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Logistics Division

DoDEA Administrative
Instruction 4010.2

DEPARTMENT OF DEFENSE EDUCATION ACTIVITY

Management of the DoDEA Interservice Support Program

References: (a) DoDI 4000.19, "Interservice and Intragovernmental Support,"
August 9, 1995
(b) DoD 1342.6-M, "Administrative and Logistic Responsibilities for DoD
Dependents Schools," August 1995
(c) DoDEA-R4010.1, "DoDEA Interservice and Intragovemmental
Support Program," October 27, 1998

1. PURPOSE

The purpose of this Administrative Instruction (AI) is to establish the Department
of Defense Education Activity (DoDEA) policies and procedures for the improved
management of the Interservice Support Program. The AI is divided into two major
components: Program Administration and Financial Administration.

2. APPLICABILITY

This AI is applicable to DoDEA activities responsible for implementation and
administration of the Interservice Support Program within DoDEA. Reference (b) only
applies to the Department of Defense Dependents Schools (DoDDS).

3. POLICY

It is DoDEA policy to establish management controls and reporting requirements
for oversight of the efficiency and effectiveness of the Interservice Support Program.

4. RESPONSIBILITIES

4.1. The Chief, Logistics Division, DoDEA, shall:

4.1.1. Designate a Program Manager within the Logistics Division to develop
policies for the Interservice Support Program and to administer the technical aspects of
the program to include the negotiating, monitoring, and reviewing of support agreements.

4.1.2. Establish, maintain, and monitor the scheduling and reporting for triennial support agreement reviews, annual cost reviews, and follow-up reviews to ensure that:

      4.1.2.1. adequate coverage is provided,

      4.1.2.2. reviews and reports are completed in a timely manner, and

      4.1.2.3. timely and effective corrective action is completed for noted deficiencies.

      4.1.3. Establish timelines for submission of the Interservice Support Agreement (ISA) Status Report (RCS 4002) that provides the current status of support agreements, the Cost Avoidance and Savings Report (RCS 4016) requirements documenting cost avoidance and/or cost savings realized as a result of ISA reviews, and the Review Findings Tracking Report (RCS 4030) that tracks each finding or recommendation until resolved and cost savings and/or cost avoidance is recouped.

    4.2. The DoDEA Comptroller, shall:

      4.2.1. Administer, advise, and oversee the financial management of the Interservice Support Program.

      4.2.2. Resolve all findings of questioned costs in a timely manner.

      4.2.3. Ensure that all Interservice Support Program cost expenditures are identified during annual cost reviews and are properly recorded by the appropriate program codes.

      4.2.4. Provide assistance and training to field personnel in program financial management.

      4.2.5. Prepare formal justification to DoD Comptroller to effect budget-based transfers for support costs where applicable.

5. <u>PROCEDURES</u>.   The following procedures are hereby established for the review and oversight of the Interservice Support Program.

    5.1. <u>Deputy Directors</u>. Deputy Directors are responsible for implementing DoD policies and procedures and for providing overall financial and administrative support within their geographical span of control. They are required to conduct on-site visits to district offices and schools to ensure adequate interservice support is being received, and for reporting all aspects of the program management to the Chief, DoDEA Logistics

Division and the DoDEA Comptroller using RCS 4002, RCS 4016, and RCS 4030 reports. They are also required to provide assistance in mediating disputes between district offices and supporting installations and to assist District Superintendents in elevating issues until resolved.

5.2. <u>District Superintendents</u>. District Superintendents are responsible for the overall management and oversight of school support. They are required to provide assistance to school principals by having trained personnel conduct on-site visits and to mediate disputes between the school principals and supporting installations. At DDESS installations the DS may have total responsibility for ISA negotiations and administration with no participation by school principals.

5.3. <u>School Principal</u>. In DoDDS, the school principal of an individual school, or the lead principal of several schools within a school complex covered by one or more ISAs, will certify that the level of support being provided is of the quantity and quality corresponding to the amount reimbursed. In DDESS, the District Superintendent may be responsible for these functions, rather than the school principal. Discrepancies in the level of support provided should be reported concurrently to the supporting military installation and to the respective District Superintendent's Office. In Districts that have Lead School Support Assistants, the school principals will coordinate the level of support with the assigned individuals. These individuals will be the direct interface with local base agencies. Issues that cannot be resolved at the school level should be elevated to the next higher level until a resolution is reached. The school principal is responsible for ensuring that unresolved issues are elevated for resolution.

6. <u>PROGRAM IMPLEMENTATION</u>. The following are provided as general, overall responsibilities for District Superintendents, Logistics and Fiscal Divisions (as designated by the Deputy Directors):

6.1. <u>Logistics Controls</u>

6.1.1. Analyze all agreements for types of service provided, cost of service, contracted support, adequacy of support specifications and the potential savings.

6.1.2. Perform on-site visits for the purpose of analyzing the efficiency and effectiveness of support and to verify the actual requirement for the level of support being provided using a checklist similar to the one at enclosure 1.

6.1.3. Negotiate with support providers to identify cost avoidance and/or cost savings that can be achieved from a more efficient and cost effective level of support.

6.1.4. Establish parameters for the development of internal controls to include variances for cost deviations that exceed or fall below negotiated estimates.

6.1.5. Establish and publish annual review schedules.

6.2. <u>Fiscal Controls</u>

    6.2.1. Identify all support costs and record those costs by program codes in the accounting system.

    6.2.2. Perform annual cost analysis identifying trends and abnormalities in support costs.

    6.2.3. Take prompt action to resolve questioned support costs.

    6.2.4. Analyze and reconcile program cost reports.

    6.2.5. Validate unliquidated obligations on a systematic basis to ensure accuracy of accounting data and identify potential deobligations of funds.

6.3. <u>Trip Reports</u>. Reviews will be documented with a trip report. These reports will include a sequential report number, the **ISA** number(s), supporting activity, name of school(s), office(s) visited, personnel contacted, support categories reviewed, and findings/recommendations. To the extent possible, corrective measures should be addressed during the initial review and resolved at that time. Reports will be published within 30 days after the review has been conducted and immediately forwarded to the Chief, DoDEA Logistics Division and DoDEA Comptroller.

7. <u>SUPPORT AGREEMENT COST ANALYSIS REVIEW</u>

7.1. Deputy Directors will:

    7.1.1. Ensure that costs for each support agreement are reviewed annually.

    7.1.2. Identify to the respective Supplier, support discrepancies in a written memorandum that lists each discrepancy's cost, the condition that is questioned, the cause of the condition, the monetary effect of the condition, and the appropriate corrective action to be taken. Additionally, a written acknowledgement from the Supplier should be requested to include proposed action and timeline to correct the finding.

    7.1.3. Establish a tracking system to monitor corrective action on recommendations until verified with appropriate documentation.

        7.1.3.1. On-site follow-up will be performed within one year of the initial review on deficiencies that significantly exceed established internal control parameters.

    7.1.3.2. Maintain quarterly updates of outstanding actions and incorporate the status in RCS 4030.

8. REPORTING REQUIREMENTS. The Deputy Director is responsible for completing the following three reports:

8.1. Support Agreement Status Report (RCS 4002). This report identifies the various stages of ISA development or renegotiation, and should correspond to scheduled ISAs under review.

8.1.1. Report Detail: Status of expired ISAs that have not been renegotiated, expiring within the next six months, or review/revision of ISAs that will reach the midterm date within the next reporting cycle.

8.1.2. Report Format: List the Receiver (primary activity) and supported activities and the Department of Defense Activity Address Code (DoDAAC); the ISA number, expiration date, the Supplier, date of last review, date of next review, planned completion date, status and narrative (include comments necessary to explain status).

8.1.3. Reporting Period: The report is due on April 10 and October 10 of each fiscal year for the preceding 6-month period.

8.2. Cost Avoidance and Savings Report (RCS 4016). This report identifies specific ISAs under review, the savings and/or cost avoidance realized as a result of reviews, and the corrective action recommended. This report is not to be used for savings realized as a result of school closures.

8.2.1. Report Detail: Applicable geographic area; ISA number; schools supported; the DoDAACs; the categories of support; whether the support is provided on a reimbursable or direct cite basis; date review was conducted; the cost avoidance and/or cost savings; the fiscal year to which the benefit applies; the finding(s); the corrective action taken; comments; categories of previously nonreimbursable support, but are now reimbursable; point of contact and telephone number.

8.2.2. Report Summary: Applicable geographic area; date of report; ISA numbers listed sequentially; the support categories; cost avoidance and/or cost savings for each. The total cost avoidance and/or cost savings for the reporting period; the number and identity of reviews completed during the reporting period and copies of the report(s).

8.2.3. Reporting Period: The report is due on April 10 and October 10 of each fiscal year for the preceding 6-month period.

8.3. Review Findings Tracking Report (RCS 4030). This report augments the reviews documented on RCS 4016 by tracking each finding or recommendation until completed and cost savings and/or cost avoidance realized.

8.3.1. Report Detail: Applicable geographic area; ISA number; review date; report number; the finding(s); corrective action recommended; status of recommendatioiis (dates of contact, response dates, comments); point of contact and telephone number.

8.3.2. Report Summary: Applicable geographic area; ISA numbers listed sequentially; number of outstanding findings and corresponding requests for resolution associated with each ISA; and number of findings resolved during the reporting period.

8.3.3. Reporting Period: The report is due on April 10 and October 10 of each fiscal year for the preceding 6-month period.

9. <u>EFFECTIVE DATE</u>: This Quality Assurance Evaluation plan is effective immediately.

Ray Tolleson
Interim Director

Enclosure (1)
  Interservice Support Resource Management Review Checklist

Distribution: X

INTERSERVICE SUPPORT AGREEMENT
RESOURCE MANAGEMENT REVIEW CHECKLIST

General Support Agreement Information

Provide building numbers and square footage for each facility the school(s) is(are) responsible for:

Bldg No: _____   Square Footage: _____
Bldg No: _____   Square Footage: _____
Bldg No: _____   Square Footage: _____
Bldg No: _____   Square Footage: _____
Bldg No: _____   Square Footage: _____

Total Square Footage: _____
Source of Information: _____

	YES	NO	N/A
1. Are all actual reimbursable costs for the entire fiscal year within 5% of the ISA estimates?	☐	☐	☐
2. Are installation supervised manpower charges included?	☐	☐	☐

3. If yes, in which categories:

☐ Finance/Budget ☐ Civilian Personnel ☐ Contracting
☐ Quality Assurance ☐ Engineering Services ☐ Other (Identify)

	YES	NO	N/A
4. Is there a Student Meal Program?	☐	☐	☐

5. If yes, is the Student Meal Program served in:

☐ Cafeteria ☐ Multipurpose room
☐ Supported by host activity in a separate facility or ☐ Other (that is, box lunch)

6. What is the school's enrollment?

Last SY/30 Sept? _____
Current SY? _____
Projected enrollment? _____

7. What is the current school year voucher/manpower allotment for school staffing?

Enclosure (1)

Specific Cost Controls
Other Users Factor (OUF):

	YES	NO	N/A

8. Are requests by other users approved by the Installation
Commander, verified by the school and kept on file? ☐ ☐ ☐

9. Which categories of support are OUF applied?

☐ Facility M&R ☐ Custodial services
☐ Utilities ☐ Refuse Collection ☐ Other (identify)

10. Is the adjustment for the OUF documented and verifiable? ☐ ☐ ☐

Facility Maintenance & Repair

11. Is recurring M&R provided by?

☐ Base-wide contract ☐ Base in-house operation
☐ DoDEA Total Maintenance Contract ☐ In-house DoDEA staff

12. Are recurring M&R projects under the $10,000 (DoDDS)
or $25,000 (DDESS) threshold? ☐ ☐ ☐

13. Whether direct cite or reimbursable, is there adequate supporting
documentation and have all billings from the current and last fiscal
year been reviewed? ☐ ☐ ☐

14. If recurring M&R is reimbursable, are bills received in a timely
manner?   What is the last month of billing on file? _____ ☐ ☐ ☐

15. Is the OUF being applied to reimbursable billings? ☐ ☐ ☐

16. If recurring M&R is direct cite, are copies of the appropriate
contracts on file for obligation purposes? ☐ ☐ ☐

17. If direct cite, do contracts have a separate fund cite for
the OUF? ☐ ☐ ☐

18. Are disbursements adjusted for the OUF? ☐ ☐ ☐

Enclosure (1)

	YES	NO	N/A

19. Are recurring M&R costs per square foot consistent with other DoDEA complexes within the same geographic area? ☐ ☐ ☐

20. Are current fiscal year costs consistent with the previous fiscal year? ☐ ☐ ☐

Utilities

21. To which utilities is the OUF applied?

☐ Electricity ☐ Water ☐ Sewage ☐ Heat ☐ Other (identify)

22. Which utilities are metered?

☐ Electricity ☐ Water ☐ Heat ☐ Other (identify)

23. If utilities are not metered, are the billing formulas calculated in accordance with DoD 1342.6-M? ☐ ☐ ☐

24. Are utility costs (if calculated by square foot) based upon the square footage listed on the ISA? ☐ ☐ ☐

25. Have billings from the current and previous fiscal year been reviewed? ☐ ☐ ☐

Custodial Support

26. Are custodial services provided by?

☐ Base-wide contract ☐ Base in-house operation ☐ In-house DoDEA staff
☐ DoDEA custodial contract ☐ DoDEA total maintenance contract

27. If custodial support is provided under a DoDEA TMC, has the Supplier provided funds to support their portion of the applicable OUF rate? ☐ ☐ ☐

28. If custodial service is provided by a direct-cite contract, does the school have a copy of this contract? ☐ ☐ ☐

29. On direct-cite contracts, is the OUF identified using a separate fund cite annotated on the contract? ☐ ☐ ☐

If no, how is the OUF being applied?

Enclosure (1)

30. If a base-wide contract, is the school support identified by separate contract line items (CLINS), frequency schedule, and performance work statement (PWS)?   ☐   ☐   ☐

31. Is there a system in place for reporting and correcting deficiencies or unsatisfactory performance by the contractor?   ☐   ☐   ☐

32. Is the frequency schedule made available to the school staff!   ☐   ☐   ☐

33. Is the square footage listed in the custodial contract match the square footage identified in the SA or the actual area(s) being cleaned?   ☐   ☐   ☐

34. Does the custodial contract exclude the student meal program custodial cleaning costs?   ☐   ☐   ☐

35. Are bills submitted to the district budget officer for certification?

☐ Monthly ☐ Quarterly ☐ Other

36. Are there any areas of the school currently not in use that could be removed from the custodial contract?   ☐   ☐   ☐

      List: _____

Enclosure (1)

Refuse Collection

37. Is refuse collection supported by?

☑ Base-wide contract   ☑ Direct contract
☑ In-house personnel

	YES	NO	N/A
38. If refuse collection is by contract, do the district and school have a copy?	☑	☑	☑

39. Is refuse collection calculated by?

☑ Container ☑ Weight ☑ Volume
☑ Square footage   ☑ Frequency

40. What is the refuse collection billing frequency?

☑ Monthly ☑ Quarterly ☑ Other

	YES	NO	N/A
4I. If refuse collection is for DoDEA only, are charges calculated per container or other rationale/fair method?	☑	☑	☑
If calculated by "container," does the schedule match the on-hand count?	☑	☑	☑
42. Does the School Food Authority use separate dumpsters for the Student Meal Program?	☑	☑	☑
43. Is the appropriate OUF rate applied to refuse collection billings?	☑	☑	☑

Student Meal Program

	YES	NO	N/A
44. Is the school providing any support to the student meal program other than supervision?	☑	☑	☑

☑ Lunch monitors ☑ School staff ☑ Custodial ☑ Supplies
☑ Work order requests   ☑ Purchase of major appliances

	YES	NO	N/A
45. Is the kitchen equipment on the installation's property book?	☑	☑	☑
46. Is worn or broken equipment replaced in a timely manner by the installation? If no, describe:	☑	☑	☑

Enclosure (1)

Student Transportation

47. Is student transportation provided by government buses or contract, or combination of the two?

▦ Government ▦ Contract ▦ Both

	YES	NO	N/A
48. Have billings from the current and last fiscal years been reviewed, whether direct cite or reimbursable?	▦	▦	▦
49. Is there adequate supporting documentation *to* support the amount billed?	▦	▦	▦
50. If student transportation is reimbursable, are bills received in a timely manner?	▦	▦	▦

What is the last month of billing on file? ▦

	YES	NO	N/A
51. If student transportation accounts are direct cite, are copies of all appropriate contracts on file?	☐	▦	▦
52. Are transportation costs broken out separately on funding documents and in the accounting system for daily commuting (2125/2126) and field trips/extracurricular transportation (2138)?	▦	▦	▦
53. Are transportation costs per student consistent with other DoDEA schools within the same geographic area?	☐	▦	▦

Enclosure (1)