
ARC Monthly Bulletin – February 2010

Valuable information for ARC's customers

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1. ARC Customer Conference – Mark Your Calendar

Planning is underway for the 2010 ARC Customer Conference. The date of the conference has been set for June 9, 2010, and we will be scheduling other activities and meetings around the conference. We are excited to announce that it will take place in Parkersburg, WV this year, which will allow attendees an added bonus of meeting their servicing ARC personnel and visiting our facilities. This change is based on feedback we received from attendees last year. More details of the upcoming conference will be provided soon, but mark your calendars now for this exciting event. For more information, please contact Jessica Metz at 304-480-5527 or jessica.metz@bpd.treas.gov.

2. Prices Decrease for Relocation Home Sale Services

ARC's relocation home sale service (i.e., guaranteed home sale) customers will benefit from reduced pricing. As of January 11, 2010, ARC's service provider, Primacy Relocation, has reduced their pricing on the GSA Schedule 48. As a result of ARC modifying its BPA to incorporate the reduced pricing, our customers will see a decrease in fees for these services. For more information, please contact Lee Buckingham at 304-480-8420 or lee.buckingham@bpd.treas.gov.

3. BPD Identified As One Of Six GSA Relocation Resource Centers

The General Services Administration (GSA) has recently posted aggregated information from Federal agencies that offer relocation services to other Federal agencies on a fee-for-service basis. The Bureau of the Public Debt's Administrative Resource Center is one of six agencies GSA has identified as Relocation Resource Centers (RRC). RRCs offer permanent change of station services in the areas of: home sale, household goods, storage, employee counseling, and taxes. For more information, please contact Diana Bonnell at 304-480-5573 or diana.bonnell@bpd.treas.gov.

4. Home Sale Services Provider Primacy Relocation Acquired by Cartus

On January 21, 2010, Cartus Corporation acquired Primacy Relocation, ARC's provider of guaranteed home sale and other home sale services. Primacy continues to operate under their current name and we foresee this acquisition as being virtually transparent to our customers. For more information, please contact Lee Buckingham at 304-480-8420 or lee.buckingham@bpd.treas.gov.

5. Cost Savings

Office of Management and Budget issued guidance on July 29, 2009, requiring agencies to provide procurement related savings reports to customers. The report will cover eight cost savings categories and provide basic information about the award including the amount of savings. The cost savings categories are: Negotiated, Competition Savings, GSA Discounts, Strategic Sourcing, Change in Terms and Condition, Other, Not Applicable, and None. The savings will be calculated on the obligation amount. For more information on this report, contact the team lead or manager servicing your agency at 304-480-7137.

6. FPDS Funding Office ID

On February 26, 2010, the Federal Procurement Data System (FPDS) is upgrading to v1.4. In this version, entry of the Funding Office ID is required. Currently, only the Funding Agency ID is required. ARC has determined that many procurement customers do not have Funding Office IDs established in FPDS. Without the codes, the ARC procurement office will be unable to finalize required FPDS records for customer procurements.

ARC does not have system administration rights for customer agencies and is unable to establish the codes in FPDS. FPDS personnel have suggested that customers provide a delegation of authority to ARC on agency letterhead granting access to their contracting agency IDs in FPDS. This will give ARC the ability to set up the Funding Office IDs on behalf of our customers. ARC will confirm with customers what codes and descriptions they want set up in the system, if any. In most cases, small agency Funding Office ID will be the same as the Funding Agency ID. For larger agencies it may be necessary for the Funding Office ID to be different. Without the delegation of authority, each customer will be required to designate a system administrator within their agency, have them obtain a FPDS user ID and password, and add the Funding Office IDs themselves. For more information on this report, contact the team lead or manager servicing your agency at 304-480-7137.

7. Reliability and Information Security - Hand in Hand

Minimizing the frequency and impact of service denial attacks is one factor contributing to ARC's ability to deliver quality, reliable IT Services to customers. To help with this, ARC gives significant attention to information security awareness and education for our staff. Like other Federal operations, all employees complete security awareness training each year. However, ARC goes much further in promoting security awareness. New employees must complete information security training and also accept our IT Rules of Behavior before gaining access to our systems. Employees must also attend our End User Security class. Additionally, we continually educate all employees through monthly security newsletters, bulletin board displays, and intranet articles and updates. Security education is not a once a year compliance obligation to us. It is a continuous presence, and has been recognized by the Federal Information Systems Security Educators' Association on several occasions. For additional information, please contact David Kurtz at 304-480-7979 or david.kurtz@bpd.treas.gov.

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