Overview/Summary of Services//ARC

ARC Financial Management Services provides a full range of accounting services including the following services: financial management system platform, budget processing, vendor and employee record maintenance/reporting, accounts payable (AP), accounts receivable (AR) and debt collections, receivable reporting, purchase and fleet card, payroll accounting, cash, accounting and reporting. Additional services that are optionally offered to ARC's full service accounting customers depending on need and/or preference include: investment accounting, budget reporting (MAX), Intragovernmental reporting & analysis, payroll projections, budget analysis, extended record retention services, and budget formulation and performance management.

The customer authorizes ARC to input and store information in electronic systems used by ARC. Access to these systems is controlled by user IDs and passwords in accordance with relevant laws, regulations, security requirements, privacy act and policies, such as:

- Coordination of Federal Information Policy [44 USC Ch. 35] which includes Federal Information Security Modernization Act (FISMA) of 2014 [PL 113-283]
- Recommended Security Controls for Federal Information Systems and Organizations [NIST SP 800-53, Revision 4]
- Guide for Developing Security Plans for Federal Information Systems [NIST SP 800-18, Revision1]

ARC will maintain the supporting documentation related to transactions processed and reconciliations or reports prepared, including both electronic and paper records, in accordance with the current Fiscal Service File Plan. Records retained are available for review and audit as needed. Records will be destroyed at the end of their retention period.

☑ Financial Management System Platform Services

Description

Oracle Federal Financials
ARC's core financial management application is used to account for all financial transactions. These transactions are entered into Oracle either manually or via interface from ancillary systems. Modules of Oracle in operation include:

- Budget Execution
- Purchasing
- Accounts Payable
- Accounts Receivable
- General Ledger
- Project Costs/Billing
- Fixed Assets

ARC utilizes Oracle multi-org functionality providing data security and segregation of multiple customer agencies within a single instance of the application. In this environment, all customer agencies retain substantial flexibility in configuring their operating unit within the system. 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 U.S. Standard General Ledger codes, and Office of Management and Budget (OMB) Object Classes.

ARC has developed integration between Oracle and the following:

Integrated Government Wide:
- Cash
- Payroll
- Intra-Governmental Payment and Collection (IPAC)
- Invoice Processing Platform (IPP)
- System for Award Management (SAM)
- Secure Payment System (SPS)
- Governmentwide Treasury Account Symbol (Trial Balance-GTAS)

Integrated Stand alone:
- Citibank
- Travel/Relocation MoveLinq
- Concur Travel

Data Imports:
- AP Invoice
- AR Customer
- AR Invoice
- Budget
- Fixed Assets
- General Ledger
- Purchase Orders

ARC's standard process for receiving data files from feeder or legacy systems is to do so via Secure File Transfer Protocol or Secure Hyper Text Transfer Protocol.

Reporting:

Oracle Discoverer
Oracle Discoverer is a web accessible reporting tool that allows for real-time queries to be executed against any data elements captured in Oracle. Discoverer is also available to generate reports from our custom Payroll Projection system.

The user can view real-time data in various ways including drill up/down capabilities. The user may also download report data to a spreadsheet or other desktop applications.

Oracle Business Intelligence Extended Edition (OBI)
OBI is a web accessible reporting tool for real-time data query and analytics capabilities of Oracle data.

OneStream
OneStream XF is a cloud based solution for financial consolidation and reporting, including financial statements, notes, and reconcilations. OneStream XF provides customers the ability to see draft statements, review reports, drill down on transactions to lower levels, and has multiple user roles available.

System:

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 Transport Layer Security (TLS) to protect the sensitivity of the data being accessed.

System Help Desk
- Provide complete help desk services to answer all system questions from the user community
- Provide telephone support between the hours of 7:00 am until 6:00 pm Eastern Time (ET), Monday through Friday excluding federal holidays

FISMA Compliance and Reporting
ARC is responsible for ensuring full Federal Information Security Management Act (FISMA) compliance and reporting for the aforementioned systems. As a result, customer agencies should not include these systems in their FISMA reporting to OMB. FISMA compliance items include:

- Completion of Security Assessment and Authorization activities as prescribed by National Institute of Standards and Technology and OMB Circular A-130
- Completion of annual Continuous Monitoring and Testing
- Tracking of Fiscal Service employee annual Security Awareness and Specialized Training

All FISMA related documentation is available for review upon request onsite at Fiscal Service in Parkersburg, WV. Documentation that relates to Oracle Managed Cloud Services' (OMCS)

General Support System, located in Austin, TX, is available for review twice per year—the first week of May and the first week of November. ARC provides customers with advance notice of these reviews and coordinates all OMCS site visits in Parkersburg, WV and Reston, VA. 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. [1]

- Primary weekly maintenance window – 6:00 am to 11:59 pm ET every Sunday
- Secondary weekly maintenance window – 8:00 pm to 11:59 pm ET every Tuesday
- The monthly close maintenance window is 6:00 pm to 11:59 pm ET on second business day of each month. ARC will commence the monthly closing process promptly at 6:00 pm ET

After Hours Processing
Any time after 5:00 pm ET 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 global cross validation rule
- Summary template maintenance
- Year-end close process for any Treasury Symbol(s)

Requests for "After Hours" processing support must be received in writing from approved personnel by 3:00 pm ET.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Help Desk		
Request new user application access via the Access Request Form		X
Validate application users and responsibilities annually		X
Notify ARC when user access is no longer required		X
Reset passwords for agency Oracle and Discoverer/OBI users		X
Answer questions on how to use Oracle and OBI systems	X	
Create and maintain Accounting Flexfield (AFF) values	X	
Answer Vendor and COR questions regarding IPP	X	
Application Administration		
Provide full application administration of the Oracle platform • Create and maintain user roles and responsibilities • Create and maintain system security profiles • Create and maintain site specific system configurations	X	

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[1] While the system may be available during the weekly maintenance windows, a notice of system unavailability will not be provided to users.

• Maintain and troubleshoot all interfaces • Maintain a standard suite of reports • Perform monthly and year-end closing activities		
Maintain Federal Information Security Management Act (FISMA) compliance and perform related reporting	X	
System Training		
Ensure users are trained on ARC applications		X
Provide training for Oracle and OBI users	X	
Work with the customer agency during implementations or significant upgrades to develop a detailed training plan	X	
Provide a training facility in the Washington, DC area or train at the customer location assuming adequate facilities exist. On-line or remote training is also available	X	
System Backups		
Conduct production system backups in a manner that meets current Federal requirements	X	
Store data backups at offsite locations for a minimum of six years	X	
Software Maintenance		
Provide resources to participate in User Testing of application changes		X
Conduct System Integration Testing (SIT) on all vendor functional upgrades and patches	X	
Remain current on security patches and application, database, and operating system versions.	X	
Develop and test custom enhancements to the financial management system based on approved customer needs not met within the core product	X	
Perform software upgrades as improvements are made or problems encountered	X	
Provide a non-production instance for User Testing and the test plan used during System Integration Testing when system functionality is impacted	X	
Provide 90 days advance notification of major system changes	X	

Note: ARC utilizes a Change Control Board to assess and make decisions on all system related changes. In doing so, ARC evaluates the resource and customer impacts and priority of the proposed changes to the systems.

Primary Pricing Driver

Systems

❖ Number of customer core Oracle users plus number of ARC financial management users allocated to customer

Note: Users are determined at a point in time that corresponds to ARC's budgeting/costing cycle (typically, winter/early spring). Discoverer/OBI-only users are not included in this count.

Systems Help Desk

❖ Average annual number of help desk tickets logged for the two most recently completed fiscal years

Performance Metrics

Systems

Metric	Measurement	Standard / Target
Oracle System Availability	Actual availability of Oracle as a percentage of planned availability	99%
Notice of Planned Oracle Outages	Percentage of customer notifications sent at least seven calendar days prior to a planned Oracle outage that is outside normal maintenance windows	100%
Month-end Closing	Percentage of fiscal periods that are closed in accordance with established schedule	100%
Discoverer system Availability	Actual availability of Discoverer as a percentage of planned availability	99%
Discoverer/OBI Performance	Percentage of standard suite reports run within one minute	90%

Systems Help Desk

Metric	Measurement	Standard / Target
Call Resolution	Percentage of calls resolved within 60 Minutes	70%
E-mail Resolved	Percentage of E-mails resolved within 1 Business Day	65%
Call Abandonment Rate	Percentage of help desk calls abandoned prior to being answered	<5%
Average Speed of Answer	Average number of seconds for help desk calls to be answered	<10 seconds

Discoverer Services

Description

Provide Discoverer report services in the form of standard reports, customized reports specific to the customer, as well as report maintenance and training support.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Communicate report updates needed due to a change in the customer agency's requirements		X
Identifies and approves the requirements for the standard suite of reports	X	
Create custom reports to satisfy customer agency unique requirements	X	

Primary Pricing Driver

❖ Number of Discoverer users based on the following formula: (Plus Users x 2) + (Viewer Users x 1)

☑ **OBI Services**

Description

Provide OBI report services in the form of standard reports, customized reports specific to the customer, as well as report maintenance and training support.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Communicate OBI training needs to ARC		X
Participate in OBI training sessions provided by ARC		X
Communicate report updates needed due to a change in the customer agency's requirements		X
Provide customer specific training as requested	X	
Identifies and approves the requirements for the standard suite of reports	X	
Create custom reports to satisfy customer agency unique requirements	X	

Primary Pricing Driver

❖ Number of OBI users based on the following formula: (Full Access x 2) + (Read Only Users x 1)

☑ **Budget Processing Services**

Description

Process budget transactions in Oracle, including appropriation warrants, continuing resolutions, apportionments, allocations, reprogramming, transfers, and rescissions.

Budget Processing Services represent the basic level of budget services available. Optional budget services, such as MAX Reporting, Payroll Projection Services, Budget Analysis and Budget Formulation and Performance Management Services are described in subsequent sections.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Notify ARC of the continuing resolution (CR) amount to be posted in Oracle		X
Develop and submit financial plan to ARC with allocation information to record in Oracle Federal Financial system		X
Prepare and submit budget reprogramming transactions to ARC		X
Develop and submit SF-132 (Apportionment and Reapportionment Schedule) to OMB for approval		X
Provide OMB approved SF-132 to ARC to record in Oracle Federal Financial system		X
Provide signed Treasury warrant to ARC to record in Oracle Federal Financial system		X
Monitor funds availability		X
Calculate and recommend the basic pro-rata funding (percentage of year) calculations during a CR	X	
Process all budget transactions in Oracle Federal Financial system based on proper regulatory and agency approvals	X	

Primary Pricing Driver

❖ Average annual number of budget document lines processed in Oracle for the two most recently completed fiscal years. The following list provides the transaction types used in this calculation:

> Budget - Allocation - Manual
> Budget - Allocation - Interfaced
> Budget - Appor Avail - Manual
> Budget - Appor Avail - Interfaced
> Budget - Appropriation - Manual
> Budget - Appropriation - Interfaced
> Budget - Appor Unavail - Manual
> Budget - Appor Unavail - Interfaced

Performance Metrics

Metric	Measurement	Standard / Target
Budget Document Processing	Percentage of budget reprogramming documents processed within two business days	97%

☑ Vendor and Employee Record Maintenance and Reporting Services

Description

Add and maintain vendor records including remittance information. The vendor file maintenance is performed by using an automated program to validate the vendor file data in the System for Award Management (SAM) system to the vendor file data in Oracle.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Submit properly completed Vendor Supplier Request form to ARC for vendors not registered in SAM		X
Submit convenience check logs to ARC for 1099 reporting no later than five business days after calendar year end		X
Provide additional 1099 reportable payments		X
Resolve possible matches identified by ARC resulting from ARC's validation of the Do Not Pay and OFAC databases		X
Provide information to complete Do Not Pay Adjudication reports, when necessary		X
Maintain and communicate to ARC a list of individuals authorized to request supplier additions/modifications when it is not communicated in the authorizing agreement		X
Review active supplier reports provided by ARC and request to remove suppliers no longer needed on an annual basis		X
Submit active supplier reports on an annual basis	X	
Provide customer agency, for their awareness, review and /or approval, vendor and payment details for the calendar year that meet the criteria for 1099 reporting	X	
Add and maintain vendors	X	
Validate vendor data daily against SAM for current registration information and status	X	
Validate vendor data weekly against Do Not Pay and OFAC databases to identify and deactivate prohibited vendors and refer possible matches to customer agency for resolution	X	
Complete Do Not Pay Adjudication reports, when applicable	X	
Complete and submit 1099 tax reporting	X	
Inactivate vendor records with no activity in the last year	X	

Primary Pricing Drivers

- ❖ Active vendor/employee records and records made inactive in last 12 months (point in time)

Performance Metrics

Metric	Measurement	Standard / Target
Vendor Maintenance	Percentage of routine vendor changes and additions accurately completed within 24 hours of receipt	99%

☑ Commercial Accounts Payable IPP

Description

Process AP invoices in Oracle via the Invoice Processing Platform (IPP) to accurately maintain customer accounts.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Prepare and submit necessary obligations to support payments		X
Review, certify, and validate requests for payments		X
Maintain adequate controls on internal processes related to payment approvals		X
Maintain and provide list of authorized officials for processing manual transactions		X
Provide correct received and acceptance dates for goods or services		X
Resolve billing discrepancies with vendors		X
Review all attachments submitted by the vendor in IPP		X
Resolve pending invoices on the Invoice Delinquency List		X
Attend mandatory IPP training		X
Certify IPP users annually		X
Provide list of IPP users annually	X	
Perform voucher examination and reject invoices not deemed proper (per CFR 1315.9 (b) items 1 – 9	X	
Submit proper invoices in IPP for approval for vendors not using IPP	X	
Send Invoice Delinquency List to customer agency management weekly	X	
Conduct post payment audits and communicate results	X	
Calculate discounts, when appropriate	X	
Calculate interest penalties for late payments	X	
Cancel/Void Disbursements	X	
Process corrections in Oracle and IPP as requested	X	
Respond to payments inquiries	X	
Inform customer of document preparation and submission requirements	X	
Provide Invoice Approver training to customers	X	
Administer IPP system	X	
Test new releases to IPP and related interfaces	X	
Process IPP interfaces and troubleshoot issues and rejected transactions	X	

Primary Pricing Driver

❖ Average annual number of AP documents (i.e. headers) processed in Oracle for the two most recently completed fiscal years. The following transaction type is used in this calculation:

  AP Invoices - IPP

Performance Metrics

Metric	Measurement	Standard / Target
Prompt Payment	Percentage of payments made in accordance with the Prompt Payment Act when agency provides payment approval at least five business days prior to the due date	99.7%
Proper Payments	Percentage of proper payments, excluding customer errors	99.7%
Discounts Taken	Percentage of available discounts taken when properly approved invoice is received three business days in advance of the discount date	99%

Note: Both IPP and NIPP transactions are counted in the above metrics, as the two are simply different methods for the same type of transactions.

☑ **Commercial Accounts Payable Non-IPP**

Description

Process AP accounting transactions in Oracle to accurately maintain customer accounts. This includes manual invoice processing for non IPP commercial invoices, miscellaneous payments, payment corrections, expense accruals and manual obligations.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Prepare and submit necessary obligations to support payments		X
Review, certify, and validate requests for payments		X
Maintain adequate controls on internal processes related to payment approvals		X
Participate in training provided by ARC		X
Maintain and provide list of authorized officials for processing manual transactions		X
Provide correct received and acceptance dates for goods or services		X
Resolve billing discrepancies with vendors		X
Resolve pending invoices on the Invoice Delinquency List		X
Provide data for expense accruals & invoice corrections		X
Perform voucher examination and reject invoices not deemed proper (per CFR 1315.9 (b) items 1 – 9.	X	
Send proper invoices to Invoice Approver for approval to pay	X	
Provide Invoice Delinquency List to customer agency management weekly	X	
Calculate interest penalties for late payments	X	
Cancel/Void Disbursements due to payment cancellations	X	
Process corrections in Oracle as requested	X	
Respond to payments inquiries	X	
Inform customer of document preparation and submission requirements	X	
Perform independent review and approval of supplier invoices ≥$2,500	X	
Record approved invoices, manual obligations and expense accruals in Oracle	X	

Primary Pricing Driver

❖ Average annual number of AP documents (i.e. headers) processed in Oracle for the two most recently completed fiscal years. The following list provides the transaction types used in this calculation:

   AP Invoices – ZDIs – Commercial
   AP Invoices – Commercial Interfaced (X 0.1)

AP Manual Payments (X2)
AP Commercial Invoices – Manual
Purchasing – Interfaced Obligations – Manual Payments (x 0.1)
 Purchasing – Interfaced Commercial Obligations (x0.1)
Purchasing – Manual Obligations – Manual Payment
Purchasing – Manual Obligations – Commercial
PO Receipts (Accruals) – Manual PMTs
PO Receipts (Accruals) – Commercial

Performance Metrics

Metric	Measurement	Standard / Target
Prompt Payment	Percentage of payments made in accordance with the Prompt Payment Act when agency provides payment approval at least five business days prior to the due date	99.7%
Proper Payments	Percentage of proper payments, excluding customer errors	99.7%
Discounts Taken	Percentage of available discounts taken when properly approved invoice is received three business days in advance of the discount date	99%

Note: Both IPP and NIPP transactions are counted in the above metrics, as the two are simply different methods for the same type of transactions.

☑ **Grants**

Description

Process Grant accounting transactions in Oracle to accurately maintain customer accounts. This includes transaction processing for grant obligations, accruals, payment requests, receivables, collections and other entries necessary to account for grants.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Perform grant program administration		X
Submit complete and accurate grant agreements, accruals, and payment requests		X
Maintain and provide list of authorized officials for processing manual transactions		X
Maintain adequate controls on internal processes related to payment approvals		X
Create and Maintain customer records in Oracle	X	
Examine grant agreements, accruals, and payment requests for completeness	X	
Process/reconcile files from customer grant systems in Oracle	X	
Perform independent review and approval of supplier invoices ≥ $2,500	X	
Record payment requests, manual obligations and expense accruals in Oracle	X	
Record grant receivable amounts due from external customers or other non-employee sources in Oracle	X	
Process grant receivable adjustments or write-offs in Oracle	X	
Receive grant payments and record collections in Oracle	X	

Primary Pricing Driver

❖ Average annual number of AP and AR documents (i.e. headers) processed in Oracle for the two most recently completed fiscal years. The following list provides the transaction types used in this calculation:

    AP Invoices - ZDIs - Grants
    AP Invoices – Grants Interfaced (x0.2)
    AP Invoices – Grants Manual
    AR - Adjustments - Grants-Manual
    AR - Adjustments - Grants-Interfaced (x0.2)
    AR Receipts - Grants - Cash Manual
    AR Receipts - Grants - Cash Interfaced (x0.2)
    AR Invoices - Grants - Interfaced (x0.2)
    AR Invoices - Grants - Manual

AR - Misc Receipts - Grants - Manual
AR - Misc Receipts - Grants - Interfaced (x0.2)
Customers - Grants - Manual
Customers - Grants - Interfaced (x0.2)
Purchasing – Grants Interfaced Obligations (x0.2)
Purchasing - Manual Obligations - Grants
PO Receipts (Accruals) - Grants

Performance Metrics

Metric	Measurement	Standard / Target
Proper Payments	Percentage of proper payments, excluding customer errors	99.7%

☑ **Loans**

Description

Processes Loan accounting transactions in Oracle to accurately maintain customer accounts. This includes transaction processing for loan obligations, accruals, payment requests, receivables, collections and other entries necessary to account for loans.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Perform loan program administration		X
Provide necessary source documents/files for the processing of loan and foreclosure related activity, if applicable		X
Process Non-Expenditure Transactions in GWA (including borrowings, repayments, and capital transfers)		X
Prepare subsidy re-estimates		X
Prepare year end interest calculation		X
Review, certify, and validate requests for payments		X
Maintain and provide list of authorized officials for processing manual transactions		X
Maintain adequate controls on internal processes related to payment approvals		X
Examine loan agreements and payment requests for completeness	X	
Record manual subsidy and loan obligations	X	
Process loan disbursements and/or claim payments	X	
Perform independent review and approval of loan disbursements ≥ $2,500	X	
Create and Maintain loan customer records	X	
Process/reconcile files from customer loan systems	X	
Record loan receivable amounts due from external customer or other non-employee sources	X	
Receive and process principal and interest collections	X	
Process loan receivable adjustments or write-offs	X	
Receive and record Non-Expenditures Transfers	X	
Receive and record memorandum general ledger accounts for loan guarantees	X	
Receive subsidy re-estimates and record	X	
Receive year-end interest calculations transactions and record	X	
Receive and record activity related to foreclosures	X	
Record fees associated with loans	X	

Primary Pricing Driver

❖ Average annual number of AP and AR documents (i.e. headers) processed in Oracle for the two most recently completed fiscal years. The following list provides the transaction types used in this calculation:

AP Invoices - ZDIs - Loans
AP Invoices – Loans Interfaced (x0.2)
AP Invoices – Loans Manual
AP Manual Payments – FHA Foreclosed Property (x2)
AR - Adjustments - Loans-Manual
AR - Adjustments - Loans-Interfaced (x0.2)
AR Receipts - Loans - Cash Manual
AR Receipts - Loans - Cash Interfaced (x0.2)
AR Invoices - Loans - Interfaced (x0.2)
AR Invoices - Loans - Manual
AR - Misc Receipts - Loans - Manual
AR - Misc Receipts - Loans - Interfaced (x0.2)
Customers - Loans - Manual
Customers - Loans - Interfaced (x0.2)
Purchasing – Loans Interfaced Obligations (x0.2)
Purchasing - Manual Obligations – Loans
PO Receipts (Accruals) - Loans

Performance Metrics

Metric	Measurement	Standard / Target
Proper Payments	Percentage of proper payments, excluding customer errors	99.7%

☑ **Miscellaneous, Foreign & Personal Services Contractor (PSC) Payments**

Description

Process miscellaneous, foreign, and account for PSC.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Monitor PSC expenses related to benefits, hours worked, and adherence to PSC contractual agreement and stipulations		X
Review, certify, and validate requests for payments		X
Maintain and provide list of authorized officials for processing manual transactions		X
Maintain adequate controls on internal processes related to payment approvals		X
Receive foreign payment/PSC requests and examine for completeness and process in Oracle	X	
Provideproper invoices for review and approval to the Invoice Official	X	
Perform independent review and approval of invoices ≥ $2,500	X	
Record payment request, manual obligations and expense accruals in Oracle	X	

Primary Pricing Driver

❖ Average annual number of AP documents (i.e. headers) processed in Oracle for the two most recently completed fiscal years. The following list provides the transaction types used in this calculation:

    AP Invoices - ZDIs - PSC
    AP Invoices - ZDIs - Foreign
    AP Invoices -PSC Interfaced (x0.2)
    AP Invoices – Foreign Interfaced (x0.2)
    AP Invoices – Foreign Manual
    AP Invoices – PSC Manual
    Purchasing – Foreign Payments Interfaced Obligations (x0.2)
    Purchasing – PSC Interfaced Obligations (x0.2)
    Purchasing - Manual Obligations - Foreign Payments
    Purchasing - Manual Obligations - PSC
    PO Receipts (Accruals) - Foreign PMTs
    PO Receipts (Accruals) – PSC
    AP Invoices – Pension Payroll Interfaced (x0.2)
    AP Invoices – Pension Payroll Manual

Performance Metrics

Metric	Measurement	Standard / Target
Proper Payments	Percentage of proper payments, excluding customer errors	99.5%

☑ Intragovernmental Accounts Payable

Process Intragovernmental Accounts Payable activity which includes IPACs, Intra-fund transfers, obligations and accruals.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Resolve issues with IPAC Delinquency List		X
Prepare and submit necessary obligations to support payments		X
Review, certify, and validate requests for payments		X
Maintain adequate controls on internal processes related to payment approvals		X
Participate in training provided by ARC		X
Maintain and provide list of authorized officials for processing manual transactions		X
Provide IPAC Delinquency List to customer agency management	X	
Record Intragovernmental accruals in Oracle	X	
Perform required Intragovernmental reconciliations	X	
Assist the customer agency with elimination differences	X	
Process manual obligations	X	
Retrieve IPAC documents from IPAC system and record in Oracle	X	
Process corrections in Oracle as requested	X	
Respond to payments inquiries	X	

Primary Pricing Driver

❖ Average annual number of AP documents (i.e. headers) processed in Oracle for the two most recently completed fiscal years. The following list provides the transaction types used in this calculation:

> AP Invoices - ZDIs - Federal
> AP Invoices – IPAC Interfaced (x0.1)
> AP Invoices – IPAC Manual
> Purchasing – Interfaced Obligations – Federal (x0.1)
> Purchasing - Manual Obligations – Federal
> PO Receipts (Accruals) - Federal

☑ Commercial Accounts Receivable Services

Description

Process Accounts Receivable (AR) financial transactions in Oracle, creating debtor accounts, invoices, collections and receivable write-off transactions for non-Federal activity.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Provide complete non-Federal receivable/billing information to ARC		X
Monitor and certify open receivables		X
Provide supporting documentation to ARC for all AR transactions		X
Identify and/or approve adjustments or write-off of receivables		X
Provide capability to use Treasury's AR/Debt services and allow the information to flow to and from ARC/Oracle	X	

Maintain accounts receivable records:
• Create and maintain debtor records in Oracle
• Record receivable amounts due from non-Federal debtors
• Process receivable adjustments or write-offs in Oracle
• Research collections received to identify correct application of funds – Below are some examples of collections we might receive:
    o Credit Gateway Fedwires and ACH
    o Process OTCNet (check) receipts
    o Process credit card receipts
    o Process pay.gov receipts
    o Process IPAC collections from Debt Management Service and Department of Justice
• Record collections in Oracle
• Run Oracle process to assess and apply finance charges (interest, administrative fees and penalties) to overdue receivables
	X	

Primary Pricing Driver

❖ Average annual number of AR documents (i.e. headers) processed in Oracle for the two most recently completed fiscal years. The following list provides the transaction types used in this calculation:

> AR - Adjustments - NFED-Manual
> AR - Adjustments - NFED-Interfaced (x0.1)
> AR - Adjustments - NFED Debit Memos – Manual
> AR – Adjustments – Debt Memos – Interfaced (x0.1)
> NFED - Cash Manual
> NFED - Cash Interfaced (x0.1)
> AR Invoices – Debit Memo – Interfaced (x0.1)
> AR Invoices - Debit Memo - NFED Manual
> AR Invoices - NFED Interfaced (x0.1)
> AR Invoices - NFED Manual
> AR Invoices - NFED Credit Memo Manual
> AR - Misc Receipts - NFED Manual
> AR - Misc Receipts - NFED Interfaced (x0.1)
> Customers - Non-Federal - Manual
> Customers - Non-Federal - Interfaced (x0.1)

Performance Metrics:

Metric	Measurement	Standard / Target
Transactions posted	Percentage of documents posted within two business days once complete information is received	90%

☑ Receivable Reporting

Description

The Treasury Report on Receivables (TROR) is a required quarterly report. The TROR is the Department of the Treasury's (Treasury) only comprehensive means for periodically collecting data on the status and condition of the Federal Government's non-tax debt portfolio, in accordance with the requirements of the Debt Collection Act of 1982 and the Debt Collection Improvement Act of 1996 (DCIA). The Digital Accountability and Transparency Act of 2014 amended the DCIA that required reporting changes to the TROR.

Form 1099-C, Cancellation of Debt, is a required form that must be filed with the IRS in January for the previous calendar year. Debts that are written off and closed out (no additional collection actions will be taken on the debt) must be reported if they are over $600.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Review the TROR, annually at a minimum		X
Provide access to agency payroll provider reports monthly		X
Provide annual certification/verification by the agency CFO		X
Grant permission for ARC to submit the TROR(s)		X
Provide Debtor and debt information for proper 1099-C reporting		X
Reconcile payroll receivables to payroll provider reports (when we receive reports from the payroll provider)		X
Maintain a subsidiary ledger and reconcile payroll receivables to transactions from payroll data -reports.	X	
Run Oracle process to assess and apply finance charges (interest, administrative fees and penalties) to overdue receivables	X	
Respond to AR audit requests	X	
Provide monthly accounts receivable aging and other reports	X	
Treasury Report on Receivables (TROR) • Prepare the TROR • Submit the TROR to the TROR system • Prepare the TROR/TIER reconciliation for Treasury customers and submit to Treasury, if requested • Reconcile receivable general ledger accounts to the TROR	X	
Prepare 1099-C and report the activity to the IRS	X	

Primary Pricing Driver

❖ Based on estimated level of effort
❖ Factors influencing the level of effort include:

- Complexity of the accounting

- Accounting requirements of the funds involved
- Audit support requirements
- Number of TROR's prepared
- Level of customer care required
- Changing government-wide reporting requirements

Performance Metrics

Metric	Measurement	Standard / Target
Treasury Report on Receivables (TROR) Reporting	Percentage of reporting completed by the due date	99%

☑ **Debt Collection**

Description

The Debt Collection Improvement Act of 1996 (DCIA) generally requires Federal agencies to transfer any nontax debt delinquent 180 days or more to Fiscal Service for debt collection services. After transfer, Fiscal Service's Debt Management Service (DMS) must take appropriate action to service, collect, compromise, or suspend or terminate collection action on the debt (commonly referred to as "Cross-Servicing Next Generation (CSNG)"). The Digital Accountability and Transparency Act of 2014 DATA amended the DCIA to require agencies to notify Fiscal Service of all debts delinquent over 120 days for purposes of administrative offset. Perform Debt Collection (DC) activities as required by the Debt Collection Act for Administrative activity, such as employee and vendor overpayment. Note: Program DC activity is performed at the request of the customer agency with timely notification.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Establish and maintain a CSNG account		X
Provide ARC with access to the CSNG account		X
Provide approval to refer or to take collection actions in order to comply with the debt collection laws		X
Answer debtor disputes within 10 business days of request in order to comply with the Treasury Finiancial Manual (TFM)		X
Provide our basic debt collection process for administrative debts: • Mail or email initial invoice • If not collected within 30 days send a due process notice • If not collected within 60 days of the due date we will follow up with a phone call if contact information is available • If not collected within 120 days of due date we will refer to CSNG in accordance with Agency policies.	X	
In addition to the basic debt collection tasks may also include: • Respond to phone calls and correspondence from debtors • Prepare responses to debtor inquiries • Negotiate compromise offers, including installment agreement in accordance with Agency policy • Use available tools such as skip tracing sources to aid in debt collection activities • Maintain records of debt collection activities	X	
Refer appropriate accounts to the Debt Management Services for cross servicing • Manually enter receivables in CSNG • Recall requests from CSNG • Provide proof of debt	X	

• Generate CSNG reports • Process return to agency reports • Coordinate responses for disputes		

NOTE: ARC will support those customer agencies that choose to use the Centralized Receivable Service (CRS).

Primary Pricing Driver

❖ Based on estimated level of effort
❖ Factors infuencing the level of effort include:
  • Accounting complexity
  • Customer care
  • Changing government-wide debt collection requirements

Performance Metrics

Metric	Measurement	Standard / Target
Referral to CSNG	Percentage of referrals to CSNG within 10 days of customer approval	99%

☑ Intragovernmental Accounts Receivable

Process Intragovernmental Accounts Receivable activity which includes IPACs, Working Capital Funds, Intra-fund transfers, and Projects related activity.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Provide signed Interagency Agreements to ARC		X
Maintain and provide a list of authorized officials		X
Generate reimbursable billing file and provide to ARC		X
Inform Trading Partners of revenue accruals		X
Process Projects, Tasks, Events, related Budgets, AR Invoices and Receipts	X	
Process Intragovernmental Accounts Receivables and unbilled revenue in Oracle	X	
Retrieve IPAC documents from IPAC system and record in Oracle	X	
Process IPAC collections and record in Oracle	X	
Troubleshoot IPAC interface issues and rejected transactions	X	
Perform required Intragovernmental Reconciliations	X	
Assist the customer agency with elimination differences	X	

Primary Pricing Driver

❖ Average annual number of AR documents (i.e. headers) processed in Oracle for the two most recently completed fiscal years. The following list provides the transaction types used in this calculation:

> AR - Adjustments - Federal-Manual
> AR – Adjustments – Federal – Interfaced (x0.1)
> AR - Adjustments - FED Debit Memos - Manual
> AR Receipts FED - IPAC Bulk Process
> FED - Cash Manual
> FED - Cash Interfaced (x0.1)
> AR Invoices - Debit Memo - FED Manual
> AR Invoices - FED Interfaced (x0.1)
> AR Invoices - FED Manual
> AR Invoices – FED Credit Memo Manual
> AR Invoices - Project Invoices - PIE Interface (x0.1)
> AR Invoices - Projects Invoices - Manual
> AR - Misc Receipts - FED Manual
> AR - Misc Receipts - FED Interfaced (x0.1)
> Customers - Federal - Manual
> Customers - Federal - Interfaced (x0.1)
> Projects - Contract
> Projects - Cost Adjustments – Manual
> Projects - Cost Adjustments - WebADI

Project Cost Budget - Contract
Project - Cost Budget – Revenue Budget
Projects - Indirect
Projects Cost Budget - Indirect

☑ **Purchase and Fleet Card Services**

Description

Process CitiBank purchase card invoice details in Oracle for payment, record CitiBank quarterly rebates, maintain accounting string codes (ASC) in the CitiDirect application, and perform monthly statement reconciliations.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Perform annual review and approval of accounting string codes for the new fiscal year		X
If applicable, provide properly completed manual obligation request form.		X
Allocate individual purchase card transactions to the correct accounting string code and/or obligation number as they are incurred		X
Maintain convenience check logs and submit to ARC for 1099 reporting		X
Reconcile supporting documents to purchase card charges and resolve discrepancies, including disputes		X
Properly allocate CitiDirect charges and obtain Approving Official certification prior to auto-close		X
Respond timely to rejected interface records by providing valid accounting string code and/or obligation number		X
Provide post payment approval for CitiDirect auto-closed invoices		X
Provide a properly completed CitiDirect Correction Form, when an accounting string code and/or obligation on an invoice needs changed		X
Review, validate and submit changes to cardholders accounting string codes utilizing the CitiDirect ASC Request Form as needed		X
Provide Customer Agency Accounting String Codes by Cardholder for new fiscal year ASC set up	X	
Set up and maintain the CitiDirect application (adding/removing accounting codes and assigning to cardholders)	X	
Record purchase receipts and manual accruals in Oracle	X	
Process purchase card payment files for charges	X	
Notify card holders of auto close	X	
Process invoices for rejected records upon receipt of valid accounting	X	
Process customer requested corrections	X	
Process quarterly rebates	X	
Provide user support and training on CitiDirect application	X	

Complete Purchase Card Monthly Statement Reconciliations to payments made from Oracle	X	

Primary Pricing Driver

❖ Average annual number of Citi documents (i.e. headers) processed in Oracle for the two most recently completed fiscal years. The following list provides the transaction types used in this calculation:

        AP Invoices - ZDIs - Citidirect (distribution lines)
        AP Invoices - Citidirect Interface (header lines)
        AP Invoices – Citidirect Rejections (distribution lines)
        AR – Misc Receipts – Citidirect (header lines)
        Purchasing - Manual Obligations - Citibank (distribution lines)
        PO Receipts (Accruals) - Citibank (distribution lines)

Performance Metrics

Metric	Measurement	Standard / Target
Purchase Card Payments	Percentage of error free interfaced invoices validated the same day as the payment file was received from CitiDirect	99%

☑ **Payroll Accounting Services**

Description

Process payroll accounting files produced by an e-payroll provider using an automated interface to Oracle Federal Financials. ARC's interface converts the accounting information into relevant Oracle codes, and maintains a detailed employee record database to support summary general ledger entries to Oracle. Automated payroll accrual and leave liability entries are also produced in the database and are summarized in the general ledger. Process entries for Imputed Post Other Post Employment Benefit (OPEB), Federal Employment Compensation Act (FECA), and Unemployment Insurance and perform monthly payroll cash reconciliations.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Review Oracle payroll records each pay period and initiate any necessary corrective action thru the agencies T&A System or by submitting a Customer Requested Correction Form		X
Review error and default accounting reports and submit valid accounting timely		X
Provide approval for manual journal entries		X
Review financial reports to ensure monthly payroll and leave accurals are complete and accurate		X
Review and confirm leave accrual schedule on an annual basis		X
Review and confirm customer specific payroll disbursement procedures on an annual basis		X
Provide payroll accounting mapping when new combinations are created		X
Set up and maintain payroll mapping tables	X	
Process payroll files	X	
Process payroll accrual entries based on the number of unrecorded paid days remaining in the month	X	
Process leave accrual entries based on accumulated leave when furnished by the e-payroll provider	X	
Provide error and default accounting reports to customer for correction	X	
Reconcile payroll cash activity monthly	X	
Process Journal entries for: Monthly: • Clearing for differences related to Oracle payroll cash-vs-CARS Quarterly:	X	

• FECA • Uemployment compensation • Imputed Costs for OPEB Annually: • Year End Accruals As Needed: • Payroll cash transfers		
Review and update payroll posting logic	X	
Provide customer agency training on payroll processes	X	
Process properly completed customer requested corrections	X	
Submit coding changes for payroll module	X	

Primary Pricing Driver

Payroll Accounting driver is two phased:

1) "Customer standard flat fee"
2) Payroll Corrections driver for FY18:

❖ Average annual number of payroll activity correction records processed in Oracle for the most completed 24 months. The following list provides the activity types used in this calculation:

        Corrected Interfaced
        Corrected Non-Interfaced

Performance Metrics

Metric	Measurement	Standard / Target
Payroll Posting	Percentage of payroll posting within two business days of receipt of error free payroll and personnel file(s) from the payroll provider/customer	99%
Payroll Posting	Percentage of payroll posting completed before month-end close	100%

☑ **Cash Services**

Description

Provide cash services related to depositing checks, disbursing payments to commercial payees, reporting Fund Balance with Treasury (FBwT) activity and FBwT balances on a monthly basis.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Check Deposits		
Send checks and supporting documentation to ARC for deposit		X
Process in Treasury's deposit applications any customer agency checks that have been routed to ARC	X	
Commercial Invoices		
Transmit payment files to Treasury and certify payment schedules in Treasury's disbursement systems	X	
FBwT Reporting and Reconciliation		
Perform the monthly review and reclassification of component TAS/BETC for monthly FBwT reporting to Treasury within Treasury due dates	X	
Reconcile FBwT activity and balances	X	

Primary Pricing Driver
(basis for 75% of Cost allocation)

❖ Unexpired Treasury Account Symbols

Secondary Pricing Driver
(basis for 25% of Cost allocation)

❖ Average annual number of Cash Transaction documents (i.e. headers) processed in Oracle for the two most recently completed fiscal years. Cash Transaction documents defined as:

USSGL = 10100021, 10100022, 10100027, 10100028, or 10100029
        AND
JE Source = "Budgetary Transaction", "Payables", or "Receivables"

Performance Metrics

Metric	Measurement	Standard / Target
Deposits	Percentage of deposits made within two business days of receipt	95%
Fund Balance with Treasury - Reporting	Percentage of FBwT report TAS/BETC reclassifications completed within Treasury's due date	99%
Fund Balance with Treasury - Reconciliation	Percentage of FBwT reconciliations prepared and reviewed by the 20th day of the subsequent month	99%

Note: As certifying officer on the disbursements processed by ARC, we rely on the administrative and system approvals to ensure payments are valid and authorized and disbursements are proper. Customer agency's Invoice Approvers are responsible for providing certification that invoices are proper and accurate, including information pertaining to the acceptance or rejection of goods or services received.

If an improper payment occurs, whether by fault of ARC, the customer, or any other third party, ARC is limited to the following corrective actions.

- For an error resulting in an incorrect underpayment, ARC will promptly issue a corrected payment.
- If, however, an error results in an improper overpayment, ARC will take immediate steps to recover or collect the amount.
- In the event that the full amount is not collected and a deficiency results, ARC will provide guidance on the availability of funding sources that might be available to cover the loss, which may include the Gains and Deficiency Account, the accountable officer, or customer agency appropriation.

☑ **Reporting Services/TIER**

Description

Perform reporting services which includes account maintenance, financial reporting, audit support, and general customer financial management support. 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.

Support financial statement audits by Providing Prepared by Client (PBC) audit items related to ARC performed financial management services as requested by auditors. ARC requires a two week lead time for addressing nonstandard audit inquiries.

In addition, ARC will support customers with customer initiated changes, such as reorganizations, new budget authority, costing methodologies, feeder systems, etc., which impact ARC financial management services and explanations concerning ARC performed activities.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Certify Federal standard financial reports for OMB and any other required external organization		X
Provide supplementary information necessary to complete financial statements, notes, required supplementary information, and other information per A-136		X
Review and approve financial statements, notes, required supplementary information, and other information per A-136		X
Prepare Agency's annual report, including Management Discussion and Analysis		X
Provide asset information; including capitalization requirements, useful life, date placed in service, depreciation/amortization methodology, purchases, retirements, disposals, sales, and transfers to ARC		X
Confirm asset balances with physical inventories and notify ARC of any discrepancies		X
Maintain fixed asset subledger detail balances		X
Ensure agency approach to A-123 management repsonsiblity for internal controls covers all applicable systems and business processes, including those outside the scope of ARC's offering		X
Perform appropriate agency oversight activities (eg. OMB A123) to ensures customer internal control considerations are addressed		X
Share relevant audit findings and management letter comments timely with ARC		X
Identify and approve changes to agency defined accounting flex field values and cross validation rules		X

Update and submit the delegation of authority form as changes are made		X
Prepare, process, and approve journal entries in Oracle	X	
Perform the following reporting and account maintenance tasks: Monthly • TIER (Treasury Information Executive Repository) and related Award File, and any supplemental data calls required • Governmentwide Treasury Account Symbol Adjusted Trial Balance System (GTAS) • Verification Activities to Maintain Data Integrity: o Standard General Ledger Relationships o Subledger to General Ledger o Prior Year Adjustment Analysis o Abnormal Balance Review Quarterly • Financial Statements • Financial Statement Variance Analysis (2nd ,3rd and 4th Quarters) • Financial Statement Footnotes, Required Supplementary Information & Other Accompanying Information (2nd ,3rd and 4th Quarters) • Reconciliation of Net Cost of Operations to Budget Supporting Crosswalk (2nd, 3rd and 4th Quarters) • Draft June 30 Stand-alone Financial Statements with Crosswalk Template Reconciling Stand-alone Balances to TFS Balances (3rd Quarter Only) • Intragovernmental Material Difference Explanations • Imputed Cost Forms, Appendix A and B • Abnormal Balance Explanations • TIER/TROR Reconciliation • Net Cost Calculator Annually • Closing Package Notes • Draft Stand-alone Financial Statements and Footnotes Balances Crosswalk to TFS Financial Statements • Proposed TIER Post Closing Journal Vouchers • Year End Cancellations Processed in the Year End Module of CARS • IPERIA Risk Assessments Completed on Payment Types Administered by ARC • IPERIA Payment Recapture Audits – Report on Payment Recapture Activity on Payment Types Administered by ARC	X	
Define the fiscal year closing calendar	X	

Respond to financial statement audit requests for information assigned to ARC	X	
Represent ARC in audit entrance conference and other status meetings	X	
Provide financial management advice and assistance in support of the ARC services provided	X	
Share relevant ARC audit findings and management letter comments timely with customer contacts	X	
Designate accountants to serve as the primary and backup point of contact for the agency	X	
Serve as primary point of contact for implementing customer initiated change that affects multiple financial management functions	X	

Primary Pricing Driver

❖ Based on historical level of effort

❖ Factors influencing the level of effort include:
   o Complexity of the accounting and funds control structure
   o Accounting requirements of the funds involved
   o Audit support requirements
   o Level of customer care required
   o Changing government-wide reporting requirements

Performance Metrics

Metric	Measurement	Standard / Target
Financial Reporting	Percentage of reporting and account maintenance tasks (outlined above) completed by established due dates	99%
Audit Results	Percentage of unqualified audit opinions for items under ARC control and responsibility	100%

☑ Reporting

Description

Perform reporting services which includes account maintenance, financial reporting, audit support, and general customer financial management support. 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.

Support financial statement audits by Providing Prepared by Client (PBC) audit items related to ARC performed financial management services as requested by auditors. ARC requires a two week lead time for addressing nonstandard audit inquiries.

In addition, ARC will support customers with customer initiated changes, such as reorganizations, new budget authority, costing methodologies, feeder systems, etc., which impact ARC financial management services and explanations concerning ARC performed activities.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Certify Federal standard financial reports for OMB and any other required external organization		X
Provide supplementary information necessary to complete financial statements, notes, required supplementary information, and other information per A-136		X
Review and approve financial statements, notes, required supplementary information, and other information per A-136		X
Prepare Agency's annual report, including Management Discussion and Analysis		X
Provide asset information; including capitalization requirements, useful life, date placed in service, depreciation/amortization methodology, purchases, retirements, disposals, sales, and transfers to ARC		X
Confirm asset balances with physical inventories and notify ARC of any discrepancies		X
Maintain fixed asset subledger detail balances		X
Ensure agency approach to A-123 management responsibility for internal controls covers all applicable systems and business processes, including those outside the scope of ARC's offering.		X
Perform appropriate agency oversight activities and ensures customer internal control considerations are addressed		X
Update and submit the delegation of authority form as changes are made		X
Share relevant audit findings and management letter comments timely with ARC		X
Identify and approve changes to agency defined accounting flex field values and cross validation rules		X

Prepare, process, and approve journal entries in Oracle	X	

Perform the following reporting and account maintenance tasks:
Monthly
• Governmentwide Treasury Account Symbol Adjusted Trial Balance System (GTAS)
• Verification Activities to Maintain Data Integrity:
   o Standard General Ledger Relationships
   o Subledger to General Ledger
   o Prior Year Adjustment Analysis
   o Abnormal Balance Review
   o DATA Act File C Validation
Quarterly
• Financial Statements
• Financial Statement Variance Analysis (3rd and 4th Quarters only)
• Statement of Budgetary Resources to SF133 Reconciliation (3rd and 4th quarters only)
• Listing of Treasury Account Symbols Reported on SBR (3rd and 4th quarters only)
• Financial Statement Footnotes (3rd and 4th quarters only)
• Intragovernmental Difference Explanation in GTAS
• DATA Act Reporting
 	
Annually
• Government-wide Financial Report System
• Required Supplementary Information and Other Information
• Year End Cancellations Processed in the Year End Module of CARS
	X	

Define the fiscal year closing calendar	X	
Respond to financial statement audit requests for information assigned to ARC	X	
Represent ARC in audit entrance conference and other status meetings	X	
Provide financial management advice and assistance in support of the ARC services provided	X	
Share relevant ARC audit findings and management letter comments timely with customer contacts	X	
Designate accountants to serve as the primary and backup point of contact for the agency	X	
Serve as primary point of contact for implementing customer initiated change that affects multiple financial management functions	X	

Primary Pricing Driver

- ❖ Based on historical level of effort
- ❖ Factors influencing the level of effort include:
    - o Complexity of the accounting and funds control structure
    - o Accounting requirements of the funds involved
    - o Audit support requirements
    - o Level of customer care required
    - o Changing government-wide reporting requirements

Performance Metrics

Metric	Measurement	Standard / Target
Financial Reporting	Percentage of reporting and account maintenance tasks (outlined above) completed by established due dates	99%
Audit Results	Percentage of unqualified audit opinions for items under ARC control and responsibility	100%

☑ **Investment Accounting Services**

Description

ARC provides investment accounting services to customers that have investments in Treasury securities. Services include investment accounting transaction processing, detailed account maintenance and reporting, and system interface processing. ARC uses FedInvest to process investment transactions.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Investment Policy		
Ensure customer is invested in accordance with the guidelines of the Fund's investment legislation and/or the Agency's agreement with Treasury		X
Develop and provide a written investment plan for the Fund that defines the customer's overall cash flow objectives, investment goals and securities to be purchased by the Fund		X
Assume all market risk associated with investments		X
Execute the written investment plan	X	
Investment Accounting Transaction Processing		
Process investment purchases and redemptions according to the customer's instructions	X	

Primary Pricing Driver

❖ Based on historical level of effort

Note: If investment errors occur, whether by fault of ARC, Fiscal Service, the customer, or any other third party, ARC is limited to the following corrective authority. For an error resulting in an incorrect <u>over-investment</u>, ARC initiates an action to disinvest the principal along with any associated interest improperly credited, and return the monies to the Treasury General Fund. If, however, an error results in an improper <u>under-investment</u>, ARC will not credit any lost interest to the Fund.

☑ Budget Reporting and Analysis Services

Description

Provide budget reporting services including: summary template (funds control) review and maintenance, recovery analysis, SF132, apportionment support, etc.

Provide budget analysis and review support services including: analysis to help formulate the annual budget, prepare payroll projections, and perform quarterly execution reviews

MAX reporting will assist with OMB inquiry support and reporting

ARC Payroll projections uses the ARC Predict payroll projection tool

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
☑ **Budget Reporting Services**		
Submit financial plan for allocation of recoveries		X
Define and approve funds control settings		X
Provide support as the agency defines accounting system funds control settings	X	
Perform funds control reviews and maintenance on a weekly basis	X	
Review recovery analysis and provide amounts to be allocated to the customer	X	
If requested, provide support as the agency develops the SF-132 and provide feedback after performing a review of the completed SF-132 for reasonableness	X	
If requested, provide support on OMB Data calls	X	
Provide research on various budget related questions using research tools such as GAO Redbooks and OMB Circular A-11	X	
☑ **Budget Analysis Services**		
Provide current and future budget obligations for formulation exercises		X
Compile, prepare, and submit the Budget Request to OMB and Congress		X
Provide requested data to ARC for quarterly review		X
Provide guidance for developing operating plans		X
Provide calculations for the budget formulation process based on customer agency projections	X	
Prepare the hire/loss projection, personnel compensation and benefits, and financial review summary spreadsheets at the end of each quarter	X	
Prepare the FTE projection spreadsheet each month for the customer agency	X	
Develop operating plans by specific fund at the level specified by the customer	X	
Provide reports as requested to present various financial data	X	

☑ **MAX Reporting Services**		
Provide current year (CY) and budget year (BY) estimates, as well as FTE estimates, for MAX		X
Provide updates to the appropriations language and appendix text narratives to be populated in MAX and the President's Budget		X
Assist the customer agency with OMB inquiries on budget-related matters	X	
Obtain prior year data (if available) in Oracle and enter in MAX	X	
Enter and validate CY and BY estimates in MAX as provided by the customer agency	X	
Enter updates to the appropriations language and appendix text narratives in MAX	X	
☑ **Payroll Projection Services**		
Provide projected hire and separation details for payroll projections		X
Provide payroll projections at specified times during the fiscal year based on customer input	X	

Primary Pricing Driver

❖ Based on historical level of effort

❖ Factors influencing the level of effort include:
  o Complexity of the accounting and funds control structure
  o Accounting requirements of the funds involved

Performance Metrics

Metric	Measurement	Standard / Target
MAX Reporting	Percentage of time MAX reporting completed timely	99%

☑ **Budget Formulation and Performance Management Services**

Description

Provide the Budget Formulation and Execution Manager (BFEM) application, which supports federal agencies with the collection, compilation and review, and document generation of their Budget Formulation and Performance Management functions.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Application Baseline		
Provide for the availability of an operating unit for the customer agency within the BFEM Shared Production instance	X	
Maintain application compliance with the Federal Information Systems Management Act (FISMA) and complete an annual Security Assessment and Accreditation (SA&A)	X	
Provide production system backups with current Federal requirements	X	
Address general application operational maintenance and support issues	X	
Develop, test, and implement application code changes	X	
Provide Tier 3 (Technical Development SME) Support for escalation of application issues	X	
Report Maintenance		
Identifying and communicating presentation or requirement changes for reports		X
Maintain existing Report Hierarchies and/or Java table requirements for inclusion in document reports	X	
Maintain existing embedded content tags to facilitate document creation and custom reports	X	
Maintain existing reloadable workbook templates	X	
Maintain existing custom import file converter definitions	X	
Contract Support		
Updating the narrative content and managing the business flow for document templates		X
Ensure end users are trained on the use of the BFEM applications		X
Provide Tier 1 (End User Administration) Support, including creating and maintaining user accounts resetting passwords, and disabling user account when user access is no longer required		X
Input the agency's sets, Generic Data Points, modifications, allocations, generic attributes, and document templates narratives to meet the agency's budget formulation needs		X
Input the agency's sets, data collection windows, measures, goals, allocations, and document template narratives to meet the agency's performance measurement needs		X
Provide Tier 2 (System Configuration SME) Support for escalation of application issues	X	

Provide all necessary training to BFEM Agency Administrator users ("Train the Trainer" approach)	X	
Assist agencies in the Word styles, headers, and embedded content in document templates	X	
Assist agencies with configuration of the data model, to include organizations, GDPs, modification types, allocations, and generic attributes	X	
Assist agencies with configuration of strategic plans, goals, objectives, milestones, and measures	X	
Provide workflow configuration support to support the agency's identified business needs	X	

Description of Tasks

☑ **Budget Formulation and Performance Management**

Provide the agency with an operating segment with the Budget Formulation and Execution Manager (BFEM). The application allows agencies to collect and aggregate financial and human resource allocations/requests and their justifications to support formulation of an agency's federal budget. BFEM enables budget offices to define when data is collected, the level of detail required for submission, and the justifications required to submit data for review. It ensures numbers within documents tie to sums and justifications. The system maintains all historic data for each refinement of the budget through the use of sets. In particular, the application:

- Supports departmental review through collection of sub-organization budget requests, modifications, and justifications;
- Produces the OMB submission and supports the refinement of sub-organization submissions;
- Produces the Congressional Justification;
- Enables tracking of changes on the budget by either or both houses of Congress; and
- Allows for the creation of budget sets that can be defined for maintaining distinct phases of the budget process.

Additionally, the application is designed to support the definition, tracking, and reporting of measures and their relationship with specific goals and activities. In particular, the application:

- Supports definition of measures, timeframes, activities, and the strategic plan;
- Supports control of reporting periods and provides exception reporting;
- Provides budget measures to budget formulation documents;
- Supports distributed data calls for collection of all defined measures;
- Supports reporting as required by the GPRA Act of 2010, including production of machine-readable files for upload to Performance.gov;
- Supports reporting for the Annual Performance Plan (APP) and Annual Performance Report (APR); and
- Enables quick comparisons of metrics to forecasts and actual performance.

☑ **Budget Formulation and Performance Management Support**

Provide additional budget formulation and performance management support services upon agency request. Services include business process analysis and design, user requirements, user training and documentation, system development and testing, system maintenance and administration, reports, and data import and export tools.

Note: ARC utilizes an internal Change Control Board to assess and make decisions on all system related changes. In doing so, ARC evaluates the resource and customer impacts and priority of the proposed changes to the systems.

Primary Pricing Driver

Application Baseline

- ❖ Availability of an operating unit within a shared application environment, hosting, application operation support and maintenance, and Security Assessment and Authorization.

Report Maintenance

- ❖ Count of Report Hierarchies, Java-coded reports, XML reports, Reloadable Workbooks templates, customer import file definitions, and embedded content maintained.

Contract Support

- ❖ Based on historical level of effort.
- ❖ The more complex an agency defines their structure, and the more consulting, training, and configuration or administration services request, ARC's level of effort in servicing the agency will increase.

Performance Metrics

Metric	Measurement	Standard / Target
BFEM System Availability	Actual availability of BFEM as a percentage of planned availability	99%

☑ **Document Retention Services**

Description

ARC provides extended document retention services for customer agencies with justifiable needs, such as litigation, audit, or other special circumstances.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Provide unique need for record retention beyond standard		X
Communicate when service and records can be terminated		X
Document SOP based on customer needs	X	
Maintain relevant records in accordance with SOP	X	