMA/FSA Plans for Implementing the Agriculture Risk Protection Act 2000
ARPA

FMS-FY-2002-003 – Government Travel Charge Card

IRM-318 – Information Technology (IT) Investments Moratorium

IRM-326 – New Teltrak Confirmation Website

MGR-00-016.2 – Approval of Documents, Bulletins, Manuals, and Other
Key Program Materials for Release by Risk Management Agency (RMA): Notice
of
Delegations of Authority – Deputy Administrator for Compliance

MGR-00-016.3 – Approval of Documents, Bulletins, Manuals, and Other
Key Program Materials for Release by RMA: Notice of Delegation
of Authority – Office of Insurance Services

2000 Notices

AO-1208 – Nondiscrimination in Federally Conducted Activities

AO-1233 – Civil Rights Training for FSA Employees & Committee Persons

AS-2002 – Retention of Tobacco-Related Records

AS-2006 – Office Relocations and Address Changes for FSA, RMA, and OGC Offices in
Kansas City, Missouri

AS-2007 – Office Relocations and Address Changes for FSA, RMA, and OGC Offices in
Kansas City, Missouri

AS-2009 – Suspending Inventories and Using New Personal Property Classification
Standards

AS-2010 – ZIP Code Change for FSA, RMA, and OGC Offices in Kansas City, Missouri

AS-2011 – Accessibility of All Service Centers

AS-2012 – Purchase Requests for End of FY 2000 and Renewals for FY 2001

AS-2017 – FAXing Requests for Forms and Supplies to the Kansas City (KC)
Warehouse Using FSA-159

AS-2018 – Physical Inventories of Capitalized Personal Property

AS-2019 – Reinforcing the Policy for Transferring Records

AS-2020 – Implementing the Transit Subsidy Benefit Outside the National Capital
Region

(NCR)

AS-2023 – Electronic Access to FSA Handbooks

AS-2024 – Retaining Tobacco-Related Records

FI-2422 – Travel Management Center (TMC) Transaction Fee Payment Methods

FI-2426 – Paying Late Fees to Employees for Travel Reimbursements Not Paid Within

30

Calendar Days After Submitting Travel Vouchers

FI-2428 – Mandatory Use of the Government Provided Travel Charge Card (Travel Card)

FI-2449 – Maximum Per Diem Rates for Continental U.S. (CONUS)

IRM-304 – Telecommunications Procedures for Field Offices

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IRM-307 – Information Systems Security Program

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IRM-315 – Maintenance Agreement for FAX Machines

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PM-2158 – 2000 RMA Leadership Development Program (LDP)

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PM-2216 – 2000 Federal Employees Health Benefits (FEHB) Open Season

PM-2220 – Post Employment and Seeking Other Employment

PM-2222 – Rollback of Retirement Withholdings Rate

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PM-2226 – Pay Periods 25 and 26 Annual Leave Accruals
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3300-01 – Telecommunications & Internet Services and Use

FMS-FY2000-001 – Dairy Options Pilot Program Document Processing Directive
FMS-FY2000-002 – Funding of Accommodations for Employees With Disabilities

2570-01 – Waivers of Internal Department of Agriculture Rules

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MGR-00-016.1 – Approval of Documents, Bulletins, Manuals, and Other Key
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PM-2097 – New Team Leader Guide
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PM-2109 – Changes in Standards of Conduct
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IRM-286 – Protecting Classified Information

IRM-289 – Maintenance of and Returning Defective FAX Machines

IRM-290 – Area Code Changes

IRM-295 – Information Technology (IT) Investments Moratorium

IRM-300 – Information Systems Security Program

IRM-301 – Maintenance Agreement for FAX Machine

AS-1988 – United Parcel Service Requires Use of Online Software

AS-1989 – United Parcel Service (UPS) Requires Use of Online Software

AS-1993 – Purchase Requests for End of FY 1999 and Renewals for FY 2000

AS-1995 – Closure of Bond Warehouse Operations

AS-1998 – Purchasing Business Cards With Appropriated Funds

FI-2350 – Maximum Per Diem Rates for Continental U.S. (CONUS)

FI-2362 – Relocation Income Tax (RIT) Allowance Tax Tables

AO-1181 – FSA Reorganization Approved

AO-1182 – Home Page Development and Maintenance Guidelines

MGR-99-028 Bulletin – Civil Rights Commitment

FSA Memo 48 – Thrift Savings Plan (TSP) Open Season

Departmental Regulation 1042-137 – Risk Management Advisory Committee

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A&L #98-1 – Risk Management Agency Mediation Guidelines

AO-1159 – Exit Interview Guidelines

AS-1982 – Federal Express (FedEx) Contract Extended

IRM-284 – FFAS E-mail and Internet Usage

IRM-286 – Protecting Classified Information

IRM-289 – Maintenance of and Returning Defective FAX Machines

PM-2028 – Revised Career Transition Assistance Program (CTAP)

PM-2029 – FSA FY 1998 Superior Accomplishment Awards Program

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PM-1940 – Length of Service Certificates and Pins
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PM-1966 – Issuance 23-PM Career Enhancement Program (CEP)
PM-1968 – Disability Employment Program Manager (DEPM)
PM-1970 – Approving and Routing SFs 52
PM-2010 – Using the Work Number for Everyone
PM-2018 – 1997 Annual Ethics Training

IM97006 – Announcement of Risk Management Education Director
IM97007 – 1997 and 1998 Information Technology Acquisition for Insurance Services
IM97008 – New Risk Management Agency (RMA) Awards Policy and RMA Individual
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IM97011 – Secretary’s Anti-Hunger & Nutrition Initiative

AO-1128 – USDA Smoking Policy

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PM-IM96001 – Asian Pacific American Heritage Month Poster 1996

HRD-IM96001 – Thrift Savings Plan (TSP) Open Season Material

RMA-PM96001 – E-mail to the Deputy Administrator for Insurance Services
RMA-PM96002 – Supervisory Password for RSO LAN
RMA-PM96003 – Signature of Assistant Deputy Administrator for Regional Service
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RMA-IM96002 – USDA Satellite Teleconference on Civil Rights
RMA-IM96010 – 1996 US Savings Bond Campaign

RMA-IM96012 – RMA Strategic Planning Accomplishments
RMA-IM96013 – Delegation of Authority
RMA-IM96014 – Filing Coordination Meeting
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RMA-IM96017 – Announcement of Acting Assistant Deputy Administrator for Regional Service Office
RMA-IM96018 – Incentive Awards Program
RMA-IM96019 – RMA Travel Policy
RMA-IM96020 – Handling Telephone Calls or Visits from Non-Government Attorneys
RMA-IM96021 – Utilization of New Technology to Enhance Insurance Services Delivery
RMA-IM96022 – Approved Fiscal Year (FY) 1997 Allocation
RMA-IM96023 – Delegation of Authority
RMA-IM96025 – Contracting Authority
RMA-IM96026 – 1996 Industry Mailing List – Revision

AO-1104 – USDA Satellite Teleconference on Civil Rights
AO-1107 – ACOS Assignments and Functions
AO-1110 – Civil Rights (CR) Training
AO-1111 – Under Secretary Civil Rights Policy Statement
AO-1115 – Submitting Audit or Investigation Related Correspondence to Audits And Investigations Group (A&I)
AO-1120 – Information on Civil Rights Forum

CP-500 – Paradox ASCS-493 Files

AS-1904 – New Mailing Systems
AS-1910 – Reform of Postal Service Classifications
AS-1911 – Government Identification for RSO's Staff
AS-1915 – Reviewing Offsite Meetings, Conferences, Events, & Training Exceeding \$25,000
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 PM-1863 – FY1995 BU-533R, Report 14, County Office Workday Summary
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 PM-1868 – Overtime Administration
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PM-1829 – Supervisory Assignments for Offices of DARM

PM-1799 – Time Off Award

MGR-93-016.1 Guidelines For Collection, Use, and Storage of Social Security
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