Memorandum

Bureau of the Public Debt

Office of the Executive Director

Date: June 19, 2006

To: Joseph I. Hungate III
Treasury Inspector General for Tax Administration

From: Orlando Yaconis
Deputy Executive Director

Subject: 2007 Annual Administrative Services Agreement

We are pleased that you have chosen the Administrative Resource Center (ARC) to provide administrative support services for your agency again this year. We value the confidence you have placed in us since 2002 and look forward to another successful year of partnership with you. As a part of our preparation for the new fiscal year, we are currently submitting our annual administrative services agreements for renewal.

Attached is your FY 2007 Administrative Services Agreement. It consists of the following items: Reimbursable Services Agreement (RSA), Memorandum of Understanding (MOU), Services Description and Schedules.

We are pleased to have been able to decrease your Accounting Services by $94,641 due to efficiencies and economies of scale even though in reviewing your invoice counts they were consistent with last year. Travel Services had only a 4% increase that can be attributed to the cost of living adjustment.

Procurement had an increase of $67,907 due to the continuing complexity of the work involved with the Simplified Acquisition Services we provide to your agency and the number of purchase orders doubling from the previous year.

In conversations we have had over the past few months, we know that you are pleased with our Human Resource Services, but have been looking for ways to cut costs. We have had several meetings and correspondence about Human Resource Services being a major area cost concern. After reviewing our services to you, we have been able to decrease your cost for Human Resource Services by 21% or $296,334 for FY 2007.

Overall we have been able to price your FY 2007 Administrative Services Agreement with just under a 12% decrease from your FY 2006 costs. Please keep in mind that this was factored in with the 5%

increase to all of costs to cover the annual cost of living adjustment. We hope you will be pleased with these results.

Please carefully review all the information provided with this agreement package. If the costs and terms are acceptable, please sign the Reimbursable Services Agreement page and fax a copy to our office at 304-480-7161. If you have any questions or concerns, please contact our Franchise Services Director, Michelle Yanok, at 304-480-7236. Our goal is your complete satisfaction.

It is our pleasure to continue our relationship with your again this coming year. We value the trust you place in us as our customer. Thank you for allowing us to service you. We look forward to a successful 2007.

REIMBURSABLE SERVICES AGREEMENT

ARC Agreement No. **2051IA07-011**

This agreement is entered on behalf of the Treasury Franchise Fund, Administrative Resource Center (Providing Agency), and the following Customer Agency, under the Treasury Franchise Fund authority, 31 U.S.C. 322, note and is inclusive of the attached MOU, schedules, and service descriptions.

Customer Agency: **Treasury Inspector General for Tax Administration**
Office of Performance & Investment, 7th Floor, Room 700A
1125 15th Street, NW
Washington, DC 20005

Primary Contact:	**Joseph I. Hungate III** (Name)	**(202) 622-5931** (Phone)	**(202) 622-8278** (FAX)
Secondary Contact:	**Ken Casey** (Name)	**(202) 622-3915** (Phone)	**(202) 622-5624** (FAX)

FACTS(Dept/Bureau) ID: **2089** Customer Agency ALC: **20-04-0001** Obligation No: _____
TAFS Symbol: **2070119** BETC Code: **DISB**
Last BPN update: **11/05** Customer DUNS/BPN: **126122923**

Services to be Provided: **Full Service Financial Management (Oracle), Travel (eTravel), Procurement (Prism), Human Resources, and Relocation (Variable) Services**

Period Covered: **10/1/2006 to 9/30/2007** Estimated Costs: **$2,544,815.00** Subject To Availability of Funds

Payment Provisions: **Monthly** **Via IPAC**

APPROVALS

PROVIDING AGENCY

(Signature)

Orlando Yaconis 6/19/06
(Typed Name) (Date)

Deputy Executive Director
(Title)

TREASURY FRANCHISE FUND
ADMINISTRATIVE RESOURCE CENTER
FRANCHISE SERVICES
200 THIRD STREET – AVERY BLDG 5 - I
PARKERSBURG WV 26106

PHONE: (304) 480-7227 FAX: (304) 480-7161
FACTS (DEPT/BUREAU) ID: 2045
ALC: 20-55-0861
TREASURY APPROPRIATION FUND SYMBOL (TAFS):
20X4560.010
DUNS/BPN: 126520464
BETC CODE: COLL

CUSTOMER AGENCY

(Signature – Financial Manager)

(Typed Name) (Date)

(Title)

(Signature – Program Official)

(Typed Name) (Date)

(Title)

MEMORANDUM OF UNDERSTANDING
BETWEEN

Treasury Franchise Fund Administrative Resource Center	&	Treasury Inspector General for Tax Administration

Background

The purpose of this Memorandum of Understanding (MOU) is to document the services to be provided to the Customer Agency by the Treasury Franchise Fund's Administrative Resource Center (ARC) and set forth the fees to be paid to ARC for such services. This MOU authorizes the recovery of all costs incurred by ARC in providing services to the Customer Agency. Pursuant to the authority of the Treasury Franchise Fund, 31 U.S.C. 322 (note), the parties specified above agree that administrative services will be provided in accordance with the following terms and conditions:

1. **Services to be Provided**

ARC will provide, directly, through another federal agency or through a contractual relationship, the services described in this MOU and attached documentation (if applicable). The services descriptions and performance metrics incorporated into this MOU are general summaries. Specific processes will be resolved at the appropriate staff level. Ad hoc services may be requested in writing. Fees for such services will be charged to the Customer Agency during the normal billing cycle.

A. Customer Agency's Responsibilities:

The Customer Agency certifies that:

1) All of its funding commitments are for services for which it has a bona fide need and such commitments will be provided to ARC prior to contract execution.

2) All funding provided will be in accordance with the Customer Agency's applicable guidelines, FAR supplements and statutory authority. The Customer Agency will provide the appropriate specifications, including any required determination and findings, justifications, certifications, cost estimates, or other internal approvals. The Customer Agency's Contracting Officer must consider contracting alternatives.

3) Timely notification will be made to ARC of any applicable Collective Bargaining Agreements that may be in place in regard to contract support.

4) The scope of any contract entered into for support will not be exceeded.

5) Upon contract termination, it will properly return, without obstruction, all property to the vendor or Department of the Treasury officials. Payment will be rendered for all reasonable and allocable termination costs for the contract vehicle upon the responsible Contracting Officer's termination decision. Termination costs are subject to audit, but not to a refusal to pay by the Customer Agency.

6) Reimbursement will be made to ARC for all legitimate business costs, including, but not limited to, those costs arising from default, claims, or litigation. The Customer Agency will be responsible for all reasonable and allocable costs of complying with all applicable federal laws, regulations, executive orders, and directives (e.g. FIPS 199). These costs include, but are not limited to: security, software, hardware and alteration of facilities. Changes to applicable laws may require renegotiation of the terms of this MOU. Compliance costs are subject to audit, but not a refusal to pay by the Customer Agency.

7) Any sensitive but unclassified information, contractor proposals and procurement sensitive information will not be disclosed without the written consent of ARC.

B. ARC's Responsibilities:

ARC certifies that:

1) All funding commitments from the Customer Agency will be accepted and processed prior to contract execution.

2) All duties and responsibilities under this MOU will be performed in accordance with ARC's applicable guidelines, FAR supplements and statutory authority.

3) In securing goods and services for the Customer Agency, ARC will not exceed the scope of its authority with respect to services provided, fees charged, and agencies assisted.

4) ARC will obtain the Executive Director's approval in procurements that are unusually large, novel, subject to special statutory authority or regulation, or of a type raising significant issues or risks requiring the Executive Director's attention.

2. Reimbursement for Services

ARC will charge for services rendered based on direct and indirect costs of providing services in accordance with the cost schedule attached to the Reimbursable Services Agreement (RSA). A new RSA and cost schedule will be prepared and approved by ARC and the Customer Agency prior to the beginning of each annual service period.

3. Method for Bill Processing

The Customer Agency will be billed electronically in accordance with the cost and billing schedule. A billing statement will be provided in conjunction with the electronic collection.

4. Termination

If ARC decides to discontinue a line of service, at least 90 days written notice shall be given to the Customer Agency. If the Customer Agency decides to terminate use of a line of service with ARC, 90 days written notice shall be given to the Executive Director, ARC. If the Customer Agency cancels the order, ARC is authorized to collect costs incurred prior to cancellation of the order plus any termination costs.

5. Term

This MOU will remain in effect for the period covered in the RSA.

6. Property

Non-expendable property purchased from funds supplied under this MOU shall become an asset of the party bearing the cost of the acquisition.

7. Resolving Intragovernmental Disputes

A. Whenever disputes arise, the parties shall attempt to resolve the issue(s) by discussion and mutual agreement as soon as practicable. The discussion shall include (1) the program offices, (2) the accounting offices, (3) the contracting officer, and (4) the party's Chief Financial Officer (CFO), as appropriate. Disputes shall be documented in writing with clear reasons for the dispute.

B. The Customer Agency shall not chargeback or reject transactions that comply with the Intragovernmental Business Rules dated 02/02/06, or as subsequently amended. Further, new transactions shall not be created to circumvent these Rules. Transactions that comply with these Rules, but are disputed, shall be resolved as delineated in paragraph C, below.

C. Unresolved contractual disputes will be handled as follows:

1) Accounting: If intragovernmental differences result from the different accounting treatment, the parties have 60 calendar days from the date that (1) the difference is identified in the Material Difference Report, or (2) a charge is disputed, to agree on the treatment of an accounting entry. If agreement cannot be reached, either party's CFO shall request that a final decision be rendered by the Controller, Office of Federal Financial Management, Office of Management and Budget (OMB). The decision will be final and both parties will adjust their accounting records to reflect that decision.

2) Contractual: If intragovernmental differences result from contractual disputes, the parties have 60 calendar days from the date that (1) the difference is identified in the Material Difference Report, or (2) a charge is disputed, to agree on the contractual terms. If agreement cannot be reached, either party's CFO shall request that the Comptroller General, Government Accountability Office (GAO) decide on the settlement. The Customer Agency and ARC will coordinate to ensure any necessary IPAC transaction needed to effect the settlement is processed as applicable.

A) Missing indicative data on intragovernmental transaction (as delineated in paragraph VI of the Intragovernmental Business Rules) is cause for a contractual dispute.

B) The Customer Agency may establish monetary threshold before asking for Comptroller General decisions; the threshold shall not exceed $100,000. If an amount is under the Customer Agency's threshold, and the Customer Agency elects to not pursue a dispute, then the Customer Agency shall pay the amount.

3) Other: All other disputes will be handled in accordance with GAO B-275605.

9. Accounting Schedule

See Schedule A for guidance on recording accounting transactions as required by the Intragovernmental Business Rules. ARC is responsible for recording these transactions when ARC provides full service accounting.

10. Freedom of Information Act (FOIA) Requests

If the Bureau of the Public Debt (BPD) Disclosure Officer receives a FOIA request for the Customer Agency's records in the custody of ARC, the BPD Disclosure Officer will notify the requestor that FOIA requests shall be addressed to the Customer's Agency's FOIA Officer. The contact information for the Customer Agency's FOIA Officer will be provided in the notification. ARC will provide copies of records requested by the requestor to the Customer Agency's FOIA Officer. (Complete Schedule B).

By executing the RSA, the parties certify that they are authorized representatives and have full authority to enter into this MOU, and that each task order receives the appropriate level of approval.

Accounting Transaction Schedule Including Treasury Financial Manual (TFM) Reference Numbers

Initial ~~Agreement~~

Record the Accounting Transactions below in the accounting period when the Reimbursable service agreement is executed and properly accepted by both the Providing and Receiving agencies

Providing Agency Transactions

TFM Ref.	TFM Accounting Transaction
A304	To record in the performing agency a reimbursable agreement without an advance that was previously anticipated. **Budgetary Entry** Debit 4221 Unfilled Customer Orders Without Advance Credit 4210 Anticipated Reimbursements and Other Income **Proprietary Entry** None

Receiving Agency Transactions

TFM Ref.	TFM Accounting Transaction
B204	To record current-year undelivered orders without an advance. **Budgetary Entry** Debit 4610 Allotments - Realized Resources Debit 4620 Unobligated Funds Exempt From Apportionment Debit 4720 Commitments - Programs Exempt From Apportionment Credit 4801 Undelivered Orders - Obligations, Unpaid **Proprietary Entry** None

Accounting Transaction Schedule Including Treasury Financial Manual (TFM) Reference Numbers

Receivable and Payables

~~Record the Accounting transactions below in the accounting period the goods or services are~~ received by or rendered to the Receiving agency.
The accounting transactions to be recorded will be based on one of two items: 1. An invoice prepared by the providing agency
2. An Accrual amount supplied by the performing agency.

Providing Agency Transactions

TFM Ref.	TFM Accounting Transaction
A310	To record revenue earned in the performing agency for goods or services performed on a reimbursable order without an advance. **Budgetary Entry** Debit 4251Reimbursements & Other Income Earned Receivable Credit 4221 Unfilled Customer Orders Without Advance **Proprietary Entry** Debit 1310 Accounts Receivable Credit 5200 Revenue From Services Provided

Receiving Agency Transactions

TFM Ref.	TFM Accounting Transaction
B302	To record the delivery of goods or services and accrue a liability. If funded by a direct appropriation, also post USSGL TC-B134 Due to the reconciliation of interagency expenses and revenues, agencies must first record all direct costs to the USSGL account 6000 series and then offset those amounts using USSGL account 6610 when the costs are capitalized to the appropriate "in-process type" account **Budgetary Entry** Debit 4801 Undelivered Orders - Obligations, Unpaid Credit 4901 Delivered Orders - Obligations, Unpaid **Proprietary Entry** Debit 1730 Buildings, Improvements, and Renovations Debit 1750 Equipment Debit 1820 Leasehold Improvements Debit 1830 Internal-Use Software Debit 1832 Internal-Use Software in Development Debit 6100 Operating Expenses/Program Costs Debit 6900 Nonproduction Costs Credit 2110 Accounts Payable

Record additional entries below if B302 was posted to a capitalized asset account

TFM Ref.	TFM Accounting Transaction
E202	To record activity for current-year purchases of assets. **Memorandum Entry** Debit 8802 Purchases of Capitalized Assets Credit 8801 Offset for Purchases of Capitalized Assets

Comment: This entry should be posted for items that were directly posted to Capital Asset Accounts

Capitalizing/Acquiring Entity
Debit 6100F Operating expense/ Program Cost
Credit 6610N Cost Capitalization Offset - Credit

Accounting Transaction Schedule Inlcuding Treasury Financial Manual (TFM) Reference Numbers

Receipts and Disbursements

Record the Accounting transactions below in the accounting period that cash is exchanged between the Providing and Receiving agencies for goods or services that were received and rendered.

Providing Agency Transactions

TFM Ref.	TFM Accounting Transaction
C186	To record the collection of receivables in the performing agency for reimbursable services. **Budgetary Entry** Debit 4252 Reimbursements & Other Income Earned Collected Credit 4251 Reimbursements& Other Income Earned Receivable **Proprietary Entry** Debit 1010 Fund Balance With Treasury Credit 1310 Accounts Receivable

Receiving Agency Transactions

TFM Ref.	TFM Accounting Transaction
B110	To record a confirmed disbursement schedule. **Budgetary Entry** Debit 4901 Delivered Orders - Obligations, Unpaid Credit 4902 Delivered Orders - Obligations, Paid **Proprietary Entry** Debit 2110 Accounts Payable Debit 2120 Disbursements in Transit Credit 1010 Fund Balance With Treasury

Accounting Transaction Schedule Including Treasury Financial Manual (TFM) Reference Numbers

Advance and Prepayments

Record the Accounting transactions below in the accounting period that funds are advanced to the Providing agency by the Receiving agency.

Providing Agency Transactions

TFM Ref.	TFM Accounting Transaction
C184	To record in the performing agency an advance received after a reimbursable agreement was established. **Budgetary Entry** Debit 4222 Unfilled Customer Orders With Advance Credit 4221 Unfilled Customer Orders Without Advance **Proprietary Entry** Debit 1010 Fund Balance With Treasury Credit 2310 Advances From Others

Receiving Agency Transactions

TFM Ref.	TFM Accounting Transaction
B206	To record current-year undelivered orders with an advance. **Budgetary Entry** Debit 4610 Allotments - Realized Resources Debit 4700 Commitments - Programs Subject to Apportionment Debit 4801 Undelivered Orders - Obligations, Unpaid Credit 4802 Undelivered - Orders Obligations Prepaid/Advanced **Proprietary Entry** Debit 1410 Advances to Others Debit 1450 Prepayments Credit 1010 Fund Balance With Treasury

Recognition of Revenue and Expense

Record the Accounting transactions below when goods or services are rendered and received. This entry will recognize revenue and liquidate the advance for the Providing agency and recognize the expense and liquidate the prepayment for the Receiving Agency. The accounting transactions to be recorded will be based on one of two items: 1. An invoice prepared by the providing agency 2. An Accrual amount supplied by performing agency

Providing Agency Transactions

TFM Ref.	TFM Accounting Transaction
A306	To record earned revenue in the performing agency related to a reimbursable agreement or other income. **Budgetary Entry** Debit 4252 Reimbursements & Other Income Earned Collected Credit 4222 Unfilled Customer Orders With Advance **Proprietary Entry** Debit 2310 Advances From Others Credit 5200 Revenue From Services Provided

Receiving Agency Transactions

TFM Ref.	TFM Accounting Transaction
B404	To record the current-year expended authority where the undelivered order was prepaid or advanced. The current- year expended authority is the same as the original order. **Budgetary Entry** Debit 4802 Undelivered Orders Obligations, Prepaid/Advanced Credit 4902 Delivered Orders – Obligations, Paid **Proprietary Entry** Debit 6100 Operating Expenses/Program Costs Credit 1410 Advances to Others Credit 1450 Prepayments

SCHEDULE B

FREEDOM OF INFORMATION ACT (FOIA) REQUESTS

The Customer Agency's Disclosure Officer is:

Agency Name: _____

Disclosure Officer Name: _____

Address: _____

_____

Phone: _____

Facsimile: _____

E-mail Address: _____

If the customer agency's FOIA Officer information changes during the period of this agreement, the customer agency shall notify BPD's Disclosure Office at FOIA@bpd.treas.gov as well as ARC's customer service representative carlene.cox@bpd.treas.gov of all the changes.

ARC FULL ACCOUNTING SERVICES DESCRIPTION

I. OVERVIEW/ SUMMARY OF SERVICES

The Administrative Resource Center (ARC) provides a full range of financial activities as detailed in this description. Our accounting services include recording financial transactions in ARC's automated accounting system; examining and processing vendor, employee and other payments; examining and processing revenue and collections; reconciling and maintaining accounts; preparing and submitting external reports; and performing management and tax reporting, such as prompt payment and EFT compliance, activity reports and 1099 tax reporting. ARC prepares financial statements and various other financial reports on a regular basis, as well as provides audit support.

ARC will work with the customer to determine specific accounting requirements, including any needs that may be unique to the customer's agency. ARC's expertly trained staff will be available to promptly respond to the customer's questions and inquiries and to satisfy requirements in accordance with established schedules and deadlines.

II. ACCOUNTING SERVICES

Transaction Processing in Oracle Federal Financials
ARC will process accounting transactions in Oracle to accurately maintain customer accounts. Entries may be recorded using electronic interfaces, loader programs, or manual entry by accounting technicians and accountants. ARC will inform the customer on specific document preparation and submission requirements. ARC will maintain supporting documentation related to transactions processed, including both electronic and paper records, in accordance with Public Debt Issuance 25-02 Records Management Program. Records retained are available for review and audit as needed. Records will be destroyed at the end of their retention period, which is generally six years, three months. Customers may request additional controls or longer retention periods, when unique needs exist.

Budget Document Processing
ARC will record budget transactions in Oracle, including appropriations, warrants, apportionments, allocations, reprogramming, transfers, rescissions, and continuing resolutions. ARC will review funds control settings with the customer annually to ensure appropriate funds controls are in place. ARC will also assist customers in determining continuing resolution amounts.

Commercial Vendor Invoice Processing
ARC will process vendor invoices in Oracle, after proper invoice examination and certification. ARC will receive, date stamp, examine, route, and monitor vendor invoices through the entire approval process. Trained accountants will ensure payments are processed according to applicable regulations. Commitments and obligations related to commercial purchases made by contracting offices are processed through the Prism procurement system, using automated real-time

interfaces. ARC will prompt reviews of open obligations by the customer to ensure account balances are accurate.

Other Document Processing
ARC will process other financial transactions in Oracle, including: reimbursable revenue agreements, investment transactions, non-procurement obligations, receiving reports, accrual entries, invoices, billing documents, collections, receivable write-off transactions, advances, depreciation, disposals, amortization, inventory consumptions, journal vouchers, IPAC transactions, program payments, and other entries, as needed. ARC will also process any unique entries for revolving fund, trust fund, direct loan, special fund, or pension fund accounting, as agreed to with the customer.

CitiDirect Purchase Card System Support
ARC's interface with the CitiDirect purchase card system enables payments to Citibank to be made promptly and recorded in detail in Oracle Financials, for easy monitoring of the card program purchases. ARC will provide customer service to cardholders and approving officials using CitiDirect to process their e-statements. This includes maintaining of accounting codes in the application and monitoring the status of e-statements processed. ARC will seek customer approval of all Citibank payments after the payment has been made in cases where agency approving officials fail to approve the statements prior to payment.

Account Maintenance and Reporting
ARC will perform account maintenance and reconciliation to ensure customer accounting data is accurate. Account maintenance includes ensuring accounting transactions are recorded properly using the Standard General Ledger and other attributes in accordance with reporting requirements for specific account types.

External Reporting
ARC will perform Statement of Transactions (224) reporting for customer agency's agency location codes. In addition, ARC will reconcile the Statement of Differences, FMS 6653, and FMS 6654 reports, and resolve any reconciliation issues.

ARC will reconcile asset and liability accounts to external sources, if applicable. In addition, ARC will monitor and ensure budgetary and proprietary accounts are in agreement, and abnormal balances are resolved. Reports of open items, such as payables, receivables, and obligations, will be provided to customers for review and confirmation.

ARC will perform all required reporting to FMS applicable for customer accounts, including FACTS II, FACTS I, Report on Receivables, GFRS closing package, and eliminating entry reconciliation. Reports will be prepared using current guidance and according to mandated due dates. Reports are provided to customers prior to submission for review purposes.

For Treasury customers, ARC will perform TIER reporting, prompt pay reporting, EFT reporting, delinquent receivable reporting, and respond to Treasury on requests for financial information or comments on policy changes. Treasury customers must certify the accuracy of their reports, as required by Treasury.

ARC will prepare financial statements and notes, using applicable requirements and authorities, each quarter and at year-end, if required, and respond to auditor requests for information when accounts are subject to audits. Customers are expected to provide any supplemental information necessary to complete the financial statements and notes. ARC personnel will be designated as preparers or certifiers of the data as necessary to submit the reports via government-wide systems.

If desired, ARC can perform MAX reporting for customer agencies. With the customer agency supplying prior year, current year, and budget (future) year accounting information, as well as FTE information for all three years, ARC will perform data entry to balance the customer agency's MAX account.

Fixed Asset Accounting
ARC will work with the customer to establish a fixed asset accounting process. ARC's role will be determined by mutual agreement between the customer and ARC, and may involve using the Oracle fixed assets module, excel spreadsheets, or the customer's property management system. Customers will be expected to provide useful life information, assist in determining when an asset meets capitalization requirements, initiate disposal transactions, and perform physical inventories to confirm asset balances.

Investment Accounting
ARC provides an automated interface between FedInvest and Oracle Federal Financials for efficient recording of Treasury investment transactions. ARC operates and maintains the interface. Full-service customer may elect to have ARC personnel execute investment transactions in FedInvest based upon a written investment procedure provided by the customer.

Discoverer Reporting Assistance
Management information is provided via Oracle's Discoverer, a web based ad-hoc reporting tool. ARC will provide user training and assistance in developing custom Discoverer reports for customer users.

Internal Control Audit
ARC is committed to maintain a strong internal control environment. ARC will undergo an annual SAS 70 review of its accounting and travel functions. Detailed descriptions of those controls are provided in our SAS 70 report and are updated annually as our processes change. Results of our SAS 70 review are available to customers and their auditors, upon request. Customers are expected to maintain adequate internal controls over the processes internal to their organization.

Accounting Support Services
ARC will perform the following accounting services in support of the Oracle Federal Financials Platform.

Payroll Accounting File Processing
The Administrative Resource Center (ARC) will process payroll accounting files produced by an e-payroll provider using an automated interface to Oracle

Federal Financials. ARC's interface validates the employee payroll records, converts the accounting information into relevant Oracle codes, and maintains a detailed employee record database to support summary general ledger entries to Oracle. Erroneous pay records are identified and corrected with the assistance of the customer.

ARC also processes payroll accrual entries before month-end closing, based upon the number of unrecorded paid days remaining in the month. ARC reconciles payroll related accounts to ensure data posted is in agreement with amounts reported by e-payroll providers.

Vendor and Employee File Maintenance

ARC will set up and maintain vendor records including remittance information. The vendor file maintenance will be performed by using an automated program developed by the ARC to validate the vendor file data in the Central Contractor Registration System to the vendor file data in Oracle Federal Financials. The ARC shall identify and implement daily updates that need to be made to ensure that the vendor data is current. The ARC shall add new vendors to the Oracle Federal Financials database as they are identified by the procurement function.

ARC personnel will maintain employee banking information in Oracle Federal Financials. Agencies may choose to require employees to use banking data from the e-payroll provider, or may allow employees to establish alternative bank accounts for other reimbursement purposes.

1099 Tax Reporting

ARC will perform 1099 tax reporting for disbursements made by ARC. Tax reports are completed separately for each agency. 1099 data is provided to customers prior to submission for their review. ARC will also perform 1099 tax reporting for disbursements made by purchase card, using data provided by the purchase card contractor. Tax reports are completed separately for each purchase card hierarchy.

Disbursing Services

ARC will perform Secure Payment System processing of payment schedule files generated from the Oracle Federal Financials System. Schedules are uploaded, certified, and submitted on a daily basis. On rare occasions, such as office closure due to weather or early dismissal, the daily submission may be canceled. As certifying officer on the disbursements processed by ARC, we rely on the prior administrative and system approvals to ensure payments are valid and authorized, and disbursements are proper. Customer agencies are expected to maintain adequate controls on their internal processes related to payment approvals. All payments processed by ARC are accessible by vendors via the Internet using FMS' PAID system. If the SPS system is unavailable, ARC will manually submit payment schedules to FMS by alternative methods approved by FMS, such as fax submissions.

CitiDirect Interface Processing

ARC will process accounting files produced by the CitiDirect system. Our interface converts the CitiDirect files into invoice documents within the Oracle Federal Financials System. ARC will perform data validation including summary

level transaction count and dollar amount verifications. ARC will approve and pay invoices processed through the interface. ARC will notify the customer of any errors or exceptions that are found and work with the customer to resolve.

Continuity of Operations Planning
In accordance with its continuity of operations plan, ARC will take measures to ensure that all critical system applications are recovered as soon as possible. ARC will accomplish investment transactions, collections, disbursements, and other critical functions by manual methods when related systems are unavailable in an effort to continue basic services to customers. ARC will review and update its plan, as needed, to keep it current.

III. ACCOUNTING SYSTEMS AND PLATFORMS

Oracle Federal Financials
Oracle Federal Financials (Oracle) is the FSIO-compliant core financial management application used to process all financial transactions. These transactions are entered into Oracle either manually or via custom interface from ancillary systems. Modules of Oracle in operation include: Budget Execution, Purchasing, Accounts Payable, Accounts Receivable, General Ledger, and Fixed Assets.

To recognize economies of scale as a service provider, ARC utilizes Oracle Multi-Org functionality. Multi-Org functionality allows for the data security and segregation of multiple customer agencies within a single instance of the software. In this single Multi-Org environment, all customer agencies retain a great deal of flexibility in configuring their Operating Unit of the system to best meet their needs. However all customer agencies are subject to certain elements of a standardized configuration. Examples of this include conforming to one accounting calendar, and a single list of US Standard General Ledger codes and OMB Object Classes.

ARC has already developed integration between Oracle and many other key feeder systems including: payroll, procurement, purchase card, travel, and Treasury investments. Leveraging the payroll integration, ARC has also developed a custom Payroll Projections module in Oracle. This allows for 'what-if' scenarios to be input by end-users in order to generate projection reports. Additionally, to aid in data conversion, as well as customer-specific integration needs, ARC has developed customized interfaces (data loaders) that can be used to import flat files:

- AP Invoice Interface-used to interface accounts payable invoices
- AR Customer Interface-used to create or update accounts receivable customers
- AR Invoice Interface-used to interface accounts receivable invoices
- AR Receipt Interface-used to interface accounts receivable receipts
- Budget Interface-used to interface Federal Financials budgets
- Fixed Assets Interface-used to interface assets into the fixed assets module (primarily for implementation conversions)
- GL Interface-used to interface general ledger journals
- PO Conversion Interface-used to interface purchasing purchase orders (primarily for implementation conversions)

ARC's standard process for receiving data files from feeder or legacy systems is to do so via Secure FTP.

ARC staff is well versed in the use of the Oracle development tools requisite to build and maintain integration. ARC is willing to evaluate customer business requirements for additional integration.

Oracle Discoverer
Oracle Discoverer is the web accessible reporting tool that ARC provides customer agencies to access data processed in Oracle. Oracle Discoverer allows for real-time queries to be built against any data element captured in Oracle. Oracle Discoverer licenses allow for access to two different versions of the application.

Oracle Discoverer Viewer
Oracle Discoverer Viewer is designed for users that only need to view pre-established reports. The user can view real-time data in various ways including drill up/down capabilities. The user may also download the report to spreadsheet or other desktop applications. ARC personnel can handle requests for creation or modification of reports.

Oracle Discoverer End User
Oracle Discoverer End User is designed for users that wish to create and/or modify reports themselves. In addition, Oracle Discoverer End User provides all the functionality of the Discoverer Viewer application as explained above. The user should have a good understanding of the data being queried to ensure accurate results. ARC personnel can assist users with questions relating to the creation or modification of reports.

System Administration
ARC provides full system administration of the Oracle platform. These system administration responsibilities include the following:

- Setup and maintenance of user accounts, including resetting passwords.
- Setup and maintenance of system security profiles.
- Setup and maintenance of operating unit configuration including agency specific items such as budgetary funds control and cross validation rules.
- Setup and maintenance of vendor records including all remittance information.
- Processing of all payment files via Treasury disbursing offices.
- Performance of monthly and year-end closing activities.
- Maintenance and troubleshooting of all interfaces.
- Assistance with Discoverer report creation/modification.

System Training
ARC will provide all necessary training for Oracle and Discoverer users. ARC will work with the customer agency to develop a detailed training plan that is mutually acceptable. ARC can provide a mix of hands-on and conference room training. ARC can provide a training facility in the DC area or train at the customer location assuming adequate facilities exist. On-line or remote training is also an option where appropriate.

System Help Desk
ARC will provide complete help desk services to answer all system questions from the user community. Telephone support will be available between the hours of 7:30am until 6:00pm Eastern, Monday through Friday.

System Backups
Production data files are replicated to the contingency site on a near real-time basis. Additionally, tape backups are performed nightly and stored onsite for two weeks. After two weeks tape backups are sent offsite.

Software Maintenance
Oracle provides maintenance and upgrades to the software as improvements are made or problems encountered. The annual software maintenance fees that are incurred by ARC are passed along to customer agencies. ARC will evaluate system patches and upgrades as they become available, and will implement those where the added functionality is deemed cost beneficial.

System Accessibility
Unless otherwise specified users will access our systems via the internet. These internet connections will utilize Secure Socket Layer (SSL) to protect the sensitivity of the data being accessed.

Standard Hours of Availability
Our standard hours of system availability are 6 a.m. to 11:30 p.m. Monday through Saturday, with the exception of required maintenance periods described below. Technical support is available on-site from 6 a.m. to 5 p.m., with on-call support available 24 X 7. Scheduled maintenance hours are as follows:

- Daily maintenance - 6 a.m. to 8 a.m. Monday through Friday. This maintenance window is utilized only on rare occasions to address production issues. Depending on the type of maintenance required, the system may or may not be available during these hours.
- Network Maintenance - 6 p.m. to 8 p.m. on Tuesdays and Wednesdays, when necessary. In most cases, network maintenance (Tues. and Wed.) will not affect customer utilization of the application
- Nightly backup – 11:30 p.m. until 6 a.m. The system will not be available during these hours Monday through Sunday.
- Monthly close – 6 p.m. to 11:30 p.m. on 2nd business day of each month. On the day of monthly close the Accounts Receivable module will available until 4 p.m., while all other components of the system will remain available until 6 p.m. ARC personnel will commence the monthly closing process promptly at 6 p.m.

After Hours Processing
After 5 p.m. constitutes 'After Hours'. During after hours certain exception processing can be handled. Examples of these exception items include transactions that require any of the following:

- Temporary disabling of a cross validation rule
- Temporary reopening of a prior period
- Year-end close process for any Treasury Symbol(s)

Requests for After Hours processing support must be made in writing at least two days in advance.

IV. PERFORMANCE MEASURES

Accounting Services key performance benchmarks

Prompt Payment	Percentage of payments made timely according to the Prompt Payment Act when agency provides payment approval in accordance with agreed to timeline.	99%
EFT Compliance	Percentage of payments made in compliance with the EFT regulations	99%
Erroneous payments	Percentage of erroneous payments made	Less than 1% of total payments, excluding COTR errors
Emergency Payments	Timeliness of emergency payments	99% of payments entered into SPS within 24 hours
External Reporting	Timeliness of completing and submitting external financial reports	100% meeting OMB and Treasury due dates
Fund Balance With Treasury	Timeliness of the fund balance with Treasury reconciliations	99% reconciliations are completed within 15 calendar days of the month-end close
Audit Results	Results of audits including both financial statement audits and SAS 70 reviews.	Unqualified opinions for items under ARC control and responsibility
Payroll	Timeliness of payroll posting	99% within 3 working days of receipt of the payroll tapes from NFC; 100% completed before month-end closing
Vendor File	Timeliness of routine vendor file changes and additions	99% within 24 hours of receipt
Month-end Closing	Maintaining a predetermined closing schedule for accounting periods	2nd working day of each month

Accounting Systems and Help Desk key performance benchmarks

Help Desk	Call abandonment rate	<5%
	Call abandonment time	60 seconds
	Average call response time	30 seconds
Systems	System availability Oracle Discoverer	99% during normal hours (6am-11:30 p.m. Mon-Sat) excluding scheduled outages

	Timely notice of scheduled system outages	1 week
	Timely recovery from hardware component failure	4 hours
	Timeliness of monthly close	COB 2nd business day
	Run-time for standard suite Discoverer reports provided by ARC	95% runs within 5 minutes 90% runs within 2 minutes 75% runs within 1 minute

ARC FULL TRAVEL SERVICES DESCRIPTION

I. OVERVIEW/ SUMMARY OF SERVICES

ARC will provide temporary duty and local travel document processing using GovTrip, an E-Gov travel system hosted by Northrop Grumman. ARC will review your current travel processes and provide recommendations on ways to improve and streamline.

ARC will maintain a customer web page for easy access to the Travel Management software system, system instructions, and travel policy information. The web page and Travel Management software will be available 24/7 except for maintenance.

In addition to the basic full service travel arrangement, agencies can choose from a variety of value added travel services to customize their travel program. With the addition of the value added services, ARC will administer the Travel Management Software System and take full accountability and responsibility for your travel program. This allows you to focus your resources on your mission instead of dealing with the problems inherent with travel administration.

II. BASIC TRAVEL SERVICES

Customer Service to System Users

- ARC will provide customer service and assistance by telephone and/or email to all GovTrip users for all system related questions on workdays from 7:00am – 6:00pm Eastern Standard Time.
- ARC will maintain users tables and accept new users into the GovTrip system.
- ARC will update accounting, groups, profiles, permission levels and other tables as necessary.
- ARC staff will monitor travel document activity and contact users concerning the status of pending documents to ensure travel data is accurate and documents are processed timely.

FTR and policy questions will be referred to the customer's identified travel contact for resolution unless agency chooses the value added Travel Policy guidance service.

Prompt Travel Reimbursements

Travel payments will be made electronically to the individual traveler's bank account within three to five business days after approval of the completed voucher. Disbursements will be generated from the ARC Oracle Financials accounting system using the normal process used for all other payments. Daily approved authorizations and vouchers will be interfaced to the accounting system and a reconciliation of approved GovTrip documents to processed accounting documents will be done. ARC staff will troubleshoot and resolve any rejected documents resulting from the automated process. Split disbursements will be available for travelers to pay their government credit card account using the vouchering process.

Note: The split disbursement option is currently only available to agencies that use Citibank or Bank of America as their government travel charge card.

Post Payment Audits (minimum requirement)
ARC will perform a post payment audit on a random sample of travel vouchers. The objective of these post payment audits is to assess travel payment compliance as determined by GAO Guidelines and the Federal Travel Regulations. The population is the total number of travel vouchers paid which were subject to these guidelines during a specific month. Each payment in the population has the same chance of being selected regardless of the characteristics of the items (e.g., agency, location, dollar value, classification). All payments of $2,500.00 and higher will be excluded from the population. These payments will require a 100% review. We inform the parties involved if errors are found. If overpayments are identified, we can initiate the collection efforts. Some of our customers request us to act as their collection agents, while others prefer to collect themselves depending on what level of accounting services you receive from ARC. A summary report of the audit results is available upon request. Agencies may elect to have their own sampling pool at an additional cost.

Note: Receipt Management tool must be used in GovTrip to attach all receipts and documentation to the travel voucher. An addition fee will be charged for the post payment audit service without the use of the receipt management tool in GovTrip.

Travel Reporting
ARC will provide assistance, when necessary, in responding to OMB and GSA inquiries concerning travel activity. ARC will also provide detail level reporting for all travel activity when requested.

Archiving and Data Warehousing
Electronic documents will be available for six years, three months after the trip has been completed.

Travel Management Center (TMC) Contracts
American Express is the TMC offered with GovTrip.

NON ARC CHARGES
The following are charges that are paid directly to the E-Gov travel vendor or Travel Management Center (TMC):

Northrop Grumman – TAV fee (charged to travelers individually billed account or the centrally billed account)	**Document Type** TDY Voucher Local Voucher	**Base Period 11/12/03 – 11/11/06** $16.25 $12.50	**Option Period 1 11/12/06 – 11/11/08** $13.50 $6.50
American Express TMC fee (charged to travelers individually billed account or the centrally billed account)			
Self Service –with air or rail	Per TDY voucher	$5.25	$4.60
Self Service –with no air or rail	Per TDY voucher	$4.00	$4.00
Non-self service domestic travel with air or rail	Per TDY voucher	$28.50	$27.75
Non-self service international travel with air or rail	Per TDY voucher	$35.50	$36.25
Non-Self Service without air or rail	Per TDY voucher	$17.00	$17.25

III. IMPLEMENTATION AND TRAINING

Travel System Setup and Maintenance
ARC will setup, maintain and update the travel software and accounting system as necessary. This includes maintaining per diem rates, system audits and edits, security tables, interfaces, routing lists, accounting, etc. Travel Management software will be setup to allow for electronic travel documents to interface with the ARC Oracle Financials accounting system eliminating duplicate data entry.

GovTrip End User Training – New customers only
ARC will provide training to identified travel system users prior to implementation or migration to the E-Gov travel solution in the Washington DC area. This proposal estimates training 20% of your travelers. Additional on-site training is available for an additional cost.

IV. VALUE ADDED TRAVEL SERVICES (OPTIONAL – ADDITIONAL CHARGES MAY APPLY)

FTR and Policy Guidance and Research

- ARC will provide customer service and assistance by telephone and/or email to all GovTrip users for all FTR and policy questions on workdays from 7:00am – 6:00pm Eastern Standard Time.
- ARC will perform research when necessary and advise agency on any FTR and/or ARC Travel policy questions.
- ARC will provide a Travel Program Guide with identified areas that a customer can customize to meet their agency's unique travel needs.

Reconciliation and Payment of the Citibank Centrally Billed Account
ARC will perform the reconciliation and payment of the centrally billed account for travel in accordance with prompt pay regulations with the assumption that the organization requires use of the Individually Billed Account (IBA) for 95% or more of travelers. If agency has more then 5% of total travel activity charged to the Centrally Billed Account (CBA) additional charges might apply. For unidentified charges we will work with your agency contact to identify or resolve discrepancies.

Travel Card Services
ARC Travel Services offers travel card services to its customer agencies. Customer agencies will be allowed to use the Treasury SmartPay contract based on the tag-along task order to offer travel cards to employees. Customer agencies may also retain their current card program and are not required to participate in the Treasury card services contract.

The travel card program services include:

- Process applications and changes to existing accounts.
- Provide an agency program coordinator to support the customer agency.
- Provide card use guidance and the standard ARC training to cardholders and AOPC's.
- Provide assistance to resolve issues with the credit card company.

- Act as the primary or backup AOPC for agencies that tag-along on our task order.
- Distribute delinquency reports to Non Treasury agencies on individual and centrally billed activity to the agency's designated travel contact person.
- Monitor credit card information in the travel system to ensure the information entered is correct.

Note: ARC is not responsible for cardholder fraud, waste, or abuse. ARC is not responsible for reconciling credit card statements for Individual Government Cards.

The customer agency is responsible for the following:

- Designate an agency AOPC and a point-of-contact for the travel card programs with sufficient management authority to deal with any instances of card abuse.
- Comply with ARC card program guidance, training requirements, and the Federal Travel Regulations, when applicable.
- Assume full responsibility for the use or misuse of the travel card program. This includes monitoring the delinquency and transaction activity reports.
- Determine the standard cycle authorizations to include dollar limits and blocked Merchant Category Codes for the Individual Billed Travel (IBT) program as well as a restricted standard for those new card applicants who do not meet the credit worthiness requirement mandated by OMB.

V. PERFORMANCE MEASURES

Travel Help Desk

Item	Standard
% First Call resolution	80%
Average Speed Answered	30 seconds
Average Abandon rate	5%
Average Abandon time	60 seconds

Temporary Duty Document Processing

Item	Standard
Sampling completed	30 days from last day of month of travel voucher paid date
Voucher submitted for payment	1 business day from the Approved date
Centrally Billed Account Reconciliation	Centrally billed accounts will be paid within 30 days of receipt, in accordance with Prompt Pay guidelines.

RELOCATION / PERMANENT CHANGE OF STATION (PCS) SERVICES DESCRIPTION

Full Service with Payments

I. OVERVIEW/ SUMMARY OF SERVICES

ARC will provide Permanent Change of Station (PCS) or relocation travel processing using moveLINQ, a relocation processing and cost management system developed by mLINQS, LLC. ARC works with the agency on the entitlements to be provided based on type of relocation: domestic limited benefits/new appointee, domestic transfer, international limited benefits/new appointee, international transfer, and Temporary Change of Station (TCS). We help the agency determine discretionary versus mandatory allowances for each relocation. ARC provides processing for relocations starting with the preparation of the authorization and all vouchers through the final payment of entitlements. PCS return trips (and TCS depending on complexity) are treated as a separate relocation.

ARC performs the following services for customer agency:

- Works with a customer agency contact to ensure funds are available (customer will provide contacts for instances when travel expenses exceed funds availability).
- Ensures that allowances are authorized and paid in accordance with Federal Travel Regulations and customer agency relocation policy (customer is responsible to provide relocation guidance explaining their relocation policy).
- Obtains appropriate agency approvals.
- Withholds and reports Federal Income taxes, Social Security (if applicable) and Medicare taxes as appropriate to IRS and prepares W-2's at the end of the tax year for payments made by ARC from customer agency's operating unit within the Oracle accounting system.
- Provides relocation specific information to meet reporting requirements.
- Maintains relocation records in accordance with federal retention requirements.

ARC performs the following services for the relocatee:

- Contacts and counsels employee on entitlements and processes
- Assists in completing forms for authorization and voucher preparation
- Arranges shipment/storage of household goods
- Coordinates third party real estate contract arrangements, if authorized
- Assists in arranging air transportation
- Processes timely voucher payments in Oracle.

ARC staff will provide customer service and assistance by telephone and/or email to relocatees and customer management Monday through Friday (except federal holidays) from 7:00 a.m. – 4:30 p.m. Eastern Standard Time. ARC will maintain a customer web page containing applicable relocation documents and relocation guidance and policy information. The web page will be available 24/7 except for maintenance.

II. PCS SERVICES

PCS Travel Authorization Process
The customer agency will initiate the relocation process by notifying ARC of a relocating employee and provide the following:

- Employee name and social security number
- Employee's new office and division
- Effective Date
- Relocation Type
    - New appointment
    - Transfer
    - Other
- Location transferring to and from
- Employee's current home address, phone and fax numbers
- Funding Information (appropriation and cost centers, etc)
- Identify the PCS Point of Contact name at the appropriate Program Office level.

ARC will assign a relocation coordinator to each individual relocating. The coordinator will contact the employee to explain step-by-step how the relocation process works. The coordinator will let the employee know that they will be their point of contact for all questions relating to the relocation process. ARC will provide back-up support in cases where the primary relocation coordinator is not available.

The ARC relocation coordinator will provide the employee with applicable relocation documents or direct the individual to a relocation website containing the following:

- The customer agency's policy, if provided, which highlights the entitlements the relocating employee is allowed
- Request for Relocation
- Relocation Questionnaire for use in preparing the authorization
- Employee Transfer Agreement (if appropriate)
- Withholding Tax Allowance Agreement (if appropriate)
- Household Goods: Transportation and Storage Worksheet
- Direct Deposit form (if the customer wants us to obtain to forward to the accounting office)
- Shipping of Household Goods Guide
- Record of Home Address

The relocation coordinator will explain each of these documents to the employee and answer any questions they may have. The coordinator will also assist the employee in completing the forms and questionnaires.

The relocation coordinator will explain the services available for Home Sale Assistance through the relocation service providers on the GSA schedule if the customer makes that option available to their employees. If the employee is interested and the customer agency chooses to authorize these services, the coordinator will make arrangements with the service provider.

The relocation coordinator will prepare the travel authorization from the completed questionnaires and obtain required approvals. An approved copy will be faxed or emailed to the relocatee and the obligation posted in the customer's operating unit in Oracle.

Arrangement of Transportation and Storage of Household Goods
The relocation coordinator will coordinate with the employee to determine a range of dates to move their household goods. Typically the moving companies like thirty days advance notice but the coordinator can arrange the move quicker for emergency situations.

The relocation coordinator will select and contact the moving company through GSA's Transportation Management Services Solution (TMSS). The selection will be based on availability, quality of service, cost, and prior experience.

The relocation coordinator will prepare a Virtual Government Bill of Lading (VGBL) as authority for movement of household goods and/or POV.

The relocation coordinator will also arrange for the storage of the employee's household goods if needed.

The relocation coordinator will serve as a liaison between the employee and the moving company. The coordinator will try to resolve any problems that arise during the moving process and counsel the employee on the claims process, if needed.

Travel Reimbursement Process
ARC will be responsible for data entry of relocation transactions including obligations, payments and tax calculations in the customer's operating unit in Oracle.

The relocation coordinator will prepare a travel advance, if requested by the employee, and forward it for the employee and approving official's signature. After proper approval, ARC will process the advance in the customer's operating unit in Oracle. Advances will be liquidated on future vouchers.

The relocation coordinator prepares voucher claims for employees (including appropriate tax deductions) for the following items:

- House hunting
- Enroute travel
- Miscellaneous expenses
- Temporary quarters
- Real estate purchase and sale
- Unexpired lease
- Annual RITA claims
- Appropriate Foreign Transfer Allowances that are not processed through the Embassy

The employee will submit the necessary documentation to the relocation coordinator by e-mail, fax, and/or mail. The relocation coordinator will prepare the voucher claim including tax allowances and deductions. The voucher is forwarded to the employee and approving official for review and signature.

For RITA claims, the relocation coordinator will forward a Relocation Income Tax Allowance Certificate Statement to the employee. This is required each year the employee receives covered taxable relocation income. The employee will complete the statement and return it to the relocation coordinator with the following:

- Copies of all W-2s
- Self-Employment Income (if applicable)

ARC will process payments for third party vendors related to relocation according to prompt payment guidelines. For transportation invoices, ARC will obtain prepayment audits from an approved service provider.

ARC will post the obligations, payments, and collections relating to the relocations to the Oracle Federal Financial system. Customer agency will provide data format requirements for obligations, advances and vouchers (including tax payments) to ARC.

ARC will process the SF5515 Debit voucher for tax payments, if needed.

ARC will identify any accounts receivable and forward the information to the customer's accounting office for collection.

Information Provided to Customer Management
ARC will maintain a customer webpage if requested. The customer will be able to use this site to post information on their PCS policies for use by their employees and managers.

The customer's managers may use ARC's relocation coordinators if they have questions about PCS. They may call us prior to the announcement of a job or selection of a candidate to ask questions about PCS policies and regulations. If needed, ARC can prepare an estimate for the total cost of the PCS.

ARC will keep current on changes to the PCS regulations. When changes occur we will notify customer management and explain to them how these changes affect their current policy. ARC will also provide recommendations on how their policy might be improved.

ARC will provide assistance, when necessary, in responding to OMB and GSA inquiries concerning relocation travel activity. As a supplement to information available through Discoverer, ARC will provide detail level reporting for all relocation travel activity when requested.

III. IMPLEMENTATION AND MAINTENANCE

PCS System Setup and Maintenance
ARC will setup, maintain and update the PCS software and accounting system as necessary. This includes maintaining the customer profile, per diem rates, system audits and edits, security tables, accounting, etc.

IV. VALUE ADDED TRAVEL SERVICES (OPTIONAL – ADDITIONAL CHARGES MAY APPLY)

Briefings
ARC offers to bring our relocation coordinators on-site to brief groups of relocating employees on their entitlements.

V. PERFORMANCE MEASURES

Under normal circumstances ARC will:

Item	Standard
Make initial contact with relocatee	Within 1 business day after receipt of a complete and approved relocation request from agency
Contact relocatee to setup counseling session	1-3 business days of receipt of complete and approved relocation request from agency
Submit complete voucher for signature within the following timeframes	After receiving complete and accurate information: Category 1: Domestic Enroute, Househunting, Miscellaneous, and Fixed Temporary Quarters – Not to Exceed 10 business days Category 2: Actual TQ, Real Estate, and International –Not to Exceed 25 business days depending on complexity and seasonal demand. *Note: Agency will be contacted within those time frames if date needs to be extended due to research or other issues*

Note: Group moves and new customer conversion documents may require special timelines.

ARC PROCUREMENT SERVICES DESCRIPTION

I. OVERVIEW/ SUMMARY OF SERVICES

The Administrative Resource Center (ARC) provides a full range of procurement services including simplified acquisition services, contract services, and support for the purchase and fleet card programs to the customer agency.

Business is conducted in accordance with the Federal Acquisition Regulation (FAR) and the Department of the Treasury Acquisition Regulation (DTAR).

II. PROCUREMENT SERVICES

Simplified Acquisitions
Simplified acquisition will consist of any acquisition under $100K; delivery orders (goods) for the maximum contract value as authorized by GSA or the Government agency contract against which the delivery order is placed; and, to a very limited degree (situationally determined), task orders (services) for routine services as authorized by GSA or the Government agency contract against which the task order is placed.

Files on all purchases will be maintained with documentation of the order from receipt of request from the customer to closeout.

Throughout the acquisition process, ARC Procurement will make recommendations to the customer's requestors on the most efficient purchasing method available to obtain the needed goods or services. Staff will also be available to provide advice and assistance as desired.

ARC staff will make award of simplified acquisitions in the most cost-effective and efficient manner feasible.

ARC staff will work with the customer to ensure adequate information is available to make each purchase. This includes, but is not limited to, a purchase description or statement of work, required delivery schedule, and recommended source(s) for the purchase.

Contract Services
Files on all purchases will be maintained with documentation of the award from receipt of request to contract closeout.

Throughout the acquisition processes, the ARC procurement office will make the recommendations to the customer agency on the most efficient purchasing method available to obtain the needed goods or services. Staff will also be able to provide advice and assistance as needed.

The requesting office must appoint a contact within the agency to work closely with the Contracting Officer through pre-award and award stages of the contracting process. The agency must also appoint a Contracting Officer's Technical Representative (COTR) to

monitor the contract for performance and funding limitations. The COTR is required to have formal COTR training in accordance with Treasury policies.

The customer will be asked to provide documentation to initiate the contracting process. This may include, but not limited to, a procurement history, statement of work, evaluation factors and plan for award, and market research information.

The ARC contracting staff will issue the solicitation and any necessary amendments, receive proposals, provide guidance to the technical evaluation team, evaluate price (with the assistance of the customer), establish competitive ranges, negotiate, and award the contracts.

RESPONISIBLITIES OF THE PARTIES
The responsibilities of each of the parties in the award of the contract are listed below:

Customer Agency

- Prepare Performance Work Statement, Independent Government Estimate, and Technical Evaluation Plan
- Review of and Provide Input for the Solicitation
- Assist in Addressing Questions Received in Response to the Solicitation
- Conduct Technical Evaluation of Proposals
- Assist in Price Analysis of Proposals
- Review Final Proposal Revisions, if applicable
- Participate in Selection Discussions if necessary and Make Award Recommendations

ARC

- Review of Performance Work Statements, Independent Government Estimates, and Technical Evaluation Plans and Provide Advice to the customer
- Prepare Solicitations
- Process Proposals
- Conduct Price Analysis of Proposals
- Make Award Decision
- Distribute Award

Contract Administration
Following award of a formal contract, full contract administration services will be provided. Services will include:

- Advance notices to the COTR as reminder for option renewal
- Executing contract modifications and orders
- Resolutions of issues that occur during contract administration
- Monitoring delivery schedules
- Monitoring invoice payments against obligations
- Close out of contracts

Purchase and Fleet Card Services
The customer agency will be allowed to use the Treasury Smart-Pay contract based on the tag-along task order to offer purchase and fleet cards to employees. The purchase and fleet card program services will include:

- Processing applications and changes to existing accounts.
- Providing an agency program coordinator to support the customer agency.
- Maintaining card use procedures and training. The customer may supplement the information with additional internal requirements that are agency-specific.
- Conducting random sampling of card use to supplement the full review to be performed by the agency's approving officials and advising the customer agency's program point of contact of instances of potential abuse.
- Advising the customer's agency program point of contact of instances of potential abuse.
- For improper card usage, revoking cards based on the severity of card misuse.
- Providing other guidance and support related to these programs.

ARC is not responsible for cardholder fraud, waste, or abuse.

The customer is responsible for the following:

- Designating a point of contact for these card programs with sufficient management authority to deal with any instances of card abuse.
- Complying with ARC card program requirements and training requirements.
- Nominating new cardholders and approving officials in accordance with ARC program requirements and delegating procurement authority in writing to each cardholder.
- Assuming full responsibility for the use, or misuse, of the programs.
- Determining the appropriate level of spending for each cardholder subject to ARC procedures.
- Retaining full management control in dealing with the cardholder in instances of fraud, waste, or abuse.

III. PROCUREMENT SYSTEMS AND PLATFORMS

Compusearch Prism

Compusearch's Prism application is a web-based, federalized procurement system. Prism allows for electronic creation, routing, and modification of requisitions, purchase orders and contracts. Prism is fully integrated with Oracle, allowing for real-time funds checking as well as the commitment and obligation of funds as transactions are approved. Prism also provides a contract writing module as well as integration with GSA's FPDS-NG system.

Oracle Discoverer Viewer

Oracle Discoverer Viewer is the web accessible reporting tool that ARC provides customer agencies in conjunction with Prism. Oracle Discoverer Viewer allows users access to real-time data in predefined reports. The user may also download the reports to spreadsheet or other desktop applications. ARC personnel can handle requests for creation or modification of reports.

System Administration

ARC provides full system administration of the Prism platform. These system administration responsibilities include the following:

- Setup and maintenance of user accounts, including resetting passwords.
- Setup and maintenance of system security profiles.

- Setup and maintenance of site configuration including agency specific items such as routing rules and FARA templates.
- Maintenance and troubleshooting of all interfaces.
- Assistance with Discoverer report creation/modification.

System Training
ARC will provide all necessary training for Prism. ARC will work with the customer agency to develop a detailed training plan that is mutually acceptable. ARC can provide a mix of hands-on and conference room training. ARC can provide a training facility in the DC area or train at the customer location assuming adequate facilities exist. On-line or remote training is also an option where appropriate.

System Help Desk
ARC will provide complete help desk services to answer all system questions from the user community. Telephone support will be available between the hours of 7:30 a.m. until 6:00 p.m. Eastern, Monday through Friday.

System Backups
Production data files are replicated to the contingency site on a near real-time basis. Additionally, tape backups are performed nightly and stored onsite for two weeks. After two weeks tape backups are sent offsite.

Software Maintenance
Compusearch provides maintenance and upgrades to the software as improvements are made or problems encountered. The annual software maintenance fees that are incurred by ARC are passed along to customer agencies. ARC will evaluate system patches and upgrades as they become available, and will implement those where the added functionality is deemed worthy of the effort.

System Accessibility
Unless otherwise specified users will access our systems via the internet. These internet connections will utilize Secure Socket Layer (SSL) to protect the sensitivity of the data being accessed.

Standard Hours of Availability
Our standard hours of system availability are 6 a.m. to 11:30 p.m. Monday through Saturday, with the exception of required maintenance periods described below. Technical support is available on-site from 6 a.m. to 5 p.m., with on-call support available 24 X 7. Scheduled maintenance hours are as follows:

- Daily maintenance - 6 a.m. to 8 a.m. Monday through Friday. This maintenance window is utilized only on rare occasions to address production issues. Depending on the type of maintenance required, the system may or may not be available during these hours.
- Network Maintenance - 6 p.m. to 8 p.m. on Tuesdays and Wednesdays, when necessary. In most cases, network maintenance (Tues. and Wed.) will not affect customer utilization of the application
- Nightly backup – 11:30 p.m. until 6 a.m. The system will not be available during these hours Monday through Sunday.

- Monthly close – 6 p.m. to 11:30 p.m. on 2nd business day of each month. On the day of monthly close the Accounts Receivable module will available until 4 p.m., while all other components of the system will remain available until 6 p.m. ARC personnel will commence the monthly closing process promptly at 6 p.m.

IV. PERFORMANCE MEASURES

Open Market Acquisitions Under $100K and Delivery Orders under Existing Contracts Standards

Action Item	Standard
Purchase Orders:	
Less than $2,500.00	1-3 Business Days
$2,500.00 to $25,000.00	1-15 Business Days
Greater than $25,000.00	15 - 45 Business Days
Delivery Orders:	
Less than $2,500.00	1-3 Business Days
Greater than $2,500.00	1-45 Business Days
Blanket Purchase Agreement (BPA) Set-Up:	
Less than $2,500.00	1-3 Business Days
$2,500.00 to $25,000.00	1-15 Business Days
Greater than $25,000.00	15 - 45 Business Days

All Simplified Acquisitions Standards begin upon receipt of: 1. a complete acquisition package (procurement request, description of item or performance work statement, evaluation factors (if other than technically acceptable, low price)), 2. the timely review of revised description of items or performance work statement and revised evaluation factors, received, and 3. a timely and complete evaluation of technical proposals.

Contract Action Standards

Action Item	Standard
Large Schedule Orders	30 - 90 Business Days
Commercial Items	45 - 120 Business Days
Uniform Contract Format (UCF) Contracts except Cost Reimbursement	90 - 180 Business Days
Cost Reimbursement Contracts	150 - 270 Business Days
Administrative Modifications (Includes COTR changes, Funding Changes, and Address Changes)	1 - 10 Business Days
Other than Administrative Modification (Excludes contractor name changes and novations)	1 - 30 Business Days
Claims/Ratifications	14 - 60 Calendar Days

All Contract Actions Standards begin upon receipt of : 1. a complete acquisition package (procurement request, description of item or performance work statement, evaluation factors (if other than technically acceptable, low price)), 2. the timely review of revised description of items or performance work statement and revised evaluation factors, 3. the number and quality of proposals/quotes received, and 4. the timely and complete evaluation of technical proposals.

Purchase/Fleet Card Standards

Action Item	Standard
Application Processing	1-5 Business Days
A/OPC Customer Support (Phone/E-mail Inquiries)	1-3 Business Days
Card Maintenance:	
Urgent Requests (Examples include card declinations, lost/stolen cards, etc...)	1 Business Day
Non-Urgent Requests (Examples include non-urgent limit increases, normal account closures, etc...)	1-3 Business Days

For application standards to be met, complete and accurate information must be provided on each individual application. The Citibank application processing time frame of 7-10 business days is in addition to BPD's 1-5 business day standard. Cardholders can normally expect to receive their card within 15 business days from the date their application is submitted to BPD.

Procurement Systems and Platforms key performance benchmarks

Help Desk	Call abandonment rate	<5%
	Call abandonment time	60 seconds
	Average call response time	30 seconds
Systems	System availability Prism Discoverer	99% during normal hours (6am-11:30pm Mon-Sat) excluding scheduled outages
	Timely notice of scheduled system outages	1 week
	Timely recovery from hardware component failure	4 hours
	Timeliness of monthly close	COB 2nd business day
	Run-time for standard suite Discoverer reports provided by ARC	95% runs within 5 minutes 90% runs within 2 minutes 75% runs within 1 minute

ARC HUMAN RESOURCES SERVICE DESCRIPTION

I. OVERVIEW/SUMMARY OF SERVICES

The Administrative Resource Center (ARC) offers a full range of human resources services (i.e., classification and staff acquisition, processing operations; pay and leave administration; employee benefits; labor and employee relations; and personnel security). The actual services provided to the customer agency are detailed below.

ARC's human resources staff will be available to promptly respond to customers' questions and inquiries and to satisfy requirements in accordance with established schedules and deadlines.

Security and Disclosure
Upon entering into this agreement, the customer agency delegates to ARC the authority to disclose information maintained by ARC for the customer agency to those individuals who have a need for the record in the performance of their duties and to the customer agency to respond to EEO and Freedom of Information Act (FOIA) requests. The customer agency also delegates to ARC the authority to provide to employees the information maintained in their own Official Personnel Folder and to reply to employment verification requests when authorized by the employee. Employment verification may be handled through a contractor (e.g., Work Number for Everyone). Requests for information not covered by these situations will be referred to the customer agency disclosure officer or counsel.

This authority also includes input and storage of information in electronic systems used by ARC (e.g., HR Connect, webTA, and the National Finance Center's Personnel/Payroll System). Access to these systems is controlled by user IDs and passwords in accordance with relevant laws, regulations, and policies (e.g., security requirements, Privacy Act).

II. HUMAN RESOURCES SERVICES

CLASSIFICATION & STAFF ACQUISITION

Classification
Services include:

- Assisting managers in describing duties and responsibilities and finalizing PDs. Providing sample PDs when available, and assisting with identifying criteria to support certain grade levels.
- Maintaining all PDs and coversheets in electronic format. The customer agency agrees to provide copies of position descriptions and cover sheets for all positions currently being used.
- Classifying a full range of PDs at all levels. Management must certify that the duties and responsibilities reflected in position descriptions are accurate. Classification requests must be submitted before ARC can finalize a classification action.

- Preparing cover sheets with proper designations. The customer agency agrees to provide cover sheet designations for drug testing, physical requirements, sensitivity level bargaining unit determinations, and financial statements required.
- Determining FLSA level designations.
- Providing generic Statements of Difference (SODs) to full performance level PDs.
- Applying new classification standards to existing positions.
- Providing advice and guidance in position management and reorganizations upon request. Management retains position management authority.
- Conducting desk audits. Desk audits are conducted only upon management's request. Our philosophy is that managers are responsible for the accuracy of the PDs in their organizations. Employees who feel that their PDs are inaccurate should first address their concerns with their management. If the differences cannot be worked out at that level, then management should contact us for assistance. We will facilitate documenting the duties and responsibilities properly and determine that the duties and responsibilities written in a PD are properly classified. If an employee does not feel that his or her PD is properly classified, then we will provide advice and guidance on the appeal process. The customer agency agrees to pay for any associated travel needed.
- Maintaining all records associated with classification actions.

Staff Acquisition

Staff acquisition services will be done in accordance with the customer agency's merit promotion plan for non-bargaining unit employees and any negotiated agreements between the customer agency and employee unions that exist. Filling positions through delegated examining will be accomplished in accordance with the customer agency's delegated examining unit (DEU) authority. Please note: Our employees are DEU certified by OPM; however, to fill DEU positions for you, your organization must maintain a delegated examining agreement with OPM. ARC's standard DEU procedures will apply. Recruit requests must be submitted before ARC can announce a position.

Services include:

- Assisting managers with decisions on advertising vacancies.
- Preparing vacancy announcements and uploading to OPM's USAJOBS web site. Upon request, ARC will advertise through sources other than the USAJOBS web site (e.g., newspapers, professional journals etc.). The customer agency agrees to pay for any associated charges.
- Assisting managers on developing evaluation criteria (definitions of specialized experience, crediting plans, questions for automated staffing systems, etc.)
- Determining eligibility and minimum qualifications.
- Providing guidance to raters.
- Preparing certificates of eligibles.
- Finalizing selections including sending confirmation letters. This does not include processing security clearances and suitability determinations and adjudications, which are services that may be provided by other organizations in ARC.
- Administering special emphasis hiring programs (e.g., Student Career Employment Program, Veterans Programs, Federal Career Intern Program).
- Setting pay, including providing guidance on pay flexibilities (e.g., recruitment bonuses, retention bonuses, superior qualifications appointment).
- Preparing career ladder promotion ticklers for new hires and for selections to positions with career ladder promotion eligibility.

- Responding to applicant inquiries regarding outcome of vacancy announcements (e.g., whether applicant was found eligible and/or qualified, was selected, etc.).
- Maintaining all records associated with staff acquisition.
- Coordinating and documenting any Reduction-In-Force (RIF) (e.g., creating and maintaining retention registers, preparing letters, providing information on priority placement programs).

The customer agency will provide subject matter experts (SMEs) to work with an ARC specialist in filling vacancies—particularly in preparing crediting plans, defining specialized experience, and finalizing position descriptions. SMEs will rate candidates for vacancies if rating is required.

Recruiting from the general public for some types of positions may require additional service charges from OPM (e.g., recruiting for positions covered by the Luevano Consent Decree, facilitating large volume hiring). ARC will notify the customer agency in advance if it becomes necessary to incur these service charges. (The customer agency agrees to pay these OPM service charges.)

ARC will provide data to the customer agency to meet annual reporting requirements as specified by the customer agency.

The customer agency will provide copies of all applicable policies currently in use (e.g., the merit staffing plan (MSP) for non-bargaining unit employees, CTAP, student programs, etc.)

After reviewing all policies currently in use, ARC may make suggestions to revise the policies to accomplish the work more efficiently. If additional policies are needed to accomplish the work, or required by new regulations, ARC will work with the customer agency's management to create these policies.

PROCESSING OPERATIONS

Managers of the customer agency must initiate Requests for Personnel Actions through HR Connect. ARC Human Resources must receive personnel actions by close of business on Monday before the effective date of the action. Actions that are not received within this timeframe will generally be processed at the beginning of the following pay period. Effective dates of actions will coincide with the beginning of a biweekly pay period.

Processing

Services include:

- Processing all Requests for Personnel Actions (SF-52s) including input to the National Finance Center (NFC).
- Processing corrections including input to NFC, correcting the personnel folder, requesting manual adjustments, and monitoring related indebtedness.
- Coordinating with the customer agency to determine and resolve problems with personnel actions that are rejected by NFC.
- Handling all contact with NFC, the payroll service provider. (The customer agency agrees to pay NFC and HR Connect charges.)
- Notifying the manager of new employee report date.

- Calculating leave service computation date for new hires.
- Processing withholding documents.
- Preparing certification letters for within-range increase (WRI) and probationary periods.
- Processing garnishments, child support, and alimony court orders and other administrative debts. The customer agency will forward the action to ARC after appropriate legal review. ARC will notify the employee of the debt collection.
- Processing administrative payments (e.g., student loan repayments, lump sum for a settlement agreement).
- Providing/obtaining SF-75 information on transferring employees.
- Replying to employment verification requests. (The customer agency agrees to pay the charges when the employment verification is handled through a contractor.)

Recordkeeping—Maintaining Official Personnel Folders (OPFs)
Services include:

- Processing Notification of Personnel Actions (SF-50s) and distributing the employee and manager copies to agency points of contact.
- Maintaining the OPF for each employee in accordance with OPM guidance on filing and disposition.
- Obtaining the OPF from the current servicing agency or the National Personnel Records Center (NPRC) for new employees.
- Mailing the OPF to the gaining agency or NPRC for separating employees.
- Coordinating with customer agency on conversion to electronic Official Personnel Folders.

PAY AND LEAVE ADMINISTRATION

The customer agency will use the webTA system to complete timecards. (Subcontractor charges for this system will be included in this agreement.) WebTA is a federalized time and attendance system provided by Kronos, Inc. WebTA is designed to interface with USDA's National Finance Center (NFC) and allows for employee or timekeeper entry of time and attendance data. WebTA also allows for the electronic creation, routing, and approval of leave and premium pay requests. Timecards in webTA should be certified by the customer agency by noon Eastern Time on Monday following the end of the pay period to allow adequate processing time.

Services include:

- Serving as the HR Administrator in webTA, which includes ensuring timely completion of timecards and managing the roles and access levels of system users.
- Providing liaison services between timekeepers and NFC.
- Working with timekeepers to resolve timecard errors.
- Auditing leave balances on separating employees.
- Providing advice and guidance to managers, timekeepers, and employees on leave programs and premium pay issues in accordance with regulation and customer agency policy.
- Coordinating and administering a Voluntary Leave Transfer Program.
- Conducting quarterly timekeeping audits whereby two randomly selected timekeepers are audited for a particular pay period to ensure compliance with regulations, policies, and procedures. Audit findings will be submitted to the customer agency.

The customer agency will handle exit processing and send a form to ARC authorizing release of the lump-sum payment for unused annual leave.

EMPLOYEE BENEFITS

Employee Benefits and Retirements
Services include:

- Advising and counseling on benefits programs (TSP, FEHB, FEGLI, FSA, FLTCI, Retirement).
- Providing retirement estimates.
- Advising and assisting employees in completing benefits forms, including retirement packages.
- Distributing open season information through a subcontract. (Subcontractor charges are included in this agreement.)
- Providing new employee orientation information and conducting an automated new employee orientation, excluding administering the Oath of Office and verification of citizenship.
- Providing benefits information to separating employees.
- Maintaining all records associated with employee benefits and retirement services.

Awards
Services include:

- Processing awards (e.g., time-off, length of service, goal sharing, special act or service, external awards, and awards unique to the customer agency).
- Providing award certificates to the customer agency for signature.
- Maintaining all records associated with awards services.

ARC will follow the customer agency's policies in administering the awards program.

III. HUMAN RESOURCES DELIVERY SYSTEMS AND PLATFORMS

HR Systems Management
Services include:

- Providing the following support desk services to all webTA users from 6:30 a.m. to 6:00 p.m. Eastern Time, Monday through Friday:
    - Resetting passwords, unlocking accounts, and assisting users with password changes.
    - Assisting users with basic navigation and use of the webTA system.
    - Setting up new webTA users with the appropriate system access (i.e., timekeeper, certifier, HR administrator).
    - Referring any policy and regulatory questions (e.g., what type of leave is appropriate for a given situation) to the HR administrators.
- Providing the following support desk services to all HR Connect users from 6:30 a.m. to 6:00 p.m. Eastern Time, Monday through Friday:
    - Assisting users in preparing and approving personnel actions and awards.
    - Resolving problems and elevating problems as appropriate to Treasury's HR Connect Program Office (HRCPO) help desk.
    - Serving as liaison with HRCPO.

    - Maintaining user security.
    - Maintaining HR Connect database tables.
    - Providing training on using HR Connect.
    - Representing the customer agency at HR Connect meetings.
- Maintaining HR customer pages on the Web.
- Providing reporting functions including:
    - Recurring internal and external reports, including a monthly status report as specified by the customer agency. Samples of current reports received by the customer agency will be provided to ARC by the customer agency.
    - Preparing ad hoc reports from NFC, HR Connect, and Discoverer.

Oracle Discoverer Viewer
Oracle Discoverer Viewer is the web-accessible reporting tool that ARC provides customer agencies in conjunction with webTA. Oracle Discoverer Viewer allows users access to real-time data in predefined reports. The user may also download the reports to spreadsheet or other desktop applications.

System Administration
ARC provides full system administration of the webTA platform. These system administration responsibilities include the following:

- Acquiring and implementing all hardware and software to support a complete installation of the webTA application.
- Maintaining the hardware and software in support of webTA.
- Operating and maintaining the system, which includes periodic upgrades and maintenance.
- Serving as the overall system administrator of the application and supporting those users with HR administration rights within webTA.
- Maintaining a security program to ensure strong internal controls over the system.
- Working to ensure connectivity between the customer agency and the webTA system located at ARC. Customer agencies are expected to use up-to-date anti-virus software on all computers accessing our applications.

System Backups
System backups are performed nightly and stored onsite for two weeks. After two weeks complete backups are sent offsite.

Software Maintenance
Kronos provides maintenance and upgrades to the software as improvements are made or problems encountered. The annual software maintenance fees that are incurred by ARC are passed along to customer agencies. ARC will evaluate system patches and upgrades as they become available and will implement those where the added functionality is deemed worthy of the effort.

System Accessibility
Unless otherwise specified, users will access our systems via the Internet. These Internet connections will utilize Secure Socket Layer (SSL) to protect the sensitivity of the data being accessed.

System Availability

- The application availability hours are 5:00 a.m. to 1:00 a.m. Monday thru Saturday each week, with the exception of required maintenance periods. The system is not available from 1:00 a.m. Sunday through 5:00 a.m. Monday. Note: All times in this agreement are Eastern Time.
- While the application will generally be available during the above hours, normal business hours for technical support of this application are 8 a.m. to 4:30 p.m. Monday through Friday. On-call support is available outside these hours.
- After-hours support will be provided when it is deemed necessary by ARC management.
- Required hours for system related maintenance are:
    - Daily maintenance—1:00 a.m. to 5:00 a.m. Monday through Saturday. The system will not be available during these hours. Sunday is also available for maintenance.
    - Network Maintenance—6:00 p.m. to 8:00 p.m. on Tuesdays and Wednesdays, when necessary. In most cases, network maintenance (Tuesday and Wednesday) will not affect customer utilization of the application.
    - Nightly backup—1:00 a.m. until 5:00 a.m. The system will not be available during these hours Monday through Saturday.

IV. PERFORMANCE MEASURES

The following is a list of categories that the customer agency will use to measure the level of service that will be provided by the Administrative Resource Center (ARC) based on the Memorandum of Understanding (MOU). ARC is committed to providing services in a timely manner. The success of these metrics is dependent upon positive communication, teamwork, and timely interaction between your representatives and ARC.

Classification

Action Item	Standard
Classification of **new** positions	1 – 15 business days
Redescription of existing position description	1 – 10 business days
Minor pen and ink changes to position descriptions	1 – 3 business days
Signed position description issued to customer	1 – 2 business days

Staff Acquisition

Action Item	Standard
Preparing and posting vacancy announcements	1 -7 business days
Screening and selection process*	1 – 45 business days

*Screening and selection process begins the day the vacancy announcement closes

Processing Operations

Action Item	Standard
Issue SF-50s	30 – 45 calendar days from effective date of action
Resolve complex pay issues that are within ARC's control to resolve (e.g., administrative debts and waivers)	30 – 45 calendar days
Provide tickler notices (e.g., supervisory and regular probationary periods, within-grades)	30 – 90 calendars before the effective date

Official Personnel Folder (OPF) Maintenance

Action Item	Standard
Provide a copy of OPF (maximum of 6 OPFs per request)	1 – 3 business days from request date
Request prior service records	1 – 10 business days from receipt of SF-50

Reorganization Requests

Action Item	Standard
Respond to Reorganization Requests	1 – 3 business days
Input reorganization into HR Connect	1 – 14 business days*

*Upon receipt of a final reorganization package that has been approved by the customer

Pay and Leave Administration

Action Item	Standard
Notify potential leave recipients in the Voluntary Leave Transfer Program of approval/disapproval of application	1 – 10 business days after receipt of all necessary documentation

WebTA

Action Item	Standard
Provide webTA training to timekeepers, certifiers, and delegates	As needed
Notice of scheduled system outages	1 week

Employee Benefits

Action Item	Standard
Process properly documented awards	No later than one pay period following receipt
Provide advice and counsel on benefits programs	1 – 2 business days*

*Time frame represents initial contact from ARC

HR Connect/webTA Support Desk

Action Item	Standard
Average speed calls answered	30 seconds or less
Average call abandonment rate	5% or less
Average call abandonment time	60 seconds or less

Report Writing

Action Item	Standard
Provide HR reports, as requested	1-3 business days from initial or revised request

Agreement # : 2051IA07-011

Bureau of the Public Debt
Administrative Resource Center

Treasury Inspector General for Tax Administration
Cost Schedule
10/01/06 - 9/30/07

	Annual Fixed Costs	Annual Variable Costs	Total Agreement Costs
Financial Management Services			
Accounting Services	$458,946	$0	$458,946
Accounting System Services	134,155	0	134,155
Total Financial Management Services	$593,101	$0	$593,101
Travel Services	$565,236	$21,200	$586,436
Procurement Services			
Contract Services	$0	$0	$0
Simplified Acquisition Services	227,980	0	227,980
Procurement System Services	33,831	0	33,831
Total Procurement Services	$261,811	$0	$261,811
Human Resource Services			
Labor & Employee Relations Services	$19,219	$0	$19,219
Benefits Services	224,035	0	224,035
Recruitment & Classification Services	263,191	0	263,191
Personnel Processing Services	298,687	0	298,687
Pay & Leave Services	152,210	0	152,210
Other Services	49,761	0	49,761
HR System Services	96,364	0	96,364
Total Human Resource Services	$1,103,467	$0	$1,103,467
Total Services	**$2,523,615**	**$21,200**	**$2,544,815**

Agreement # : 2051IA07-011

Bureau of the Public Debt
Administrative Resource Center

Treasury Inspector General for Tax Administration

Supplemental Cost Schedule for Variable Costs

10/01/06 - 9/30/07

	Per Item Cost	Estimated Volume	Estimated Cost NTE *
Variable Costs			
Relocation - Transfer Domestic	$2,650	8	$21,200
Relocation - Transfer International	$3,000	0	$0
Relocation - New Appointee	$1,400	0	$0
Relocation - Special Entitlement	$1,000	0	$0
Relocation - Commission Corps International	$1,900	0	$0
Total Variable Relocation Services			**$21,200**

* Variable Costs are set as Not -to-Exceed (NTE). In other words, ARC will not bill more than the stated amount unless a modification is agreed to cover the additional costs.

Note: In process relocations to be converted and completed by RSB will be billed at the full variable price for that particular type of relocation.

Agreement # : 2051IA07-011

Bureau of the Public Debt
Administrative Resource Center

Treasury Inspector General for Tax Administration
Supplemental Cost Schedule for License Costs
10/01/06 - 9/30/07

	Per License Cost	Users	Total License Cost
One Time License Costs			
Oracle Power User	$1,840	0	$0
Prism Buyer	$860	0	$0
Prism Nonbuyer	$320	0	$0
WebTA (Number of Active Employees)	$27	0	$0
Total One Time License Costs			**$0**

	Per License Cost	Users	Total License Cost
Annual Maintenance Costs			
Oracle Power User	$410	0	$0
Prism Buyer	$170	0	$0
Prism Nonbuyer	$70	24	$1,680
WebTA (Number of Active Employees)	$7	851	$5,957
Total Maintenance Costs			**$7,637**

The Customer Agency shall notify ARC using the Access Request Form (PD F 5409 E) when system access is no longer required for users due to departure or assignment to other duties. Notification will occur within one day of an individual's departure or reassignment on friendly terms, and immediately upon an individual's departure or reassignment on unfriendly terms.

Agreement # : 2051IA07-011

Bureau of the Public Debt
Administrative Resource Center

Treasury Inspector General for Tax Administration
FTE and Transaction Volume Analysis
10/01/06 - 9/30/07

	Annual Fixed Costs	Total FTE
Financial Management Services		
Accounting Services	$458,946	4.578
Accounting System Services	134,155	0.691
Total Financial Services	$593,101	5.269
Travel Services	$565,236	5.772
Procurement Services		
Contract Services	$0	0.000
Simplified Acquisition Services	227,980	2.350
Procurement System Services	33,831	0.160
Total Procurement Services	$261,811	2.510
Human Resource Services		
Labor & Employee Relations Services	$19,219	0.222
Benefit Services	224,035	1.822
Recruitment & Classification Services	263,191	2.286
Personnel Processing Services	298,687	3.382
Pay & Leave Services	152,210	1.642
Other Services	49,761	0.461
HR System Services	96,364	0.422
Total Human Resource Services	$1,103,467	10.237
Total Services	$2,523,615	23.788

	06 Counts
Financial Management Services	
Invoice Documents	2,226
Commitment Documents	0
Obligation Documents	44
Billing Documents	38
Collection Documents	138
Travel Services	
Travel Voucher Documents	5,265
Local Voucher Documents	0
Procurement Services	
Purchase Orders	407
Human Resource Services	
# of Employees	844
Personnel Actions (52's)	2,837
Vacancy Announcements Posted	105
Classified Actions	15
Applications Received	1,401
Positions Classified	0
Awards	884
Retirements	33
Corrective Actions	51
Grievances	3
Worker Comp Cases	0