



Overview/Summary of Services//ARC-

ARC provides a full range of HR services including classification, staff acquisition, payroll, processing and personnel records, employee benefits, labor relations, employee relations, workers' compensation, personnel security, and HR help desk and reporting services. These services are detailed within this document, as well as additional services that are optionally offered to ARC's full service HR customers, including Reduction in Force (RIF) and electronic Official Personnel Folders (eOPF) conversion.

The processes/procedures and internal controls used to carry out these functions and the management of resources are strictly within ARC's control.

Authority and Retention

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. However, the customer retains the right to exercise its human resource authorities, as deemed necessary.

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.



Classification Services

Description

Classify a full range of position descriptions for the customer in accordance with established Office of Personnel Management (OPM) classification principles and standards, and customer guidelines.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Designate Subject Matter Expert to work with ARC in establishing position descriptions (PDs) through engagement in activities: <ul style="list-style-type: none"> • provision of mission/functional statements • detailed organization charts and • participation in strategic conversations to help ensure proper understanding of the position 		X
Submit classification request to initiate action Requests shall: <ul style="list-style-type: none"> • be complete (meet required format and general content guidance) and • provide accurate reflection of the % of time spent on major duties 		X
Certify via ALT OF-8: <ul style="list-style-type: none"> • the position description is an accurate statement of the major duties and responsibilities of the position and its organizational relationships • the position is necessary to carry out Government functions • certification is made with the knowledge that the information is to be used for statutory purposes related to appointment and payment of public funds • false or misleading statements may constitute violation of such statements and their implementing regulations 		X
Submit designations for: <ul style="list-style-type: none"> • drug testing • physical requirements • bargaining unit determinations (if bargaining unit determinations are provided by ARC it will be listed in the Employee Relations section) • sensitivity level • security clearance • competitive level codes (if available) • financial statements required via ALT OF-8 		X



Human Resources Service Line Service Descriptions

Maintain position management authority		X
Request desk audit within the terms of ARC's process and the customer's classification policy (customer manager is responsible for ensuring that the PD is accurate prior to the desk audit)		X
Resolve disparities between employee and manager regarding the accuracy of the PD		X
Pay travel costs associated with desk audits		X
Provide copies of all applicable and current procedures, policies and departmental requirements of the customer agency		X
Designate a point of contact to provide guidance within 72 hours when applicable policy documents require interpretation		X
Provide copies of PDs and cover sheets for all positions not classified by ARC		X
Provide formal responses to Internal or OPM Classification Appeal Requests		X
Classify a full range of PDs at all grade levels	X	
Maintain all PDs and coversheets (ALT OF-8) in an electronic format and records associated with classification actions	X	
Assist managers in establishing PDs. Provide sample PDs when available, and assist with identifying criteria to support certain grade levels	X	
Prepare written evaluations on supportable classifications	X	
Complete Fair Labor Standards Act (FLSA) determinations, unless otherwise directed by customer	X	
Prepare ALT OF-8 cover sheet using appropriate designations	X	
Prepare ARC's standard Statements of Difference (SODs) to full performance level PDs	X	
Review draft classification standards against a sampling of existing PDs, analyze impact of new standard, and provide feedback to clients regarding change	X	
Apply new classification standards to existing positions	X	
Provide advisory support on classification and position management activities for: <ul style="list-style-type: none"> • review of reorganizations or organizational reviews • appeal requests 	X	
Conduct desk audits and provide findings to customer. Provide advice and guidance on the appeal process if an employee does not agree his/her PD is properly classified	X	
Provide weekly status report of all classification actions	X	
Conduct quality control activities for legal and pay impacting compliance and provide biannual report (Classification QC quarterly)	X	
Authorize personnel actions	X	



Primary Pricing Driver

- ❖ Average annual number of classification drivers for the two most recently completed fiscal years. Classification drivers are computed as follows:
 - Number of full classification activity, such as the establishment of new position descriptions, reclassification, desk audits, appeals, advisories and accretion actions x 100%
 - Number of minor PD changes, such as statements of difference, pen and ink changes, classification standard reviews (final & draft), changes due to reorganization, abolishment of PD, Personnel Office Identifier conversions x 25%

Performance Metrics

Metric	Measurement	Standard / Target
Classification of Positions New and Reclassifications	Percentage completed within 15 business days	90%
Desk Audits/Position Review	Percentage completed within 45 calendar days	90%
Minor Pen and Ink Changes to Position Descriptions ¹	Percentage completed within three business days	90%
Accuracy of Position Classification Actions Reviewed ²	Total number of accurate elements in ARC's Quality Review divided by the total number of elements reviewed	90%

¹ Pen and ink changes that are part of reorganization are not included in the classification metrics.

² Errors for this purpose are calculated based upon 10 specific data points per case reviewed. 10 data points include:
 1) Cover sheet/SOD for each pay grade is present and properly completed (This includes Competitive Level Codes are properly determined and documented -for TTB and Mint only- BEP is determined by BEP HR and we document on OF-8);
 2) Customer documentation of BUD, Sensitivity, and Financial Disclosure is present; 3) FLSA document for each pay grade is properly completed (HUD Only: FLSA Determination documentation is present); 4) All pertinent documents are saved appropriately in the case folder. No obvious errors are present that could cause difficulty in finding the correct documents in PAWS; 5) Evaluation: The most appropriate classification standard, series, title & GRADE are applied; 6) Evaluation: The sections for background, references, series, title, factors addressed and results are properly completed; 7) Evaluation: Each factor level description discusses why a level is met and the next higher level is not met (unless the factor is at the highest level for the standard); 8) Evaluation: The points listed for each factor are listed accurately with each level in the evaluation statement; 9) Evaluation: The point total is correctly within the correct range for the indicated pay grade; 10) Data input into HR Connect does not cause any pay setting issues.



Staff Acquisition Services

Description

Provide staff acquisition services in accordance with union contract for bargaining unit employees, the customer agency's merit promotion plan authority, or other applicable agency specific policies. If filling positions through delegated examining, actions will be accomplished in accordance with the customers delegated examining unit (DEU) authority. ARC employees are DEU certified by OPM; however, to fill DEU positions for customers, each organization must maintain a delegated examining agreement with OPM. OPM requires that each customer have at least one staff member who maintains current DEU certification status. ARC's standard DEU procedures will apply.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Provide annual hiring projections and attrition rates		X
Share any policy changes prior to finalization that will require operational changes/support		X
Maintain a delegated examining agreement with OPM		X
Designate at least one staff member who maintains current DEU certification status		X
Ensure viable Position Description and coversheet are complete and accurate		X
Submit recruit request to initiate staff acquisition action		X
Notify and coordinate with ARC when advertising through sources other than USAJOBS (e.g., newspapers, professional, social media, journals, etc.)		X
Coordinate and pay for job posting advertisements through sources other than the USAJOBS		X
Designate Subject Matter Expert (SME) to work with ARC in filling vacancies, particularly <ul style="list-style-type: none"> • preparing evaluation criteria • developing job analysis to include questions and defining specialized experience • qualification determinations 		X
Designate SME to rate candidates when rating or assessment questionnaire verification is required		X
Process security clearances, suitability determinations and adjudication and arrange for physical evaluations and drug tests (if these services are provided by ARC, they will be listed in Personnel Security section)		X
Pay OPM service charges when hiring positions covered by the Luevano Consent Decree, facilitating large volume hiring (ARC will notify the customer in advance of anticipated charges)		X



Human Resources Service Line Service Descriptions

Provide copies of all applicable and current policies, departmental requirements, and bargaining unit information of the customer agency ³		X
Designate a point of contact to provide guidance within 72 hours when applicable policy documents require interpretation		X
Notify ARC of selection(s) ⁴		X
Facilitate and lead discussions on items from audit report that impact agency employees		X
Respond to agency action items in close out audit report		X
Provide employees who are DEU certified by OPM	X	
Advise managers with decisions on advertising vacancies	X	
Prepare vacancy announcements	X	
Upload vacancy announcements to OPM's USAJOBS	X	
Provide applicant call center support	X	
Guide managers in developing evaluation criteria/job analysis (e.g., questions, point values, and defining specialized experience)	X	
Determine eligibility and minimum qualifications	X	
Provide guidance to raters, SME's, selecting officials	X	
Respond to applicant inquiries regarding eligibility and qualifications	X	
Prepare hiring certificates	X	
Ensure candidates selected under excepted service hiring authorities meet all legal requirements for the appointment type	X	
Finalize selections including notification to applicants, case file management, etc.	X	
Set pay, including providing guidance on pay flexibilities (recruitment and retention incentives, superior qualifications appointments)	X	
Prepare reminder ticklers (career ladder, NTE, etc.) for hires and selections	X	
Provide weekly status report of all active staffing actions	X	
Facilitate preparation of audit case files and upload into Career Connector	X	
Respond to auditor on operational questions, provide clarification, and take immediate corrective action when possible	X	
Respond to operational action items in close out audit report	X	

³ The merit staffing plan (MSP) for non-bargaining unit employees, CTAP, and student programs includes copies of any departmental policies and/or internal clarifications needed to appropriately apply and use the related policies.

If an independent customer agency does not provide a MSP or interim plan, when needed, then ARC will use its generic version for guidance. A copy of this policy will be provided.

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 provide sample policies, if available, and comment on draft policies as they related to operations work. It is up to the customer agency to coordinate any changes in policies with any higher level organizational authorities.

⁴ ARC HR must receive selections, to include, all of the documentation required to process those selections no later than noon on the Monday before the proposed effective date of the action. The required documentation may be obtained from various parties and may include, but is not limited to, the following: release date from losing organization, OF-306, pre-employment security clearances and physicals, drug test results, financial disclosure forms, official transcripts, etc.



Conduct quality control activities for legal compliance and conformity to Hiring Reform requirements and provide quarterly report ⁵	X	
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Primary Pricing Driver

- ❖ Average annual number of hiring actions initiated for the two most recently completed fiscal years that required ARC to post a Job Opportunity Announcement (JOA) or facilitate a selection through other means not requiring a JOA

Performance Metrics

Metric	Measurement	Standard / Target
ARC Portion of the Hiring Process (posting JOAs on USAJOBS, screening applicants, issuing certificates for selection, and extending job offers) ⁶	Percentage completed within 23 calendar days	85%
Accuracy of Staffing Actions ⁷	Total number of accurate data points in ARC's Quality Review divided by the number of data points reviewed	90%
ARC Portion of Standalone Job Analysis Process	Percentage completed within 30 calendar days	85%

⁵ QC sample size may vary for customers who have OPM or Agency led reviews completed during the time period that would supplement the ARC QC reviews. Customers must provide a 60 day written notice of Agency led reviews.

⁶ This metric will include only those activities that result in an EOD.

⁷ Quality Reviews include reviewing actions whether a hire is made or not. Target is reported quarterly for all customers combined. Errors for this purpose are calculated based upon 12 specific data points per case reviewed. 12 data points include: 1) Appropriate rating method is utilized; 2) Accurate qualifications determinations; 3) Necessary rating adjustments are made; 4) Late applications are properly accepted or rejected; 5) Eligibility verified; 6) Properly apply priority consideration for displaced/surplus employees; 7) Accurately apply veterans preference; 8) Certification procedures are appropriate; 9) Selections are properly made; 10) OF-306 is complete and verified; 11) Pay is correctly calculated; 12) Personnel action is coded correctly.



Payroll, Processing and Personnel Records

Description

Ensure payroll and personnel actions are submitted timely and accurately to the payroll provider, National Finance Center (NFC), and provide personnel records management in accordance with regulations. ARC uses webTA for time and attendance, HR Connect for payroll and personnel action processing, and eOPF for the maintenance of Official Personnel Folders (OPFs).

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
General		
Initiate and ensure timely internal approval and submission of requests for personnel actions ⁸		X
For areas where the customer retains authority to authorize personnel actions (e.g., SES, employee relations), complete all required fields in HR Connect (e.g., legal authority, remarks, etc.); forward action to ARC; or release action directly to NFC (depending on procedures agreed to and established with ARC)		X
Ensure employees initiating and/or submitting personnel actions have the authority to do so		X
Encourage employees to use electronic HR systems (e.g., NFC's EPP, HR Connect, eOPF, etc.) to make personnel changes and retrieve SF-50's		X
Provide copies of all applicable and current policies and agency/departmental requirements ⁹		X
Designate a point of contact to provide guidance when applicable policy documents require interpretation		X
Notify ARC, at least one day prior to the effective date, if planning to deny an employee's Within Range Increase (WRI)		X
Submit redetermination of previously denied WRI with supporting documentation		X
Determine process/procedure and internal controls necessary to carry out functions and manage resources	X	
Code personnel actions according to the Guide to Processing Personnel Actions (GPPA) and agency policy	X	
Process complete and legally sufficient personnel actions	X	
Process corrections to the payroll/personnel system and personnel folders, request and release manual adjustments, and monitor related indebtedness	X	

⁸ ARC must receive personnel actions by close of business on the Monday before the effective date of the action. Personnel actions not submitted timely will be processed at the beginning of the following pay period.

⁹ Required policies include but are not limited to leave administration, hours of work/work schedules and waiver of salary overpayment.



Human Resources Service Line
Service Descriptions

Determine and resolve problems with personnel actions that are rejected by the payroll/personnel system (resolution of problems may require coordination with the customer agency)	X	
Serve as primary contact with NFC	X	
Provide advice and guidance to managers, timekeepers, and employees on leave programs and premium pay issues in accordance with regulation and customer agency policy	X	
Coordinate/Administer a Voluntary Leave Transfer Program/Leave Bank	X	
Support the customer in response to audit preparation and/or audit findings related to ARC Payroll/Processing services	X	
webTA/Time and Attendance		
Designate timekeepers and certifying officials		X
Validate/Certify timecards in webTA by noon eastern time on the Monday following the end of the pay period		X
Monitor timecard submissions from customer agency and notify agency of missing/incomplete timecards based on established escalation procedure	X	
Facilitate completion of timecards (e.g., suggest delegates, move timecards to alternate certifying officials, make other suggestions as appropriate)	X	
Notify the customer agency of earlier deadlines for timecard certification due to holidays, webTA system maintenance, NFC requirements, etc.	X	
Assist timekeepers in resolving timecard errors	X	
Update time and attendance profile information to reflect corresponding personnel actions	X	
Audit and update leave balances for all employees where a leave error has been identified	X	
Prepare and submit annual Emergency T&A Transmission Authorization Letter to NFC on behalf of the customer. In the event of an emergency that would prevent the transmission of T&A data, ARC will request that NFC generate 80 hours of regular time for full time employees. Part time employees will be based on their normal tour of duty. Time card corrections will be made after normal operations resume	X	
Accessions/Hires		
Administer the Oath of Office and ensure new hire/orientation paperwork, specifically the Appointment Affidavits (SF-61), Declaration for Federal Employment (OF-306), and Employment Eligibility Verification (Form I-9), if applicable, are accurately completed, certified/dated by agency personnel, and received by ARC Processing within three business days of the start date		X
Complete E-Verify "Memorandum of Understanding for Employers Using an E-Verify Employer Agent" if designating ARC as Employer Agent		X
Perform employment eligibility verification through E-Verify on behalf of customer, if designated as Employer Agent	X	
Calculate leave service computation date for new hires	X	



Human Resources Service Line
Service Descriptions

Obtain OPF from the prior servicing agency or the National Personnel Records Center (NPRC), if applicable	X	
Employee Debts		
Forward court-ordered garnishments to ARC after appropriate legal review		X
Approve/Deny employee requests for waiver of repayment of salary overpayments and reduced biweekly payment requests		X
Provide employee notice of court-ordered garnishments (e.g., child support, bankruptcies, commercial garnishments, education loans, alimony and tax levies) and enforce regulatory maximums for collection	X	
Provide employee notice (Notice of Intent to Offset Salary) for salary-related debts	X	
Research the cause of employee salary overpayment and provide supporting documentation, as requested	X	
Place salary overpayment collection on hold with NFC while a waiver decision is pending	X	
Notify employee and NFC of the decision made on the waiver request	X	
Realignments/Reorganizations		
Contact ARC early in the reorganization process to establish agency contact, and discuss required documentation		X
Discuss processing timeframes prior to confirming effective date		X
Establish new organizational structures, realign existing organizational structures, and process associated personnel actions (reorganizations impacting over 50 employees will result in additional costs)	X	
Settlement Agreements		
Prior to finalizing, provide ARC a draft of settlement agreement to ensure ARC can implement and meet timeframes		X
Consistent with timeframes established in the previous customer responsibility, process associated personnel actions (including corrections to previous personnel actions) and other actions as required (submitting and releasing requests to NFC for manual payments, adjusting leave, and updating personnel records)	X	
Mass Upload Awards		
Prior to establishing effective date for mass upload award payout, contact ARC to discuss timeframes		X
Validate correct accounting codes in HR Connect prior to award submission		X
In accordance with agency timeframes established in the first customer responsibility, submit mass upload for processing	X	
Separations		
Coordinate employee separation/exit clearance processing		X
Coordinate release date between customer agency and gaining agency	X	
Provide Preliminary Employment Data (i.e., SF-75 information) to gaining agency	X	
Release lump-sum payment for unused annual leave in accordance with customer agency policy	X	
Ensure OPF is transferred to gaining agency or NPRC	X	



Personnel Records Management		
Provide administrator access and requested number of full-use HR licenses to ARC HR (this only applies to customers who maintain Super Administrator Program Management over their eOPF instance)		X
Maintain Employee Medical Folders		X
Maintain the OPF for each employee in accordance with OPM guidance on filing and disposition	X	
Monitor eOPF load reports to ensure SF-50's are uploading correctly	X	
Coordinate conversion to eOPF (for customers who have not yet transitioned to eOPF)	X	
Maintain Employee Performance Files (e.g., award and appraisal documentation) ¹⁰	X	
Reply to employment verification requests	X	

Primary Pricing Driver

- ❖ Number of distinct customer employees with payroll activity over a four pay period window

Performance Metrics

Metric	Measurement	Standard / Target
Notify Potential Leave Recipients in the Voluntary Leave Transfer Program of Approval/Disapproval of Application	Percentage completed within five business days	95%
Issue Lump-sum Payments for Unused Annual Leave	Percentage completed accurately within 20 business days after final paycheck is issued	95%
Resolve Complex Pay Issues that are within ARC's Control (complex pay issues are matters that require manual calculation of employee payments or debts, corrections to prior personnel actions or benefit elections, and requests to waive previously established employee debts)	Percentage completed within 45 business days	90%
Process Personnel Actions (including the resolution of system suspense inquiries)	Percentage completed within the pay period	99%

¹⁰ Award SF-50's flow directly from NFC into the Performance Folder within eOPF. ARC maintains electronic copies of performance appraisals locally (not within eOPF), if provided by the customer. ARC can provide customers the Import Role in eOPF for those customers wishing to have their performance appraisals loaded into eOPF or alternatively ARC can make arrangements to have the documents loaded in batch at the government-approved scanning facility at the customer's expense.



Human Resources Service Line Service Descriptions

Process Awards	Percentage completed within the pay period ¹¹	95%
Accuracy of Personnel Actions ¹²	Total number of accurate data points in ARC's Quality Review divided by the number of data points reviewed	90%
Transmission of timecards	Percentage of timecards validated/certified by noon eastern time on the Monday following the end of the pay period that are completed within the pay period	99%

¹¹ Time Off and Ratings Based Awards submitted individually in HR Connect will be made effective at the beginning of the pay period immediately following the date the request is received (unless a later date is requested). Ratings Based Awards processed via mass upload will be effective on the agreed upon date.

¹² There are 54 data points reviewed on accession actions and 40 data points reviews on other personnel actions. Data points include ensuring internal procedures were followed, reviewing the SF-52 for accuracy and completeness, reviewing important data not found on the SF-52 in HR Connect and NFC, and ensuring accurate recordkeeping and upload to eOPF.



Employee Benefits Services

Description

Support customer benefits needs to include: benefits administration; processing civilian and military deposits, retirement and death cases, separations; coordination of the employee assistance program; and advisory services for management.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
<input checked="" type="checkbox"/> Benefits Administration		
Provide copies of all applicable and current policies and departmental requirements		X
Designate a point of contact to provide guidance when applicable policy documents require interpretation and to distribute benefits information provided by ARC to employees		X
Distribute notices prepared by the ARC Benefits staff timely to all employees regarding benefit changes and opportunities		X
Provide the actual notices used, if ARC benefits notices are not used		X
Respond timely to inquiries concerning current benefits issues that predate ARC servicing		X
Assist with gathering responses to inquiries that must be submitted through agency Benefits Officers to OPM ¹³		X
Encourage employees to use the Employee Personal Page (EPP), a self-service option to make benefit elections		X
Counsel employees on Title 5 employee benefits (e.g., life insurance, health insurance, and retirement savings accounts)	X	
Provide general information to employees on flexible spending accounts, dental and vision insurance programs and long term care insurance	X	
Assist employees with completing benefits elections	X	
Process all complete and legally sufficient Federal Employees Health Benefits (FEHB), Thrift Saving Plan (TSP), and Federal Employees' Group Life Insurance (FGLI) elections, including input into the payroll/personnel system	X	
Perform reconsideration of initial decisions of denial regarding life or health insurance elections upon an employee's written request	X	
Communicate benefits Open Season information to employees through the customer agency point of contact and the customer access page	X	

¹³ Only Agency Benefits Officers may make inquiries to OPM when an issue is encountered that involves OPM regulations. Each agency's Benefits Officer maintains this responsibility for their agency components regardless of who provides that component's benefits servicing.



Human Resources Service Line
Service Descriptions

Monitor Non-pay reports, notify employees of benefit options while in non-pay status, and prepare notices to terminate benefits, when appropriate	X	
Prepare notices to alert employees of upcoming changes to available benefits	X	
Provide new employee orientation information via a customer website	X	
Prepare a separation package of benefit information for employees who are separating from Federal service or transferring to another Federal agency	X	
Correct or initiate correction of benefit errors identified through benefit servicing as outlined in this agreement	X	
✓ Civilian and Military Deposits		
Counsel employees on making deposits and redeposits	X	
Prepare estimates for deposits and redeposits	X	
Prepare appropriate forms for deposits and redeposits	X	
✓ Retirement and Death Cases		
Distribute notices prepared by the ARC Benefits staff timely to all employees regarding retirement changes		X
Counsel employees on retirement eligibility and benefits	X	
Provide retirement annuity estimates	X	
Prepare, assemble and submit retirement packages through the NFC to OPM	X	
Provide assistance to family members/beneficiaries of deceased employees in obtaining benefits to which they are entitled	X	
Review OPF to ensure benefit entitlements are accurate, retirement coverage is compliant, and creditable service is properly documented	X	
Obtain missing OPF documentation, identify errors, and initiate corrective actions	X	
Process Retirement coverage corrections including Federal Erroneous Retirement Coverage Corrections Act (FERCCA) cases	X	
Voluntary Early Retirement Authority (VERA) and/or Voluntary Separation Incentive Payment (VSIP)¹⁴		
Provide notice of intent to submit request to OPM for approval one month in advance of submission		X
Provide copy of OPM VERA/VSIP approval letters and communications sent to impacted employees throughout the process		X
Provide finalized list of positions that are VERA/VSIP eligible		X
Provide list of employees who received VERA/VSIP offer		X
Provide approved VERA/VSIP applications		X
Provide quarterly interim and final usage report to OPM		X
Provide retirement estimates/counseling upon request to eligible employees	X	
Process VERA/VSIP actions for approved applications	X	
Provide data for reporting purposes to customer	X	

¹⁴ Over 50 will result in additional costs. The costing formula is 12.5 hours (average time to process an optional retirement) of a GS-12 X the number of employees identified to receive a VERA/VSIP. VERA/VSIPs crossing FY boundaries will be assessed based on when the list of impacted employees is provided.



<input checked="" type="checkbox"/> Employee Assistance Program (EAP)		
Coordinate EAP services through a subcontractor (for example, Federal Occupational Health (FOH)) (A pass-through per head fee is collected by ARC and paid to the subcontractor for EAP services. No additional fees are charged by ARC)	X	
Coordinate special EAP services for groups of employees at a customer agency	X	

Primary Pricing Driver

- ❖ Number of distinct customer employees with payroll activity over a four pay period window

Performance Metrics

Metric	Measurement	Standard / Target
Retirement Application Package Timeliness	Percentage of packages submitted to NFC within three business days of the retirement effective date (this applies to packages received at least two weeks prior to the retirement effective date)	98%
Retirement Case Accuracy Rate (Quarterly)	Percentage of cases audited by OPM determined to be error free ¹⁵	92%
Retirement Estimates Timeliness for Priority 1 Employees – with a date of retirement within six months or eligible for VERA/VSIP	Percentage of Retirement Estimates Completed within 12 Calendar Days	85%

¹⁵ This percentage is based on the total # of retirement cases audited by OPM for all Employee Benefits customers in the previous quarter. (# of disputed errors will be listed, but not included in the target.) These statistics do not include NFC (Payroll) errors. If an error is identified for a customer, the customer will be notified.



Labor Relations

Description

Support customer in meeting obligations with any existing labor organization.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Provide copies of all applicable and current policies/negotiated agreements		X
Designate a point of contact to provide guidance when applicable policy documents/negotiated agreements require interpretation		X
Designate a point of contact who will serve as the lead litigator or agency representative in arbitration hearings and proceedings before the Federal Labor Relations Authority (FLRA), the Federal Mediation and Conciliation Service (FMCS), or the Federal Service Impasses Panel (FSIP) regarding matters pertaining to labor relations activities such as: <ul style="list-style-type: none"> • Unfair Labor Practice charges • Representation petitions • Clarification of unit petitions • Negotiability appeals • Review of arbitration awards • Negotiation impasses 		X
Provide technical assistance to support the customer agency in arbitration hearings and proceedings as outlined above. Technical assistance may include: <ul style="list-style-type: none"> • Providing information in response to requests • Providing input on various motions or arbitrator selection • Participating in strategy discussions regarding tactical approaches or settlement 	X	
Provide advice and guidance in dealing with labor organizations	X	
Act as management's representative in dealings with labor organizations	X	
Assist with negotiations (term, midterm, and impact and implementation) with labor organizations	X	
Provide advice and guidance to supervisors on contract interpretation	X	
Draft notices to labor organizations regarding changes in personnel policies, practices, or conditions of employment	X	
Process requests for information submitted by a labor organization	X	
Coordinate/Process employee complaints generated through any established negotiated grievance procedures	X	
Provide monthly or biweekly status report of labor relations actions, as requested by the customer agency	X	



Primary Pricing Driver

- ❖ Average annual number of grievance replies, notices to the union, responses to union information requests, partnership notices, and any other management document drafted to facilitate the labor relations process for the two most recently completed fiscal years



Employee Relations

Description

Assist customer in addressing conduct and performance issues.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Employee Relations		
Provide copies of all applicable and current policies		X
Designate a point of contact to provide guidance when applicable policy documents require interpretation		X
Initiate and submit to ARC requests for Personnel Actions that result from conduct or performance based actions at least one full workday prior to the effective date		X
Designate a point of contact who will serve as the lead litigator or agency representative in: <ul style="list-style-type: none"> • MSPB appeals that might result from employee conduct or performance based actions • Office of Special Counsel activity • EEO complaints that might result from employee conduct or performance based actions The lead litigator or agency representative will: <ul style="list-style-type: none"> • Provide instructions and/or requests for documents and electronically stored information that are responsive to litigant's request(s) • Coordinate and respond to any information requests or discovery requests • Recommend case strategy to agency officials • Prepare and file written responses to motions • Represent the agency in negotiating terms for potential settlement of cases • Prepare witnesses for hearing • Participate in all pre-hearing conferences • Respond to acknowledgement orders 		X
For eDiscovery requests in MSPB or EEOC cases, preserve and provide documents, databases, files, emails, etc., in response to requests for such information. If requested information is contained in a format or system that is incompatible with ARC's IT infrastructure, provide technical support necessary for ARC to transform electronically stored information into readable, producible data or documents		X
If not receiving Personnel Security services from ARC, resolve pre-employment suitability concerns (e.g., arising from the OF-306)		X



Human Resources Service Line Service Descriptions

Notify the agency of Requests for Personnel Action not submitted timely and work with the agency to establish a new effective date ¹⁶	X	
Provide monthly or biweekly status report of employee relations actions, as requested by the customer agency	X	
Provide advice and guidance on: <ul style="list-style-type: none"> • Misconduct • Performance problems • Fitness for duty issues • Reasonable accommodations, to include requesting and reviewing related documentation, facilitating the interactive process, and assisting in providing management's decision about the accommodation to the employee • Tardiness and attendance issues 	X	
Conduct pre-action fact-finding inquiries	X	
Provide assistance in preparing corrective actions and notices including: <ul style="list-style-type: none"> • Leave restriction notices • Counseling notices (formal and informal) • Disciplinary actions (e.g., reprimands and suspensions of 14 days or less) • Adverse actions (e.g., suspensions of 15 days or more, furloughs, reductions-in-grade, indefinite suspensions, and removals) • Actions to terminate probationary employees • Performance based actions (e.g., performance improvement plans, demotions, removals, denials of within grade increase, denials of career ladder promotion) 	X	
Provide technical assistance to support the customer agency in: <ul style="list-style-type: none"> • Merit Systems Protection Board (MSPB) appeals that might result from the above actions • Office of Special Counsel activity • Equal Employment Opportunity (EEO) complaints that might result from the above actions Technical assistance may include providing information to the customer agency in response to information requests or discovery requests, providing input on various motions or strategy discussions, assisting with witness preparation, and participating in pre-hearing conferences or settlement discussions	X	
For eDiscovery requests in MSPB or EEOC cases, receive, review, redact, and produce the requested documents and electronically stored information, in physical or electronic format as applicable, that are responsive to litigant's request(s)	X	

¹⁶ Suspension, termination, and removal actions submitted later than one full workday before the effective date will result in the establishment of a later effective date and may require returning the employee to a pay status until the new effective date.



Process employee complaints through established agency administrative grievance procedure	X	
Make determinations regarding the need to file confidential financial forms as positions are developed and classified	X	
Make bargaining unit determinations as positions are classified and established	X	
<input checked="" type="checkbox"/> Unemployment Compensation		
Administer the unemployment compensation program	X	

Primary Pricing Driver

- ❖ Average annual number of corrective actions, average annual number of administrative investigations resulting in no corrective action, and average annual number of data audits resulting in no corrective action for the two most recently completed fiscal years
For purposes of this definition:
 - Corrective actions include counseling memos, suspensions, reprimands, removals, terminations, leave restriction notices, administrative grievance replies, performance improvement plans, and any other document drafted to address a performance or misconduct issue
 - Administrative investigations include only those involving more than 3 employee interviews that do not result in corrective action
 - Data audits include audits of records such as time and attendance, entry/egress, computer activity, or other similar records that do not result in corrective action



Workers' Compensation Services

Description

Assist in administering claims from employees who are injured in the performance of job duties or develop an occupational disease stemming from their employment.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Provide authority for ARC to access information in the system of records maintained by the U.S. Department of Labor (DOL) under the Federal Employees' Compensation Act		X
Provide authority for ARC to access information in Agency Query System (AQS), including providing Sub-Interagency Coordinator Authority (IAC) and providing/authorizing appropriate chargeback codes		X
Provide copies of all applicable and current policies and departmental requirements		X
Designate a point of contact to provide guidance when applicable policy documents require interpretation		X
Notify ARC promptly when a workplace injury occurs or an occupational disease is reported		X
Advise and assist employees in the completion of forms required for the processing of workers' compensation claims	X	
Serve as liaison between the customer agency and DOL's Office of Workers' Compensation Programs (OWCP) on the day-to-day processing of claims, including ensuring proper documentation is provided to DOL	X	
Provide monthly or biweekly status report and information concerning OWCP claims, as requested by the customer agency	X	
Review and manage long-term cases involving salary compensation and medical benefits	X	
Review and analyze quarterly DOL chargeback reports to identify claims that require action or correction	X	
Access AQS to monitor potential to return injured workers to work, fraudulent activity status, and activities on case files with recommendations for employment	X	
Notify OWCP and customer of cases with activity such as employment, retirement, fraudulent activity, and/or death, upon discovery	X	



Primary Pricing Driver

- ❖ Average number of active OWCP claims at the end of each quarter of the most recently completed fiscal year. Active claims are incidents and claims filed during the time period and claims for which monitoring of compensation or reimbursement of medical payments is continuing

Performance Metrics

Metric	Measurement	Standard / Target
File Worker's Compensation CA-1/CA-2 Forms with DOL	Percentage completed within 10 business days	95%
File Worker's Compensation CA-7 Forms with DOL	Percentage completed within five business days	95%



Personnel Security Services

Description

Support pre-employment suitability inquiries, background investigations, suitability recommendations, and drug testing of the customer agency's employees.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Designate points of contact for granting security clearances, fingerprinting, and serving in the role of agency suitability adjudicating official		X
Issue or arrange for issuance of the Personal Identity Verification (PIV) card to contractors (if applicable) and employees		X
Provide accession and separation reports on a biweekly basis if ARC is not providing Staff Acquisition and Processing services		X
Designate the risk level and sensitivity level of each position using the Position Designation Automated Tool (PDT) or other approved method, and provide proof that designations were completed after July 1, 2016		X
Provide monthly or biweekly status report of personnel security actions, as requested by the customer agency	X	
<input checked="" type="checkbox"/> Pre-employment Suitability Inquiries		
Maintain interagency agreement with OPM for the Special Agreement Check (SAC) to perform pre-employment checks (e.g., Federal Bureau of Investigation checks and credit checks)	X	
Bill actual charges for SACs or other pre-employment inquiries to the customer on a monthly basis	X	
Administer pre-employment inquiries in coordination with the customer agency's point of contact	X	
Receive and review completed SACs	X	
Coordinate with the appropriate official designated by the customer when the SAC or other pre-employment information (such as the OF-306) require suitability decisions	X	
Notify the customer point of contact and ARC Staff Acquisition personnel (if applicable) of completed inquiries	X	
<input checked="" type="checkbox"/> Background Investigations		
Administer the background investigations program in conjunction with OPM's Federal Investigative Services	X	
Maintain an interagency agreement with OPM to perform background investigations ¹⁷	X	
Initiate background investigations for new employees	X	

¹⁷ All OPM fees, including any changes in OPM rates, will be passed on to the customer agency.



Bill OPM's actual charges for inquiries and background investigations to the customer on a monthly basis	X	
Contact employees for omissions and verification of information provided on background investigation forms	X	
Administer the reinvestigation program, as directed by the customer agency	X	
Maintain files on completed cases	X	
☑ Suitability Adjudication		
Review reports of investigation to determine if issues were developed for which adjudication is necessary	X	
Contact third parties and/or the subject of the investigation to obtain additional information to clarify and/or resolve issues identified in the background investigation	X	
Coordinate with the appropriate official designated by the customer when results of investigations are received that require suitability decisions	X	
Develop and forward written recommendations concerning identified suitability issues to the designated official employed by the customer for final adjudication	X	
Maintain files on completed cases	X	
☑ Drug Testing		
Designate a point of contact to assist with coordinating and reporting results of employee drug testing		X
Designate positions that require drug testing		X
Bill actual vendor charges for drug testing to the customer monthly	X	
Maintain a contract with the vendor to include specimen collection, lab tests, and review of the results by a medical review officer in accordance with the customer agency's policy	X	
Initiate pre-employment drug tests in accordance with agency designations	X	
Provide, through drug test contractor, applicants and employees with instructions and forms necessary for the completion of a drug test	X	
Coordinate random drug tests with customer point of contact	X	
Coordinate reasonable suspicion drug tests with customer point of contact	X	
Maintain files on completed drug tests	X	
Notify the customer point of contact of the results of completed drug tests	X	

Primary Pricing Driver

- ❖ Average annual number of background investigations, cases adjudicated, drug tests, and additional services for the two most recently completed fiscal years based on the following formula: (Background investigations initiated x 3) + (Cases adjudicated x 6) + (Random drug tests x 2) + (Pre-employment drug tests x 1) + (Additional services requested x 0.5)



Human Resources Service Line Service Descriptions

(Additional services include preparing eligibility letters, requesting credit checks, requesting and monitoring additional pre-employment requests, and responding to Giglio requests.)

Performance Metrics

Metric	Measurement	Standard / Target
Submit Acceptable Background Investigation Requests and Documents to OPM	Percentage accepted by OPM or rejected for reasons outside of ARC's control	95%



Reduction in Force (RIF)

Description

RIF actions will be accomplished following appropriate statutes, regulations, policies, and applicable negotiated agreements. The laws addressing RIFs are codified in Section 12 of the Veterans' Preference Act of 1944, Sections 3501 through 3503 of Title 5, United States Code (5 U.S.C. 3501-3503). OPM implements these statutory requirements through regulations published in part 351 of Title 5, Code of Federal Regulations (5 C.F.R. part 351).

When an agency conducts a RIF, ARC may be required to assist in the process. If ARC's assistance is needed (e.g., checking OPFs, creating registers, drafting communications, providing additional reports, etc.) additional effort will be assessed.



Human Resources Systems Help Desk and Reporting Services

Description

webTA

webTA is a federalized time and attendance system provided by Kronos, Inc. It 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.

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 Backups

System backups are performed nightly and stored onsite for two weeks. After two weeks, complete backups are sent offsite and maintained in accordance with the federal record retention policy.

Software Maintenance

Kronos Inc. 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 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 Transport Layer Security to protect the sensitivity of the data being accessed.

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

- 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
- Other security tasks as mandated by Treasury, OMB, and other governing bodies

All FISMA related documentation is available for review upon request onsite at Fiscal Service in Parkersburg, WV. Customer representatives are required to sign nondisclosure agreements and provide evidence of appropriate background clearances prior to being granted access to this documentation.



System Availability

Standard hours of system availability are 5:00 am to 1:00 am ET with the exception of required maintenance periods described below.

- Primary weekly maintenance window – 1:00 am Sunday to 1:00 am ET Monday every week
- Secondary weekly maintenance window – 8:00 pm Tuesday to 1:00 am ET Wednesday every week
- Nightly backup maintenance window – 1:00 am to 5:00 am ET every day

While the system may be available on occasion during the aforementioned primary and secondary weekly maintenance windows, a notice of system unavailability will not be provided to users when maintenance is occurring during these times.

Request assistance by calling 304-480-8000, option 4, or sending emails to HRSystems@fiscal.treasury.gov.

ARC provides help desk services for webTA and the following other systems from 7:00 am to 5:30 pm ET, Monday through Friday excluding federal holidays:

HR Connect

HR Connect is the enterprise-wide human resources management system owned and administered by the Department of the Treasury. Treasury's HR Connect Program Office (HRCPO) is ARC's partner as a designated shared service center through the HR Line of Business.

HR Connect allows managers to electronically initiate, approve, and track personnel actions, awards, and performance appraisals, and view a variety of personnel data on employees reporting to them or to their subordinate supervisors. Employees can review and request changes to their own personal information. HR Connect is a front end system for sending personnel action data to the USDA National Finance Center's Payroll/Personnel System. The standard HR Connect modules are Employee Self Service (ESS), Manager Self Service (MSS), and HR Self Service (HRSS).

The following are modules within HRConnect:

- PDS: The HR Connect PIV Data Synchronization module provides capability for managing the Personal Identification Verification for employees and contractors. This module interfaces with USAccess and the Treasury Employee Directory System.
- ePerformance: The HR Connect ePerformance module provides capability for online management of the entire performance plan development and review cycle for employees, rating officials, and reviewing officials.
- SEC: The HR Connect Separating Employee Clearance module provides capability for efficiently processing separating employees and keeping all clearance stakeholders informed.



Entrance on Duty System (EODS)

EODS is the on boarding portal owned and administered by the Department of the Treasury. EODS automates the collection of pre-employment data and the delivery of new hire information to Federal employees.

InCompass- Employee Performance Management

InCompass is an integrated talent management system owned and administered by the Department of the Treasury.

Employee Personal Page (EPP)

EPP is NFC's Web-based application that provides employees self-service access to their personal information. EPP provides employees with the ability to view and make changes to their direct deposit, tax withholding, payroll allotments, and benefit information. Employees can view their earning and leave statement, health and life insurance, W-2, and other personal information.

WorkForce Analytics

Workforce Analytics is a product of HR Connect. It is a data warehouse environment that provides customers with data reporting capabilities.

National Finance Center (NFC)

NFC is the Department of Agriculture's payroll/personnel system. In addition to payroll/personnel processing, NFC provides reporting tools (such as FOCUS, Insight and Reporting Center).

Career Connector

Career Connector is the Department of the Treasury's talent acquisition solution, providing Federal hiring software and associated services purchased through Monster Government Solutions (MGS). With Career Connector, Federal agencies can recruit, evaluate, assess, review, select, and on-board candidates received from USAJobs.

Integrated Talent Management (ITM)

ITM is the Department of Treasury's integrated system for managing employees' learning, performance, and competencies. ITM is available currently for Treasury customers. Modules include:

- **ITM-Learning Management** – Delivers annual and other online training courses. Individuals can develop training plans for themselves and others, and tie their training to competency development. Administrators can plan, schedule and execute training plans and resources. Supervisors, leaders and administrators can assign and track the training of organizations.
- **ITM-Performance Management** – Stores standard performance elements, provides a means to develop goals and align them to others and the organization, and uses algorithms and workflows to shepherd and track performance documents throughout the performance review process.
- **ITM-Other** – (Analytics, Compensation Management, Competency Management, Succession Planning, and/or Workforce Planning)



Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
<input checked="" type="checkbox"/> HR Web Page Maintenance		
Maintain HR customer access pages and new employee orientation web pages	X	
<input checked="" type="checkbox"/> Employee Personal Page Help Desk		
Assist users with navigation and use of EPP	X	
<input checked="" type="checkbox"/> HR Connect Help Desk		
Request new user application access via the Access Request Form; validate application users and responsibilities annually		X
Notify ARC when user access is no longer required		X
<ul style="list-style-type: none"> • Unlock accounts and assist users with password changes • Assist users with navigation, and use of HR Connect, such as, preparation and approval of personnel actions and awards • Maintain data, such as, "reports to" updates, duty locations, and accounting codes • Resolve/Elevate issues to the HRCPO help desk • Maintain user security, as appropriate • Provide manager and proxy HR Connect training • Represent the customer agency at HR Connect meetings, as appropriate • Coordinate User Acceptance Testing 	X	
The following are additional Modules within HR Connect:		
<input type="checkbox"/> PDS (PIV Data Synchronization)	X	
<input type="checkbox"/> ePerformance	X	
<input type="checkbox"/> Separating Employee Clearance (SEC)	X	
<input checked="" type="checkbox"/> ITM Learning Management Module		
<ul style="list-style-type: none"> • Security roles provisioning and maintenance • Reset passwords, unlock accounts, and assist users with password changes • Assistance with system navigation • Assist with completing SF182 • Troubleshoot course launch issues/errors • Reports and ad hoc reports • Resolve/Elevate issues to appropriate HRCPO team or vendor • Serve as liaison with HRCPO 	X	
<input checked="" type="checkbox"/> ITM Performance Management Module		



<ul style="list-style-type: none"> • Security roles provisioning and maintenance • Reset passwords, unlock accounts, and assist users with password changes • Set up the performance tasks and workflow and other configuration items • Set up proxy rights • End user training • Set up goal library • Assist with navigation of performance plan steps • Restart, transfer, advance, reopen performance plans • Extend deadlines set within the performance plan • Resolve/Elevate issues to appropriate HRCPO team or vendor • Serve as liaison with HRCPO 	X	
ITM-Other (Analytics, Compensation Management, <input checked="" type="checkbox"/> Competency Management, Succession Planning, and/or Workforce Planning)		
<ul style="list-style-type: none"> • Security roles provisioning and maintenance • Reset passwords, unlock accounts, and assist users with password changes • Configuration • End user training • Navigation assistance • Reports and ad hoc reports 	X	
<input checked="" type="checkbox"/> Entrance on Duty System (EODS) Help Desk		
<ul style="list-style-type: none"> • Reset passwords, unlock accounts, and assist users with password changes • Assist users with navigation and use of EODS • Resolve/Elevate issues to the HRCPO help desk • Serve as liaison with HRCPO 	X	
<input checked="" type="checkbox"/> webTA Help Desk		
Request new user application access via the Access Request Form; validate application users and responsibilities annually		X
<ul style="list-style-type: none"> • Reset passwords, unlock accounts, and assist users with password changes • Assist users with navigation and use of the webTA system • Refer any policy and regulatory questions (e.g., what type of leave is appropriate for a given situation) to the appropriate payroll contacts 	X	
<input checked="" type="checkbox"/> webTA System Administration		
Notify ARC when user access is no longer required		X
Provide resources to participate in User Testing of application changes		X
Ensure users are trained		X



Human Resources Service Line
Service Descriptions

Use up-to-date anti-virus software on all computers accessing ARC application		X
Maintain the hardware and software in support of webTA	X	
Operate and maintain the system, which includes periodic upgrades	X	
Serve as the overall system administrator of the application and support those users with HR administration rights within webTA	X	
Maintain a security program to ensure strong internal controls over the system	X	
Ensure connectivity between the customer agency and the webTA system located at ARC	X	
Provide necessary user training for webTA and webTA Reports	X	
<input checked="" type="checkbox"/> Incompass Help Desk		
<ul style="list-style-type: none"> Reset passwords, unlock accounts, and assist users with password changes Assist users with navigation and use of InCompass Employee Performance Management Resolve/Refer problems as appropriate to Treasury's HR Connect Program Office (HRCPO) help desk or customer designated Tier 2 level Serve as liaison with HRCPO 	X	
<input checked="" type="checkbox"/> Career Connector Help Desk		
Request new user application access via the Access Request Form; validate application users and responsibilities annually		X
Notify ARC when user access is no longer required due to departure or assignment to other duties		X
<ul style="list-style-type: none"> Create and maintain user accounts Reset passwords, unlock accounts, and assist users with password changes Maintain user security roles Refer problems and issues to the appropriate areas 	X	
<input checked="" type="checkbox"/> Workforce Analytics Help Desk		
Request new user application access via the Access Request Form; validate application users and responsibilities annually		X
Notify ARC when user access is no longer required due to departure or assignment to other duties		X
<ul style="list-style-type: none"> Create and maintain user accounts Maintain user security roles Assist users in preparing reports Refer problems and issues to the appropriate area 	X	
<input checked="" type="checkbox"/> NFC Help Desk		
Request new user application access via the Access Request Form; validate application users and responsibilities annually		X



Notify ARC when user access is no longer required due to departure or assignment to other duties		X
<ul style="list-style-type: none"> • Create and maintain user accounts • Reset passwords, unlock accounts, and assist users with password changes • Maintain user security roles 	X	
☑ HR Reports		
Request reports by sending emails to HRReports@fiscal.treasury.gov or calling 304-480-8000, option 4, report parameters must be clearly defined		X
Validate reoccurring reports received are still needed		X
Provide reporting functions including: <ul style="list-style-type: none"> • Prepare and distribute recurring reports from NFC, HR Connect, Workforce Analytics and/or webTA for internal and external use • Develop ad hoc reports from appropriate systems (e.g., NFC, HR Connect, ITM Analytics, Workforce Analytics and/or webTA) • Annual validation of reoccurring reports to ensure they are being provided to those with a continued need for the information 	X	

Note 1: ARC uses a Change Control Board to assess and make decisions on webTA related changes. In doing so, ARC evaluates the resource and customer impacts and priority of the proposed changes to the system.

Note 2: ARC will periodically analyze the most prevalent types of help desk issues and work with the customer to improve overall operations, when possible.

Primary Pricing Driver

❖ Help Desk:

Average annual number of weighted help desk tickets based on the following formula:
 (webTA/EODS/Career Connector/WFA/NFC tickets x 1) + (HR Connect tickets x 4) +
 (InCompass/ITM Learning/ITM Performance/ITM Other tickets x 3) + (EPP/General tickets x 0.5) for the two most recently completed fiscal years

❖ HR Reports:

Average annual number of weighted reports produced based on the following formula:
 (recurring (e.g., pay period) reports x 0.05) + (Level 1 ad hoc x 1) + (Level 2 ad hoc x 2) +
 (Level 3 ad hoc x 5) + (expedited (same day turnaround) (Level 1 ad hoc x 2) + (Level 2 ad hoc x 3) + (Level 3 ad hoc x 6) for the two most recently completed fiscal years



Performance Metrics

Report Writing

Metric	Measurement	Standard / Target
Provide HR Reports, as requested	Percentage completed within three business days	95%

HR Systems Support Desk

Metric	Measurement	Standard / Target
Ticket Resolution	Percentage of help desk tickets closed within 60 minutes of being logged	80%
Average Speed of Answer	Average number of seconds for help desk calls to be answered	<20 seconds
Call Abandonment Rate	Percentage of help desk calls abandoned by the caller prior to being answered	<5% when average call abandonment time is > 45 seconds
Reopened Tickets	Percentage of tickets reopened after initially determined to be resolved	<2%