REIMBURSABLE SERVICES AGREEMENT

Agreement No. ARCIA10-0103

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

	(Name)	(Phone)	(Fax)
Admin. Primary Contact:	Larry Koskinen	202-622-8482	202-622-5624
IT Primary Contact:			
Accounting/Finance Contact:	Jennifer Donnan	202-622-5952	202-622-5624
Contracting Officer Contact:	Mervin Hyndman	202-622-7586	202-622-5624

Customer Information:
ALC: 20-04-0001 DUNS/BPN: 126122923 FACTS ID: 20 04

Adm.Funding Information:
Order #: TAS: 2000119 BETC: DISB Estimated Costs: $3,391,739.00

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

Period Covered: 10/1/2009 to 9/30/2010 Total Estimated Costs: $3,391,739.00
Subject to Availability of Funds

Payment Provisions: Monthly Via IPAC

APPROVALS

PROVIDING AGENCY

Michelle L Grade for (Signature) 8/18/09 (Date)
Keith Rake (Typed Name)
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

ALC: 20-55-0861
DUNS/BPN: 126520464
FACTS ID: 2045
TAS: 20X4560.010
BETC: COLL

CUSTOMER AGENCY

(Signature - Financial Manager)
MERVIN HYNDMAN (Typed Name) 8/19/09 (Date)
DIRECTOR, FINANCE & ACCOUNTABILITY/CFO (Title)

(Signature - Program Official)
(Typed Name) (Date)
(Title)

(Signature - Program Official)
(Typed Name) (Date)
(Title)

INTERAGENCY AGREEMENT
BETWEEN

Treasury Franchise Fund Administrative Resource Center	&	Treasury Inspector General for Tax Administration ARCIA10-0103

1. **Purpose and Authority**
The purpose of this Interagency Agreement (IA) is to document the administrative services to be provided to the Requesting Agency by the Servicing Agency, the Administrative Resource Center (ARC), Bureau of the Public Debt (BPD) and set forth the fees to be paid to ARC for such services. This IA authorizes the recovery of all costs incurred by ARC in providing services to the Requesting Agency. Pursuant to the authority of the Treasury Franchise Fund, 31 U.S.C. 322 (note), the parties agree that services will be provided in accordance with the following terms and conditions.

2. **Scope of Services to be Provided**
ARC will provide directly, through another federal agency, or through a contractual relationship, the services described in this IA and attached Services Description(s). The effective management and use of this IA is a shared responsibility of the parties. The parties agree to adhere to the roles and responsibilities outlined in this IA and the Services Description(s). The Services Description(s) contain performance metrics describing the quality of the parties' responsiveness and overall execution of assigned responsibilities. The metrics 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 Requesting Agency during the normal billing cycle.

2.1. Requesting Agency's Responsibilities:

The Requesting Agency certifies that:

2.1.a Its Contracting Officer will consider contracting alternatives and ensure that this IA is in the best interest of the Government, taking into factors, such as suitability, value, and appropriate ARC expertise;

2.1.b All of its funding commitments will be for specific, clearly-defined services for which it has a bona fide need; will meet time limitations; and will be legally available for the services described in this IA. All funding provided will be in accordance with the Requesting Agency's applicable guidelines, Federal Acquisition Regulations (FAR) supplements and statutory authority;

2.1.c A statement of work, or other requirements document, will be provided to ARC prior to contract execution. The Requesting Agency will provide: any unique funding or procurement restrictions applicable to the acquisition or the services being provided as well as the appropriate specifications, including any required determination and findings, justifications, certifications, cost estimates, or other internal approvals;

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

2.1.e The scope of this IA, the Reimbursable Service Agreement (RSA), and any contract entered into for support will not be exceeded;

2.1.f 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 Requesting Agency;

2.1.g 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 Requesting 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 IA. Compliance costs are subject to audit, but not to a refusal to pay by the Requesting Agency.

2.2 ARC's Responsibilities:

ARC certifies that:

2.2.a All funding commitments from the Requesting Agency will be accepted and processed prior to contract execution;

2.2.b All duties and responsibilities under this IA will be performed in accordance with BPD's applicable guidelines, FAR supplements and statutory authority;

2.2.c In securing goods and services for the Requesting Agency, ARC will not exceed the scope of its authority with respect to services provided, fees charged, and agencies assisted;

2.2.d 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.

3. 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 Requesting Agency prior to the beginning of each annual service period.

4. Method for Bill Processing

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

5. Cessation of Services

If ARC decides to discontinue a line of service, at least 90 days written notice shall be given to the Requesting Agency. If a Requesting Agency decides to cease using a line of service with ARC, 90 days written notice must be given to the Executive Director of ARC. A cessation of services requiring notice can result from either a termination of this interagency agreement or from a requesting agency decision to not renew this agreement for the next performance period. If the Requesting Agency cancels the order, ARC is authorized to collect costs incurred prior to cancellation of the order plus any termination costs.

6. **Term and Amendments**
This IA will remain in effect for the time period indicated in the RSA. Any amendments to this IA shall be made in writing and signed by both parties.

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

8. **Resolving Intragovernmental Disputes**
Intragovernmental accounting and contractual disputes shall be resolved in accordance with OMB Bulletin No. 2007-03, Paragraph VII, "Resolving Intragovernmental Disputes and Major Differences" and Section VII of Attachment 1 to the Treasury Financial Manual, Volume 1, Bulletin No. 2007-03. Disputes involving claims settlement and related functions will be handled in accordance with GAO B-275605.

9. **Accounting Schedule**
Guidance on recording accounting transactions, as required by the Intragovernmental Business Rules, is available on each Requesting Agency's individual Web Page. For Requesting Agencies that do not have an individual Web Page, the information is listed on ARC's Home Page. ARC has combined the information from the Treasury Financial Manual into one schedule entitled "Schedule A – TFM Consolidated Accounting Transaction Schedule" and posted it as a link on each Requesting Agency's access site. ARC is responsible for recording these transactions when ARC provides full service accounting.

10. **Freedom of Information Act (FOIA) Requests**
If BPD receives a FOIA request for Requesting Agency Records, the BPD Disclosure Officer will refer the request and send copies of the records to the Requesting Agency's FOIA officer, designated in Schedule B. The Requesting Agency agrees to process such referrals in compliance with FOIA. "Requesting Agency Records" are agency records in BPD files or systems that BPD determines were prepared or maintained for the Requesting Agency. For purposes of FOIA, the parties agree that Requesting Agency's Records are within the Requesting Agency's control to the extent allowed by law, and are deemed to originate with the Requesting Agency. Records in contract files (such as the documents listed in FAR 4.803) are typically Requesting Agency's Records. (Complete Schedule B)

11. **Information Technology Security Processes**
If the Requesting Agency is receiving Information Technology services from ARC, please complete Schedule C.

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

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 sally.layfield@bpd.treas.gov of all the changes.

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 sally.layfield@bpd.treas.gov of all the changes.

Overview/Summary of Services/TIGTA/ARCIA10-0103

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 standard general ledger accounts; preparing and submitting external reports; and performing management and tax reporting, such as prompt payment and EFT compliance and activity reports. 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.

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, reprogrammings, transfers, rescissions, and continuing resolutions. ARC will review funds control settings with the customer annually to ensure appropriate fund 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. ARC will also provide training to COTRs and other approving officials on invoice approval procedures, if requested.

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 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, unless the customer agency has a designated official responsible for this function. ARC will provide CitiDirect system training for cardholders and approving officials, if requested.

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, GWA Account Statement Transactions, and GWA Account Statement Account Summary 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 I, FACTS II, 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, reconciled/unreconciled cash balances reporting, suspense clearing 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.

For non-Treasury customers, ARC will perform prompt pay reporting, EFT reporting, and TIER reporting, if applicable.

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 customers may elect to have ARC personnel execute investment transactions in FedInvest based upon a written investment policy 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. ARC may periodically modify Discoverer reports at the customer's request for their more effective use.

Internal Control Audit
ARC is committed to maintaining a strong internal control environment. ARC will undergo an annual SAS 70 audit of its accounting, procurement 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 audit 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 close, based upon the number of unrecorded paid days remaining in the month. If the customer wishes, ARC can process an automated leave accrual entry. The entry is based on accumulated leave information from the payroll provider and accounting strings most recently charged by the employees.

ARC reconciles payroll related standard general ledger 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 ARC to validate the vendor file data in the Central Contractor Registration System to the vendor file data in Oracle Federal Financials. ARC shall identify and implement daily updates that need to be made to ensure that the vendor data is current. 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. 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 (SPS) processing of payment schedule files generated from the Oracle Federal Financials System or other properly submitted payment requests. Schedules are uploaded, certified, and submitted on a daily basis. On extremely rare occasions, such as office closure due to inclement weather, the daily submission may be canceled if, for any reason, ARC is unable to upload and certify the payment schedule files remotely. 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 non-federal vendors via the Internet using FMS' payment remittance applications. In the event SPS is unavailable, ARC will manually submit payment schedules to FMS by alternative methods approved by FMS.

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 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 them.

General Budget Execution

Funds control within the financial system will be established at the allocation level that will prevent over-obligation of funds by the customer agency. Appropriation, apportionment and allocation totals will be recorded in the financial system as applicable. The customer agency will need to contact ARC to modify allocations (reprogram funds from one object class to another) if necessary. This can be done via email notification.

Key Metrics

- Prompt Payment
- EFT Compliance
- Erroneous Payments
- Emergency Payments
- External Reporting
- Fund Balance With Treasury
- Audit Results
- Payroll
- Vendor File
- Month-end Closing

Major Cost Drivers

- Transactions
- System Users

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, excluding COTR errors	Less than 1%
External Reporting	Percentage of external financial reports completed and submitted by OMB and Treasury due dates	100%
Fund Balance With Treasury	Percentage of fund balance reconciliations with Treasury completed within 15 calendar days of the month-end close	99%
Audit Results	Percentage of audit results with unqualified opinions for items under ARC control and responsibility, including financial statement and SAS 70 audits	100%
Payroll	Percentage of payroll posting within 3 working days of receipt of the payroll and personnel files from the payroll provider/customer Percentage of payroll posting completed before month-end closing	99% 100%
Vendor File	Percentage of routine vendor file changes and additions completed within 24 hours of receipt	99%
Month-end Closing	Maintaining a predetermined closing schedule for accounting periods by 2nd working day of each month	100%

Accounting Systems and Platforms/TIGTA/ARCIA10-0103

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, 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: CCR, payroll, procurement, purchase card, relocation, 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 documented 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 executed against any data element captured in Oracle. 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.

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.
- 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 7:00am until 6:00pm EST, Monday through Friday excluding federal holidays.

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 and maintained for six years and three months.

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. During this process ARC will assess the functional impact of the patch or upgrade and determine if the change is cost beneficial or required to maintain vendor support. Upon successful evaluation, ARC will provide customers a non-production instance for User Acceptance Testing and the test plan used during System Integration Testing when system functionality is impacted.

ARC will make every effort to limit major system changes that are anticipated to have substantial end-user impact, e.g. implementing new application releases, to the months of December through May. ARC will strive to provide 90 days advance notification of any planned major system changes.

System Accessibility
Unless otherwise specified users will access our systems via the internet. Internet access will be limited to the specific government-recognized IP address range provided by the customer. These internet connections will utilize Secure Socket Layer (SSL) to protect the sensitivity of the data being accessed.

FISMA Compliance and Reporting
ARC is responsible for ensuring full FISMA compliance and reporting for the aforementioned systems. Customer organizations should not include these systems in their FISMA reporting to OMB. FISMA compliance items include the following:

- Completion of Certification and Accreditation activities as prescribed by NIST and OMB Circular A-130
- Completion of annual Continuous Monitoring and Testing
- Tracking of Public Debt employee annual security awareness and specialized training
- Other security tasks as mandated by Treasury, OMB, and other governing bodies.

All FISMA related documentation is available for review upon request onsite at Public Debt in Parkersburg, WV. Signed nondisclosure agreements and evidence of appropriate background clearances may be required prior to granting access to documentation.

System Availability
Systems are scheduled to be available with the exception of the required maintenance periods described below.

- Primary weekly maintenance window – 6:00 a.m. to 11:59 p.m. EST every Sunday.
- Secondary weekly maintenance window – 8:00 p.m. to 11:59 p.m. EST every Tuesday.

Monthly close maintenance window – 6 p.m. to 11:59 p.m. EST on 2nd business day of each month. On the day of monthly close the Accounts Receivable module will be 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.

Be advised that while the system may be available on occasion during the weekly maintenance windows, no notice of system unavailability will be provided to users when maintenance is occurring during these times.

After Hours Processing
After 5 p.m. EST constitutes 'After Hours' for Oracle. 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 business days in advance.

Key Metrics

- System Availability
- Timely notice of scheduled system outages
- Month-end closing
- Run-time for standard suite Discoverer reports provided by ARC
- Average call abandonment rate
- Average call abandonment time
- Average time to answer call
- First call resolution

Major Cost Drivers

- Number of users
- Usage of help desk
- Adherence to established application usage procedures
- New or changing Federal system requirements
- Transaction volume

Systems

System Availability	Percentage of time the following systems are available during obligated normal business hours (excluding scheduled maintenance): Oracle Discoverer	99.0%
Timely notice of scheduled system outages	Percentage of time notice is provided to customer(s) concerning scheduled system outages at least 1 week in advance	100%
Timely recovery from hardware component failure	Percentage of time recovery from hardware component failure occurs within 4 hours.	100%
Month-end closing	Maintaining a predetermined closing schedule for accounting periods by 2nd working day of each month	100%
Run-time for standard suite Discoverer reports provided by ARC	Within 5 minutes Within 2 minutes Within 1 minute	95% 90% 75%

Systems Help Desk

Average call abandonment rate	5% or less
Average call abandonment time	60 seconds or less
Average time to answer call	30 seconds or less

Overview/Summary of Services/TIGTA/ARCIA10-0103

The Administrative Resource Center (ARC) provides 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 electronic travel system, system instructions, and travel policy information. The web page and GovTrip 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 GovTrip 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.

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 user 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.
- ARC will work with Northrop Grumman on enhancements, testing of GovTrip upgrades and provide guidance to your organization concerning the GovTrip functionality.
- ARC will keep your organization updated concerning GovTrip functionality and technical issues.

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 Federal 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 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. If overpayments or errors are identified, your agency travel contact will receive notification to declare the overpayment a debt to the government. Upon ARC receiving this declaration, we will initiate one email notification to the appropriate parties as designated by your agency (traveler, approving official, and/or agency travel contact). Your agency will be responsible for pursuing collection from the traveler for all outstanding receivables. For outstanding receivables over 60 days, your agency will notify ARC of which course of action to take; commence with formal debt collection process, write off debt (taxable income to individual), or waive the debt. All formal debt collection requests will be forwarded to ARC Accounting Services Division for action. A quarterly Travel Audit Summary report of the audit results will be sent to the agency travel contact. Agencies may elect to have their own sampling pool at an additional cost.

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	**11/12/08 – 11/11/10** $13.50 $6.25
AMEX TMC fee (charged to travelers individually billed account or the centrally billed account)		
Self Service Domestic and International Travel with Air		$4.35
Self Service Domestic and International Travel with no Air (Lodging and/or Rental Car Only)		$4.00
Non-Self Service Domestic and International Travel without Air or		$17.50

Rail (Lodging and/or Rental Car Only)		
Non-Self Service Domestic Travel with Air or Rail		$28.25
Non-Self Service International Travel with Air or Rail		$37.00

Implementation and Training

Travel System Setup and Maintenance

ARC will setup, maintain, test and update the travel system and accounting system as necessary. This includes maintaining system audits and edits, security tables, interfaces, routing lists, accounting, etc. GovTrip will be setup to allow for electronic travel documents to interface with the Oracle Federal Financials accounting system eliminating duplicate data entry.

GovTrip Training

ARC will provide necessary training for GovTrip users when requested. 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. An additional cost may apply based upon the number of training sessions conducted for your agency.

Value Added Travel Services

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 ARC Travel Guide 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 Guide policy questions.
- ARC will provide a Travel 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 your agency has more than 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.

Key Metrics

- Average time to answer call
- Average call abandonment rate
- Average call abandonment time
- Sampling Completed
- Voucher Submitted for Payment
- Centrally Billed Account Reconciliation

Major Cost Drivers

- Volume of transactions
- Complexity of transactions

administrative resource center

Travel Help Desk

Average time to answer call	30 seconds or less
Average call abandonment rate	5% or less
Average call abandonment time	60 seconds or less

Temporary Duty Document Processing

Sampling Completed	Percentage completed within 30 days from last day of month of travel voucher paid date	98%
Voucher Submitted for Payment	Percentage submitted for payment within 2 business days from the date Northrop Grumman transmits a proper payment file to ARC.	95%
Centrally Billed Account Reconciliation	Percentage of centrally billed accounts reconciled and paid within 30 days of receipt of a proper invoice.	98%

Overview/Summary of Services/TIGTA/ARCIA10-0103

ARC will provide Permanent Change of Station (PCS) and 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 regulations related to travel 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 (as identified in the Travel Reimbursement Process section below) 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 7:00am – 4:30pm 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.

PCS Services

PCS Travel Authorization Process

The customer agency will initiate the relocation process by notifying ARC of a relocating employee through a request for relocation form and provide the following:

- Employee name
- Employee's new office and division
- Enter On Duty date / Report 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
- 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.

ARC currently procures Home Sale Assistance and related services through its third party relocation service provider on a GSA schedule. If the customer agency chooses to authorize Home Sale Assistance services, the relocation coordinator will explain the available services to the interested employee and make arrangements for services with the service provider. Due to national housing market conditions, ARC does not guarantee that Home Sale Assistance and

related services on GSA schedule will be available. If Home Sale Assistance and related services through GSA are limited or unavailable, ARC will explain other options available to the customer agency.

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 best value to the government determined by factors such as cost, availability, quality of service, 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
- En Route travel
- Miscellaneous expenses
- Temporary quarters
- Real estate purchase and sale

- Temporary storage over 30 days
- 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.

ARC will withhold applicable social security taxes on relocation payments and enter the taxable social security wages from those relocation payments into National Finance Center's (NFC) system for purposes of reaching the cap on social security wages only. ARC will monitor social security wages in NFC's system on applicable employees and discontinue withholding social security taxes on relocation payments we make when the cap is reached each year. For any over-withholding of social security taxes, the employee will be responsible for claiming a refund for their portion on their tax return. ARC will not request a refund for the customer agency's share of over-withheld taxes unless requested by the customer as determined on a case by case basis.

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 perform or obtain prepayment audits from an approved service provider. ARC will send paid invoices to GSA for post payment audit.

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.

When receivables are identified, your agency travel contact will receive notification to declare the receivable a debt to the government. Upon ARC receiving this declaration, we will initiate one email notification to the appropriate parties as designated by your agency (traveler, approving official, and/or agency travel contact). Your agency will be responsible for pursuing collection from the traveler for all outstanding receivables. For outstanding receivables over 60 days, your agency will notify ARC of which course of action to take; commence with formal debt collection process, write off debt (taxable income to individual), or waive the debt. All formal debt

collection requests will be forwarded to ARC Accounting Services Division for action. A quarterly Travel Audit Summary report of the audit results will be sent to the agency travel contact.

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.

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.

Value Added Travel Services (Optional – Additional Charges May Apply)

Briefings
When requested, ARC's relocation coordinators will come on-site to brief groups of relocating employees on their entitlements.

Key Metrics

- Make initial contact with relocating employee
- Contact relocate to setup counseling session
- Submit complete voucher for signature
- Process relocation payment voucher in Oracle

Major Cost Drivers

- Volume of relocations

- Complexity of relocations

Under normal circumstances ARC will:

Make initial contact with relocatee	Percentage of contacts made within 1 business day after receipt of a complete and approved relocation request from agency	90%
Contact relocatee to setup counseling session	Percentage of contacts made within 1-3 business days of receipt of complete and approved relocation request from agency	90%
Submit complete voucher for signature	Percentage submitted after receiving complete and accurate information as follows: Category 1: Domestic En Route, House hunting, 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*	80% 80%
Process relocation payment voucher in Oracle	Percentage completed within 1-5 business days	90%

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

Overview/Summary of Services/TIGTA/ARCIA10-0103

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).

Procurement Services

In executing contract actions on behalf of the Customer Agency, ARC will allocate the socio-economic credit to the Customer Agency at the lowest FIPS 95-2 Agency/Bureau component as the Customer Agency specifics. If the code is not provided, ARC will allocate the credit to the highest Customer Agency FIPS 95-2 Code.

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 preliminary 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 will represent the customer requesting agency throughout the acquisition cycle. Their responsibilities include, but are not limited to, the coordination of all required program office actions, placing task orders and providing assistance during administration of the contract.

COTRs must have a minimum of 40 hours of verifiable training and maintain their skills currency through continuous learning. Training may be obtained through the Federal Acquisition Institute, The Defense Acquisition University, commercially available sources, or colleges. Once an employee becomes FAC-COTR certified they must earn 40 hours of continuous learning points every two years. ARC is available to assist with continuous learning, to include providing training tailored to meet individual agency needs.

The customer will be asked to provide documentation to initiate the contracting process. This may include, but is not limited to, a procurement history, statement of work/performance work statement, 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.

RESPONSIBILITIES 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

- Determine the best acquisition strategy based on Federal and Treasury regulations, customer agency input, and market conditions
- Assist customer agencies in the development of the contract requirements
- 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.

Key Metrics

- Less than $25,000.00
- Greater than $25,000.00
- Large Schedule Orders
- Commercial Items
- Uniform Contract Format (UCF) Contracts except Cost Reimbursement
- Cost Reimbursement Contracts
- Administrative Modification (Includes COTR Changes, Funding Changes and Address Changes)
- Other than Administrative Modification (Excludes contractor name changes and novations)
- Claims/Ratifications

- Application Processing
- A/OPC Customer Support (Phone/E-mail Inquiries)
- Urgent Requests (Examples include card declinations, lost/stolen cards, etc..)
- Non-Urgent Requests (Examples include non-urgent limit increases, normal account closures, etc..)

Major Cost Drivers

- Number of procurement actions
- Complexity and dollar value of procurement actions
- Number of purchase card holders

Open Market Acquisitions Under $100K and Delivery Orders Under Existing Contracts (Purchase Orders/Delivery Orders/Blanket Purchase Agreements)

Less Than $25,000.00	Percentage completed in 1 - 15 Business Days	***
Greater than $25,000.00	Percentage Completed in 15 - 45 Business Days	***

All Simplified Acquisition 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 Actions

Large Schedule Orders	Percentage completed in 30 - 90 Business Days	***
Commercial Items	Percentage completed in 45 - 120 Business Days	***
Uniform Contract Format (UCF) Contracts except Cost Reimbursement	Percentage completed in 90 - 180 Business Days	***
Cost Reimbursement Contracts	Percentage completed in 150 - 270 Business Days	***
Administrative Modifications (Includes COTR Changes, Funding Changes, and Address Changes)	Percentage completed in 1 -15 Business Days	***
Other than Administrative Modification (Excludes contractor name changes and novations)	Percentage completed in 1 - 30 Business Days	***
Claims/Ratifications	Percentage completed in 14 - 60 Calendar Days	***

All Contract Action 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, 3. the number and quality of proposals/quotes received, and 4. a timely and complete evaluation of technical proposals.

*** Insufficient data exists at this time to establish a valid baseline standard / target. ARC will commit to a target % value after reviewing one year of performance metrics.

Purchase / Fleet Cards

Application Processing	Percentage completed in 1 - 5 Business Days	***
A/OPC Customer Support (Phone/E-mail Inquiries)	Percentage completed in 1 - 3 Business Days	***
Urgent Requests (Examples include card declinations, lost/stolen cards, etc...)	Percentage completed within 1 Business Day	***
Non-Urgent Requests (Examples include non-urgent limit increases, normal account closures, etc...)	Percentage completed in 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.

*** Insufficient data exists at this time to establish a valid baseline standard / target. ARC will commit to a target % value after reviewing one year of performance metrics.

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Procurement Systems and Platforms/TIGTA/ARCIA10-0103

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, contracts, and other award related documents. 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.
- Discoverer report creation/modification.

System Training

ARC will provide all necessary training for PRISM and Discoverer. 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 7:00am until 6:00pm EST, Monday through Friday excluding federal holidays.

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 and maintained for six years and three months.

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. During this process ARC will assess the functional impact of the patch or upgrade and determine if the change is cost beneficial or required to maintain vendor support. Upon successful evaluation, ARC will provide customers a non-production instance for User Acceptance Testing and the test plan used during System Integration Testing when system functionality is impacted.

ARC will make every effort to limit major system changes that are anticipated to have substantial end-user impact, e.g. implementing new application releases, to the months of December through May. ARC will strive to provide 90 days advance notification of any planned major system changes.

System Accessibility

Unless otherwise specified users will access our systems via the Internet. Internet access will be limited to the specific government-recognized IP address range provided by the customer. These Internet connections will utilize Secure Socket Layer (SSL) to protect the sensitivity of the data being accessed.

FISMA Compliance and Reporting

ARC is responsible for ensuring full FISMA compliance and reporting for the aforementioned systems. Customer organizations should not include these systems in their FISMA reporting to OMB. FISMA compliance items include the following:

- Completion of Certification and Accreditation activities as prescribed by NIST and OMB Circular A-130
- Completion of annual Continuous Monitoring and Testing
- Tracking of Public Debt employee annual security awareness and specialized training
- Other security tasks as mandated by Treasury, OMB, and other governing bodies.

All FISMA related documentation is available for review upon request onsite at Public Debt in Parkersburg, WV. Signed nondisclosure agreements and evidence of appropriate background clearances may be required prior to granting access to documentation.

System Availability

Systems are scheduled to be available with the exception of required maintenance periods described below.

- Primary weekly maintenance window – 6:00 a.m. to 11:59 p.m. EST every Sunday.
- Secondary weekly maintenance window – 8:00 p.m. to 11:59 p.m. EST every Tuesday.

Be advised that while the system may be available on occasion during the weekly maintenance windows, no notice of system unavailability will be provided to users when maintenance is occurring during these times.

Key Metrics

- System Availability
- Timely notice of scheduled system outages
- Run-time for standard suite Discoverer reports provided by ARC
- Average call abandonment rate
- Average call abandonment time

- Average time to answer call
- First call resolution

Major Cost Drivers

- Number of users
- Usage of help desk
- Adherence to established application usage procedures
- New or changing Federal system requirements
- Transaction volume

Systems

System Availability	Percentage of time the following systems are available during obligated normal business hours (excluding scheduled maintenance): PRISM Discoverer	99.0%
Timely notice of scheduled system outages	Percentage of time notice is provided to customer(s) concerning scheduled system outages at least 1 week in advance	100%
Timely recovery from hardware component failure	Percentage of time recovery from hardware component failure occurs within 4 hours.	100%
Run-time for standard suite Discoverer reports provided by ARC	Within 5 minutes Within 2 minutes Within 1 minute	95% 90% 75%

Systems Help Desk

Average call abandonment rate	5% or less
Average call abandonment time	60 seconds or less
Average time to answer call	30 seconds or less

administrative resource center

Overview/Summary of Services/TIGTA/ARCIA10-0103

The Administrative Resource Center (ARC) provides a full range of human resources services (i.e., classification and staff acquisition, processing operations; pay and leave administration; employee benefits; workers' compensation; 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.

Authority

For the period of this agreement, the customer delegates to and authorizes ARC and its employees to conduct the activities necessary to provide the services described in this service description.

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. 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).

Classification & Staff Acquisition

Classification

Services include:

- Assisting managers in describing duties and responsibilities and finalizing position descriptions (PDs). Providing sample PDs when available, and assisting with identifying criteria to support certain grade levels.
- Maintaining all PDs and coversheets in an electronic format. The customer agency agrees to provide copies of PDs 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 PDs 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, bargaining unit determinations, sensitivity level, and financial statements required.
- Determining FLSA level designations on new positions.
- 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. Prior to announcing a position, ARC must have a viable PD and coversheet to work from and be in receipt of a recruit request.

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 with 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 Experience Program, Veterans programs, Federal Career Intern Program).
- Setting pay, including providing guidance on pay flexibilities (e.g., recruitment and retention incentives, and superior qualifications appointments).
- 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.

The customer agency will provide subject matter experts (SMEs) to work with an ARC specialist in filling vacancies—particularly in preparing evaluation criteria, 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 Administrative Careers With America, 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 CPDF 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.

Major Cost Drivers

- Number of classification actions
- Complexity of classification (e.g. reorganization frequency, number of PDs, recency of classifications, lack of standardized PDs, lack of established career ladders, variety of occupational series, etc.)
- Number of vacancies posted
- Number of applications received
- Complexity of staff acquisition (e.g., multiple pay plans, use of multiple/unusual hiring authorities, non-Title 5 actions, hard-to-fill positions, multiple bargaining units, etc.)

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). Customer agency agrees to provide complete and legally sufficient (e.g., authorized/signed prior to the effective date, correct legal authority and all required remarks, etc.) signed hard copy SF-52 for disciplinary/adverse actions.
- 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 and distributing certification letters for within-range increase (WRI) and probationary periods.
- Processing court-ordered garnishments (e.g., child support, alimony, commercial, bankruptcy) 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).
- Processing reorganizations, including the establishment of new organizational structures and realigning existing organizational structures. Customer agency agrees to discuss with ARC the timeframes for processing realignments prior to announcing effective date to organization.
- Processing personnel actions associated with settlement agreements. Customer agency agrees to discuss with ARC the complexities of processing proposed actions and timeframes for processing prior to signing 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:

- 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.

Major Cost Drivers

- Number of employees
- Number of personnel actions
- Use of automated systems (i.e., HRConnect v. E-52)
- Number and complexity of reorganizations
- Pre-existing errors/corrective action required

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 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 two timekeeping audits per quarter whereby a randomly selected timekeeper is 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.

Major Cost Drivers

- Customer size and complexity
- Number of existing errors/issues
- Customer need/desire for on-going training and/or face-to-face meetings
- Amount of activity in the Leave Transfer Program
- Special projects

Employee Benefits

Employee Benefits and Retirements

Services include:

- Advising and counseling on benefits programs (TSP, FEHB, FEGLI, FSA, FLTCI, FEDVIP, and retirement).
- Providing retirement estimates.
- Providing counseling and estimates to employees on military and civilian service deposits.
- Advising and assisting employees in completing benefit forms, including retirement packages and service deposits.
- Communicating Benefits Open Season information to employees.
- Providing new employee orientation information via the ARC customer website. The customer is responsible for 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 service pins, special act and length of service 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.

Major Cost Drivers

- Number of employees
- Number of awards

- Number of retirements
- Customer expectations on turnaround time/time allotted
- Pre-existing errors/corrective action required

Labor and Employee Relations

Employee Relations

Services include:

- Administering the performance management program including:
  - Processing performance appraisals and performance based awards.
  - Providing award certificates to the customer agency for signature.
  - Administering the unemployment compensation program through a subcontract. (The customer agency agrees to pay for subcontractor services.)

Major Cost Drivers

- Number of performance awards given
- Number of award certificates given

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 navigation and use of the webTA system.
  - 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, as appropriate.
- 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 webTA.

webTA Reports
webTA Reports is the web-accessible reporting tool that ARC provides customer agencies in conjunction with webTA. webTA Reports 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.
- Report creation/modification.

System Backups
System backups are performed nightly and stored onsite for two weeks. After two weeks complete backups are sent offsite and maintained for six years and three months.

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. Internet access will be limited to the specific government-recognized IP address range provided by the customer. These Internet connections will utilize Secure Socket Layer (SSL) to protect the sensitivity of the data being accessed.

System Availability
Standard hours of system availability are 5 a.m. to 1 a.m. EST with the exception of required maintenance periods described below.

- Primary weekly maintenance window - 1 a.m. Sunday to 1 a.m. EST Monday every week.
- Secondary weekly maintenance window – 8 p.m. Tuesday to 1 a.m EST Wednesday every week.
- Nightly backup maintenance window – 1 a.m. to 5 a.m. EST every day.

Be advised that while the system may be available on occasion during the aforementioned primary and secondary weekly maintenance windows, no notice of system unavailability will be provided to users when maintenance is occurring during these times.

Major Cost Drivers

- Number of users supported
- Complexity of supported application(s)
- Number of report requests
- Complexity of report requests

Major Cost Driver applicable to all HROD service offerings:

- Extent to which other HROD service offerings are used

Overview

The following is a list of metrics that the customer agency may use to measure the level of service provided by the Administrative Resource Center (ARC) based on the Memorandum of Understanding (MOU). ARC's success in performing up to the standards/targets is dependent upon positive communication, teamwork, and timely interaction between the customer agency representatives and ARC.

Classification

Classification of positions	Percentage completed in 1-15 business days	85%
Minor pen and ink changes to position descriptions	Percentage completed in 1-3 business days	85%
Signed position description issued to customer	Percentage completed in 1-2 business days	85%

Staff Acquisition

Posting vacancy announcements	Percentage completed in 1-3 business days	90%
Shared (ARC and customer) 45-day hiring model (screening and selection)	Percentage completed in 1-45 business days (starting the day after the vacancy announcement closes)	75%
ARC portion of 45-day hiring model (screening applicants, applying veterans' preference, ranking qualified applicants, issuing certs, and extending tentative job offers)	Percentage completed in 1-13 business days (starting the day after the vacancy announcement closes)	80%

Processing Operations

Resolve complex pay issues that are within ARC's control to resolve (e.g., administrative debts and waivers)	Percentage completed in 1-45 calendar days	80%
Provide tickler notices (e.g., supervisory and regular probationary periods, within-grades)	Percentage completed 30-90 calendar days before the effective date	90%

Official Personnel Folder (OPF) Maintenance

Provide a copy of OPF (maximum of 6 OPFs per request)	Percentage completed in 1-3 business days from request date	90%

Pay and Leave Administration

Notify potential leave recipients in the Voluntary Leave Transfer Program of approval/disapproval of application	Percentage completed in 1–5 business days after receipt of all necessary documentation	95%
Release lump-sum payment for unused annual leave to separated employees (assumes all issues are within ARC's control to resolve)	Percentage completed in 1-28 days after the final paycheck is issued	80%

Workers' Compensation

File CA-1/CA-2 claim forms with Department of Labor	Percentage completed in 1–10 business days after receipt of all necessary documentation	90%
File CA-7 claim forms with Department of Labor	Percentage completed in 1–5 business days after receipt of all necessary documentation	90%

Employee Benefits

Process properly documented awards	Percentage completed no later than 1 pay period following receipt	90%
Retirement packages submitted to payroll office (for retirement requests received at least two weeks before the proposed effective date of the retirement)	Percentage completed in 1-3 business days following the effective date of the retirement	80%

Report Writing

Provide HR reports, as requested	Percentage completed in 1-3 business days from initial or revised request	85%

HR Systems Support Desk

Average time to answer call	30 seconds or less
Average call abandonment rate	5% or less
Average call abandonment time	60 seconds or less

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Bureau of the Public Debt
Administrative Resource Center

Treasury Inspector General for Tax Administration

Cost Schedule
10/01/09 - 9/30/10

	Annual Fixed Costs	Annual Variable Costs	Total Annual Costs	Total Agreement Costs
Financial Management Services				
Accounting Services	$561,508	$0	$561,508	$561,508
Accounting System Services	133,779	0	133,779	133,779
OIT Costs Oracle	129,127	0	129,127	129,127
Total Financial Management Services	$824,414	$0	$824,414	$824,414
Travel Services				
Travel Services	$676,120	$32,916	$709,036	$709,036
Travel System Services	28,556	0	28,556	28,556
Total Travel Services	$704,676	$32,916	$737,592	$737,592
Procurement Services				
Procurement Services	$326,185	$0	$326,185	$326,185
Procurement System Services	65,360	0	65,360	65,360
OIT Costs Prism	18,825	0	18,825	18,825
Total Procurement Services	$410,370	$0	$410,370	$410,370
Human Resource Services				
Labor & Employee Relations Services	$18,924	$0	$18,924	$18,924
Benefits Services	253,430	0	253,430	253,430
Staff Acquisition & Classification Services	473,990	0	473,990	473,990
Personnel Processing Services	345,443	0	345,443	345,443
Pay & Leave Services	176,806	0	176,806	176,806
Business & System Management Services	75,053	0	75,053	75,053
HR/BTD System Services	55,027	0	55,027	55,027
OIT Costs WebTA	20,690	0	20,690	20,690
Total Human Resource Services	$1,419,363	$0	$1,419,363	$1,419,363
Total Services	**$3,358,823**	**$32,916**	**$3,391,739**	**$3,391,739**
Total Agreement				**$3,391,739**

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Bureau of the Public Debt
Administrative Resource Center

Treasury Inspector General for Tax Administration
Supplemental Cost Schedule for Variable Costs
10/01/09 - 9/30/10

	Per Item Cost	Estimated Volume	Estimated Cost NTE *
Variable Relocation Costs			
Relocation - New Appointee Domestic	$1,908	4	$0
Relocation - Transfer Domestic	$3,612	7	$0
Relocation - Transfer International	$4,045	0	$0
Relocation - Limited Benefits - International	$2,544	0	$0
Relocation - Special Entitlement	$789	0	$0
Total Variable Relocation Services			**$32,916**

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

Note 2: Fees for cancelled relocations may be billed as follows:
No fee for relocations cancelled prior to creating the authorization.
A partial fee equal to the Special Entitlement fee will be charged for relocations that are cancelled after the authorization has been prepared.
The applicable full fee will be charged for relocations that are cancelled after both the authorization and one or more vouchers have been prepared.

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.

New Hire Domestic Rate Includes:
Domestic - New Hire, Commissioned Corps, IPA, SES Last Move Home,and all Fellowships

Transfer Domestic Rate Includes:
Domestic - Transfers and Temporary Change of Station (TCS)
Return from TCS may be processed as new PCS order depending on complexity

Transfer International Rate Includes:
International - Transfers and Temporary Change of Station (TCS)
Return from TCS may be processed as new PCS order depending on complexity

Limited Benefit International Rate Includes:
International - New Hire, Commissioned Corps, IPA, SES Last Move Home, and Return for Separation

Limited Real Estate & HHG Rate Includes:
Relocation Services limited to arranging shipment and storage of HHG and home sale services

Special Entitlement Rate Includes:
Certain authorized travel related to International assignments

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Bureau of the Public Debt
Administrative Resource Center

Treasury Inspector General for Tax Administration
FTE Analysis
10/01/09 - 9/30/10

	Annual Fixed Costs	Total FTE
Financial Management Services		
Accounting Services	$561,508	4.670
Accounting System Services	133,779	0.897
OIT Costs Oracle	129,127	0.000
Total Financial Services	$824,414	5.566
Travel Services		
Travel Services	$676,120	5.982
Travel System Services	28,556	0.185
Total Travel Services	$704,676	6.167
Procurement Services		
Procurement Services	$326,185	2.630
Procurement System Services	65,360	0.449
OIT Costs Prism	18,825	0.000
Total Procurement Services	$410,370	3.079
Human Resource Services		
Labor & Employee Relations Services	$18,924	0.173
Benefit Services	253,430	1.784
Staff Acquisition & Classification Services	473,990	3.433
Personnel Processing Services	345,443	3.434
Pay & Leave Services	176,806	1.614
Business & System Management	75,053	0.681
HR System Services	55,027	0.323
OIT Costs WebTA	20,690	0.000
Total Human Resource Services	$1,419,363	11.442
Total Services	**$3,358,823**	**26.254**