



Overview/Summary of Services//ARC

ARC Procurement provides a full range of procurement services including procurement system platform and operational services that include acquisition services, contract administration and purchase and fleet card administration.

Business is conducted in accordance with the Federal Acquisition Regulation (FAR), Department of the Treasury Acquisition Regulation (DTAR), and Department of the Treasury Acquisition Procedures (DTAP) and other statutory authority.

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.

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 Management 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]

Compliance and Policy

ARC Procurement provides compliance and policy functions and support as an integrated component of its broader procurement service delivery. Compliance and policy activities and functions are directed toward ensuring that both Acquisition and Contract Administration Services are delivered to effectively and efficiently support the customer agencies missions. Additionally, ARC does this to support the demands associated with the significant maintenance, monitoring, reporting, and programmatic oversight demands that accompany the operation of every acquisition program.

There are five (5) broad areas of compliance and policy support provided by ARC Procurement Services:

- 1) DATA Act related monitoring and reconciliation;
- 2) Small business representation (including Small Business Specialist);
- 3) Data call coordination and collection;
- 4) Policy and procedure development and implementation; and
- 5) Quality assurance and management.

ARC's Bureau Chief Procurement Officer (BCPO) holds technical and regulatory responsibilities for ARC Procurement. The BCPO provides procurement service authority and senior management perspective, as well as authoritative interpretation of procurement regulation and policy. ARC's BCPO sits on the Treasury Acquisition Counsel which ensures timely and relevant adjustment to procurement practices, and which provides the customer agency with up-to-date federal acquisition changes (non-DoD) and best practices.



The following table provides specific support activities and functions, within the broader areas listed above, provided in support of Acquisition and Contract Administration Services:

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
DATA Act Related Monitoring and Reconciliation		
• Certify Data Act Report		X
• Reconcile USA Spending data with actual financial data	X	
• Facilitate and support DATA Act reporting	X	
Small Business Representation		
• Provide Small Business Specialist review and approval capability	X	
• Report small business achievement monthly	X	
• Serve as liaison with Small Business Administration and the Office of Small Disadvantaged Business Utilization	X	
Data Call Coordination and Collection		
• Communicate lapse in funding guidance	X	
• Provide data for call	X	
• Conduct research and compiling of FOIA required contract file documentation	X	
• Provide timely audit notification and serve as audit liaison	X	
Policy and Procedure Development and Implementation		
• Utilize Treasury standard acquisition planning forms		X
• Implement and interpret new and current regulation, policy, and procedures	X	
• Establish and maintain off-the-shelf standard COR training curriculum	X	
Quality Assurance and Management		
• Certify CORs and maintain their training history	X	
• Ensure contracts conform to current law, regulation, and policy	X	
• Coordinates all internal and external audits and assessments and provides comprehensive remedial support	X	
• Notify and involve legal counsel on protest matters	X	



Procurement System Services

Description

CompuSearch PRISM

CompuSearch's PRISM application is a web-based, federalized procurement system. PRISM allows for electronic creation, routing, and modification of requisitions, purchase orders, contracts, and other award related documents. PRISM also provides a contract writing module as well as integration with U.S. General Services Administration's (GSA) Federal Procurement Data System – Next Generation (FPDS-NG).

Reporting:

Oracle Discoverer

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

Oracle Business Intelligence Extended Edition (OBI)

OBI is a web accessible reporting tool that ARC provides to customers for data analytics capability for data processed in Oracle. OBI provides similar real-time data query capability as Discoverer, and will provide robust data analytics capability, and ad-hoc query and analysis, dashboards when fully implemented.

System:

System Accessibility

Unless otherwise specified, users access our systems via the Internet. Internet access is 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 ET, Monday through Friday excluding federal holidays

Federal Information Security Management Act (FISMA) Compliance and Reporting

ARC is responsible for ensuring full FISMA compliance and reporting for the aforementioned systems. As a result, customer organizations should not include these systems in their FISMA reporting to the Office of Management and Budget (OMB). FISMA compliance items include the following:



- Completion of Security Assessment and Authorization activities as prescribed by the U.S. National Institute of Standards & 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 on-site 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 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

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
Create and maintain user accounts	X	
Reset passwords	X	
Answer questions on how to use the PRISM system	X	
Set up and maintain flexfield values	X	
System Administration		
Provide full system administration for the PRISM platform including: <ul style="list-style-type: none"> • Create and maintain user roles and responsibilities • Create and maintain system security profiles • Create and maintain site specific system configurations • Maintain and troubleshoot all interfaces • Maintain a standard suite of reports 	X	
Maintain FISMA compliance and perform related reporting	X	
System Training		
Ensure users are trained on ARC applications		X

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



Provide training for PRISM 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	
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 SIT 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 PRISM users plus number of ARC PRISM users allocated to customer

Note: Users are determined as of 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
PRISM System Availability	Actual availability of PRISM as a percentage of planned availability	99%
Notice of Planned PRISM Outages	Percentage of customer notifications sent at least seven calendar days prior to a planned PRISM outage that is outside normal maintenance windows	100%
Discoverer/OBI Performance	Percentage of standard suite reports that run within one minute	90%

Help Desk

Metric	Measurement	Standard / Target
Call Ticket Resolution	Percentage of call initiated help desk tickets closed within 60 minutes of being logged	75%
Call Abandonment Rate	Percentage of help desk calls abandoned by the caller prior to being answered	<5%
Average Speed of Answer	Average number of seconds for help desk calls to be answered	<10 seconds



Acquisition Services

Simplified Acquisition

The simplified acquisition threshold will consist of any acquisition (except Blanket Purchase Agreement (BPA) Calls, delivery/task orders against internal Indefinite Delivery/Indefinite Quantity (IDIQ) contract vehicles, and Interagency Agreements) less than or equal to \$250K. A variety of acquisition vehicles may be utilized including purchase orders, BPAs, delivery orders (goods), or task orders for routine services against Multiple Award Schedules (MASs), Government Wide Acquisition Contracts (GWACs), or Treasury Wide Acquisition Contracts (TWACs). ARC will make award of simplified acquisitions in the most cost-effective and efficient manner feasible. The facts surrounding the actual item or service needed will dictate whether an existing MAS, GWAC, TWAC, or open market approach is most advantageous in meeting customer needs.

In order to ensure adequate resources and timely processing, cutoff dates are established for the actual submission of Purchase Request (PR) packages and also for the forecasts of forthcoming packages.

These dates apply to actions that have a requested award date of no later than September 30th (Fiscal Year 2019 funded requirements) and by October 31st (Fiscal Year 2020 funded requirements) and are applicable for new or recurring requirements. New requirements are items/services that have not been previously purchased and recurring requirements are items/services that have been purchased previously but will require a replacement/follow-on award.

All Simplified Acquisition Requirements ≤ \$250K

Forecast Due: June 1
PR Package Due: July 1

8(a) Direct Awards

8(a) direct awards consist of any open market 8(a) direct award greater than \$250K but less than or equal to \$4M. ARC will make 8(a) direct awards in the most cost-effective and efficient manner feasible. The facts surrounding the actual item or service needed will dictate whether an 8(a) direct award is most advantageous in meeting customer needs.

In order to ensure adequate resources and timely processing, cutoff dates are established for the actual submission of PR packages and also for the forecasts of forthcoming packages.

These dates apply to actions that have a requested award date of no later than September 30th (Fiscal Year 2019 funded requirements) and by October 31st (Fiscal Year 2020 funded requirements) and are applicable for new or recurring requirements.

All 8(a) Direct Awards > \$250K but ≤ \$4M

Forecast Due: May 1
PR Package Due: June 1



MAS/GWAC/TWAC

Any acquisition awarded against an external contract vehicle such as a Multiple Award Schedule (MAS), a Government-Wide Acquisition Contract (GWAC), or a Treasury-Wide Acquisition Contract (TWAC) with a total award value greater than \$250K. This includes, but may not be limited to BPAs, delivery orders (goods), or task orders for routine services utilizing the General Service Administration's (GSA's) MAS, the NASA SEWP GWAC, or a TWAC awarded by any Treasury agency/bureau for use by any Treasury agency/bureau's contracting office. ARC will make award of MAS/GWAC/TWAC awards in the most cost-effective and efficient manner feasible. The facts surrounding the actual item or service needed will dictate whether a MAS/GWAC/TWAC awards is most advantageous in meeting customer needs.

In order to ensure adequate resources and timely processing, cutoff dates are established for the actual submission of PR packages and also for the forecasts of forthcoming packages.

These dates apply to actions that have a requested award date of no later than September 30th (Fiscal Year 2019 funded requirements) and by October 31st (Fiscal Year 2020 funded requirements) and are applicable for new or recurring requirements.

All MAS/GWAC/TWAC awards with an estimated value > \$250K

Forecast Due: May 1
PR Package Due: June 1

Complex Contracts

The complex contract threshold will consist of any acquisition (except those listed above) with a total award value greater than \$250K. A variety of acquisition vehicles may be utilized including stand alone contracts, IDIQ contracts, open market BPAs, and competitive 8(a) contracts valued greater than \$4M). The facts surrounding the actual item or service needed will dictate whether an existing contract or open market approach is most advantageous in meeting customer needs.

In order to ensure adequate resources and timely processing, cutoff dates are established for the actual submission of PR packages and also for the forecasts of forthcoming packages.

These dates apply to actions that have a requested award date of no later than September 30th (Fiscal Year 2019 funded requirements) and by October 31st (Fiscal Year 2020 funded requirements) and are applicable for new or recurring requirements.

All Requirements > \$250K

Forecast Due: May 1
PR Package Due: June 1



Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Perform acquisition planning		X
Ensure all acquisition strategies or acquisition plans (as described in FAR Part 7) or interagency agreements (such as those used to support purchases through another agency) that include IT are reviewed and approved by the agency CIO, in accordance with the Federal Information Technology Acquisition Reform Act (FITARA)		X
Perform market research		X
Prepare and submit complete PR Packages including the applicable documents or information listed below: <ul style="list-style-type: none"> • Funding (Purchase Request or written confirmation of funds availability) • Independent Government Estimate (IGE) • Performance Work Statement (<i>when services are included</i>) and or Technical Requirements • Quality Assurance Surveillance Plans (QASP) (<i>when services are included</i>) • Delivery dates (<i>when goods are being delivered or deliverables/reports are being completed and sent</i>) • Period of performance (<i>when services are included, or for a subscription or membership etc</i>) • Special conditions/instructions (<i>special delivery instructions, bilingual capabilities, drawings, Section 508 Determinations and Findings, security attachments, etc</i>) • Technical evaluation plan • Sole source, limited source, or brand name justification • Inherently governmental and critical functions analysis coding and worksheet, signed by the Senior Accountable Official for services over \$25K • Security review and applicable attachments (e.g. NDAs, IT Rules of Behavior, DD254s, and standard agency security attachment(s)) 		X
Review and provide input on the solicitation		X
Assist in addressing questions received in response to the solicitation		X
Conduct technical evaluation of proposals		X
Assist in price analysis of proposals		X
Review final proposal revisions		X
Participate in selection discussions		X
Make award recommendations		X
Participate in protest discussions		X
Assist in decision on how to handle protest and implement solution		X



Procurement Service Line
Service Descriptions

Provide a certified Contracting Officer's Representative (COR) who will coordinate with ARC all actions relating to funding and/or changes in the scope of work which will result in modifications being issued ²		X
Maintain status of in-progress acquisition activities ³	X	
Support the customer's acquisition planning	X	
Determine best acquisition strategy based on Federal and Treasury regulations, customer agency input, and market conditions	X	
Assist with the development of the Performance Work Statement (PWS) or technical requirements, when applicable	X	
Review PWSs, independent government estimates, and technical evaluation plans and provide advice to the customer agency	X	
Prepare solicitations and amendments	X	
Process proposals	X	
Conduct price analysis of proposals	X	
Oversee evaluation process	X	
Execute contract actions on behalf of the customer agency	X	
Establish competitive range and conduct negotiations	X	
Receive revised proposals	X	
Oversee evaluation process of revised proposals	X	
Make award decision	X	
Prepare award and associated documentation and reporting	X	
Issue notifications to unsuccessful offerors and conduct debriefings	X	
Distribute award	X	
Determine and take appropriate action on protests	X	
Process Ratifications (Treasury Agencies)	X	

For all Non Treasury agencies: Ratification - Contracting Officers for the Servicing Agency are not authorized to ratify the unauthorized commitments of employees of the Requesting Agency. The Requesting Agency is responsible for ratifying the unauthorized commitments of its employees. The Servicing Agency may assist the Requesting Agency's ratification of unauthorized commitments by providing necessary documentation for execution by the ratifying official. After an unauthorized commitment has been ratified by the Requesting Agency, the Servicing Agency may memorialize the ratification with appropriate documentation to ensure that the ratified contract can be properly administered.

² CORs must have the following tiered training to become Federal Acquisition Certification (FAC)-COR certified and must maintain their skills currency through continuous learning: Level I - 8 hours (low risk awards – firm fixed price contracts with basic provisions), Level II – 40 hours (moderately complex – all contract types included under Level I, plus cost-reimbursement contracts), Level III – 60 hours (highly complex – all contract types inclusive of Level I and II, as well as time and materials, incentive, hybrid, and cost-type contracts). Training may be obtained through the Federal Acquisition Institute, The Defense Acquisition University, commercially available sources, or colleges. Once an employee becomes FAC-COR certified they must earn continuous learning points commensurate with his/her certification level every two years. ARC is available, upon request, to assist with continuous learning, to include providing standardized two (2) day virtual COR training (not more frequently than once every two years).

³ ARC will maintain its standard status sheet for in-progress and active acquisitions, and may provide that document upon request to customer no more than once a week.



Primary Pricing Drivers

- ❖ Simplified Acquisitions: Average annual number of simplified acquisitions for the two most recently completed fiscal years

- ❖ 8(a) Direct Awards:
 - Tier I - Average annual number of 8(a) direct awards greater than \$250K but less than or equal to \$4M for the two most recently completed fiscal years submitted before the established cutoff dates

 - Tier 2 – Average annual number of 8(a) direct awards greater than \$250K but less than or equal to \$4M for the two most recently completed fiscal years submitted after the established cutoff dates

- ❖ MAS/GWAC/TWAC:
 - Tier I - Average annual number of actions greater than \$250K awarded against an existing MAS, GWAC, or TWAC for the two most recently completed fiscal years submitted before the established cutoff dates

 - Tier II - Average annual number of actions greater than \$250K awarded against an existing MAS, GWAC, or TWAC) for the two most recently completed fiscal years submitted after the established cutoff dates

- ❖ Complex Contracts:
 - Tier I - Average annual number of actions greater than \$250K awarded on the open market (excludes 8(a) direct awards greater than \$250K but less than or equal to \$4M and awards against MAS, GWACs, and TWACs) for the two most recently completed fiscal years submitted before the established cutoff dates

 - Tier II - Average annual number of actions greater than \$250K awarded on the open market (excludes 8(a) direct awards greater than \$250K but less than or equal to \$4M and awards against MAS, GWACs, and TWACs) for the two most recently completed fiscal years submitted after the established cutoff dates



Performance Metrics

ARC has established Procurement Administrative Lead Time (PALT) goals which guide our actions. It is our intention to help our customers achieve PALT targets, but because of shared responsibilities these targets are sometimes not achieved. ARC strives to complete acquisitions within these established goals (see table below); however, there are contributing factors outside the control of ARC which often influence these time frames. Such contributing factors may include general responsiveness and evaluation completion times. Availability of personnel from the customer agency during the procurement process also dramatically influences the completion date.

Metric	Measurement	Standard / Target
Simplified Acquisitions	Percentage completed within 40 business days	85%
All 8(a) Direct Awards > \$250K but ≤ \$4M	Percentage completed within 60 business days	85%
MAS, GWAC, and TWAC Orders greater than \$250K	Percentage completed within 90 business days	85%
Complex Contracts	Percentage completed within 120 business days	85%

For metric tracking, all standards begin upon receipt of a complete acquisition package. Also, other factors can affect the tracking of the PALT, most notably:

- Receipt of a revised description of items or performance work statement and revised evaluation factors if required
- The number and quality of proposals/quotes received
- A complete and timely evaluation of technical proposals



Contract Administration Services

Description

Following the award of a formal contract, BPA, purchase order, task or delivery order against an external contract, ARC Procurement services provides full administration services. This includes all activities after the award of an order/contract through closeout.

ARC will also process interagency agreements (optional standard service) after the customer completes the negotiation process and provides ARC with an agreement that complies with regulations and is signed by both Government agencies.

In order to ensure adequate resources and timely processing, cutoff dates are established for the actual submission of Purchase Request (PR) packages and also for the forecasts of forthcoming packages.

The following cutoff dates apply for actions that have a requested award date no later than September 30th (Fiscal Year 2019 funded requirements) and by October 31st (Fiscal Year 2020 funded requirements).

Option Renewals (contract/order in place with optional line items for new period of performance)

PR Package Due: 60 days prior to the first day of the option period being exercised

Modifications / Interagency Agreements

Package Due: September 1

Non Competitive BPA Call or Task/Delivery Order against internal contract

Requirements ≤ \$250K

Forecast Due: June 1
PR Package Due: August 1

All Requirements > \$250K

Forecast Due: June 1
PR Package Due: July 1

Competitive BPA Call or Task/Delivery Order against internal contract

Requirements ≤ \$250K

Forecast Due: June 1
PR Package Due: August 1

All Requirements > \$250K

Forecast Due: June 1
PR Package Due: July 1



Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
General Administration		
Provide a COR who will coordinate with the procurement office all actions relating to funding and/or changes in the scope of work which will result in modifications being issued ⁴		X
Submit purchase request		X
Receive and accept goods and services		X
Notify the contractor and Contracting Officer of any deficiencies in the work submitted		X
Monitor and document the contractor's performance, delivery schedules, invoice and payment aspects of the contract/order		X
Draft narrative assessment (evaluation) of contractor past performance annually and at contract completion within CPARS, when applicable		X
Maintain status of active contracts and in-progress Administration activities ⁵	X	
Provide at least 60 days advance notices to the COR as a reminder for option renewal	X	
Resolve contractual issues that occur during contract administration	X	
Monitor subcontracting plans	X	
Execute modifications	X	
Process claims	X	
Issue stop work orders, cure notices, show cause notices, and terminations as appropriate	X	
Execute all guidance and review tasks associated with ensuring final disposition of CPARS records, when applicable	X	
Close out awards (POs, DO/TO, Calls, Contracts)	X	
Upload contractual documents to the approved records retention management system upon closeout	X	
BPA Calls /Internal Task Orders/Delivery Orders (Competitive or Non competitive)		
Prepare PWS, independent government estimate, and technical evaluation plan		X

⁴ CORs must have the following tiered training to become FAC-COR certified and must maintain their skills currency through continuous learning: Level I - 8 hours (low risk awards – firm fixed price contracts with basic provisions), Level II - 40 hours (moderately complex – all contract types included under Level I, plus cost-reimbursement contracts), Level III - 60 hours (highly complex – all contract types inclusive of Level I and II, as well as time and materials, incentive, hybrid, and cost-type contracts). Training may be obtained through the Federal Acquisition Institute, The Defense Acquisition University, commercially available sources, or colleges. Once an employee becomes FAC-COR certified they must earn continuous learning points commensurate with his/her certification level every two years. ARC is available, upon request, to assist with continuous learning, to include providing standardized two (2) day virtual COR training (not more frequently than once every two years).

⁵ ARC will maintain its standard status sheet for in-progress and active acquisitions, and may provide that document upon request to customer no more than once a week.



Procurement Service Line
Service Descriptions

Submit purchase request		X
Review and provide input on the solicitation		X
Assist in addressing questions received in response to the solicitation		X
Conduct technical evaluation of proposals		X
Assist in price analysis of proposals		X
Review final proposal revisions		X
Participate in selection discussions		X
Make award recommendations		X
Participate in protest discussions		X
Assist in decision on how to handle protest and implement solution		X
Determine best acquisition strategy based on Federal and Treasury regulations, customer agency input, and market conditions	X	
Assist with the development of the PWS or technical requirements, when applicable	X	
Review PWSs, independent government estimates, and technical evaluation plans and provide advice to the customer agency	X	
Prepare solicitations	X	
Process proposals	X	
Conduct price analysis of proposals	X	
Oversee evaluation process	X	
Make award decision	X	
Execute contract actions, task orders, and delivery orders on behalf of the customer agency	X	
Distribute award	X	
Determine and take appropriate action on protests	X	
Close out orders and BPA calls	X	
Interagency Agreements (IA) – Optional Standard Service		
Complete negotiations between Government agencies		X
Submit PR along with IA signed by both Government agencies		X
Submit Req For Mod along with modified signed IA by both Government Agencies for changes in period of performance, funding, etc		X
Submit Determination and Findings (D&F) for review and CO approval in advance of signing IAs for assisted acquisitions in accordance with the Department of the Treasury's Interagency Agreement Guide – only applies to Treasury Bureaus		X
Review/Approve D&F	X	
Input IA into PRISM	X	
Process any Req for Mods and complete closeout	X	



Primary Pricing Drivers

- ❖ IA/IA Mods: Average annual number of Interagency Agreements (IAs) and IA Mods for the two most recently completed fiscal years
- ❖ Modifications: Average annual number of modifications for the two most recently completed fiscal years
- ❖ BPA Call & IDIQ TO/DO: Average annual number of BPA Calls or task/delivery orders against internal BPAs or IDIQ contracts for the two most recently completed fiscal years

Performance Metrics

Metric	Measurement	Standard / Target
Option Renewals	Percentage completed before current period of performance expiration	99%
Inter-Agency Agreement (IA) and IA mods	Percentage completed within 15 business days	85%
Unilateral Mods (Other than Option Renewal mods)	Percentage completed within 20 business days	85%
Bilateral Mods (All bilateral mods except for Option Renewal mods)	Percentage completed within 30 business days	85%
Non competitive BPA Call or Task/Delivery Order against internal award (≤\$250K)	Percentage completed within 30 business days	85%
Non competitive BPA Call or Task/Delivery Order against internal award (>\$250K)	Percentage completed within 45 business days	85%
Competitive BPA Call or Task/Delivery Order against internal award (≤\$250K)	Percentage completed within 45 business days	85%
Competitive BPA Call or Task/Delivery Order against internal award (>\$250K)	Percentage completed within 60 business days	85%

For metric tracking, all Administration Service standards begin upon receipt of:

- A complete acquisition package
- A review of revised description of items or performance work statement and revised evaluation factors received
- A complete evaluation of technical proposals



Purchase and Fleet Card Administration

Description

The customer agency will be allowed to use the Treasury SmartPay contract based on the tag-along task order to offer purchase and fleet card services to employees. The purchase and fleet card programs are means to improve mission support and efficiency of operations. The program represents a vast improvement over traditional methods for purchases below the micro-purchase threshold.

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

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Designate a point of contact for the card program with sufficient management authority to address instances of card abuse		X
Comply with ARC card program requirements and training requirements		X
Nominate new cardholders and approving officials in accordance with ARC program requirements and delegate procurement authority in writing to each cardholder		X
Responsible for the use, or misuse, of the programs		X
Determine the appropriate level of spending for each cardholder subject to ARC procedures		X
Retain full management control in dealing with the cardholder in instances of fraud, waste, or abuse		X
Identify additional agency-specific internal requirements		X
Provide technical and maintenance support and guidance to the customer agency	X	
Process applications and changes to existing accounts and setting up new accounts and approving officials	X	
Maintain card use procedures and training	X	
Conduct random sampling of card use to supplement the full review to be performed by the agency's approving officials	X	
Advise the customers agency's program point of contact of instances of potential abuse	X	
Revoke cards based on identified misuse	X	



Primary Pricing Driver

- ❖ Number of card holders and approving officials

Performance Metrics

Metric	Measurement	Standard / Target
Application Processing	Percentage completed within five business days	95%
Urgent Requests (Examples include card declinations, lost/stolen cards, etc)	Percentage completed within one business day	95%
Non-Urgent Requests (Examples include non-urgent limit increases, normal account closures, etc)	Percentage completed within three business days	95%