



A Proven Leader in Mission
Support Services

Expertly Providing:

Financial Management • Procurement
Human Resources • Travel



Our Mission is to Help You Achieve Yours

The Administrative Resource Center (ARC), a part of the U.S. Department of Treasury's Bureau of the Fiscal Service, provides a full range of administrative services to various federal agencies of all sizes and missions.

With more than 20 years in the federal shared services business and as the first Federal Shared Service Provider (FSSP) to onboard a cabinet-level agency, we have been able to sharpen our craft and deliver high-value Financial Management, Human Resources,

Travel, and Procurement services to our customers.

ARC is successful when our services allow our customers to focus on their own missions.

"Our bureau is delighted with the customer-driven philosophy that exists at ARC; and the high degree of professionalism that does permeate throughout the organization."

– Alcohol and Tobacco Tax and Trade Bureau

Our value has been demonstrated time and again:

- ARC allows you to focus on your own core mission.
- ARC helps you avoid the costs of creating and maintaining your own systems.
- ARC allows you to share costs for significant investments with many other customers.
- ARC offers competitively-priced, customer-focused, solution-driven services to effectively meet the needs of your agency and employees, and to enhance public trust.
- ARC allows you to take advantage of state-of-the-art technologies.

ARC's expert staff delivers value through our active support of your mission, the way we leverage relationships to ensure compliance with regulations, and our relentless pursuit of more efficient and cost-effective ways to meet your agency's needs.

We are recognized across government as a leader in multiple service lines, including:

- OMB approval as a Center of Excellence for Financial Management and designated as one of only four SSP's for Financial Management
- Designation as a Human Resource Line of Business Shared Service Center, in partnership with Treasury's HRConnect Program Office

- GSA recognition as a Relocation Resource Center

ARC provides the highest quality and best value for a wide array of administrative services designed specifically for the federal government.

"In 28 years with the federal government, ARC is the most effective administrative group I have seen."

– U.S. Department of Housing and Urban Development—Office of Inspector General



ARC Services

FOUR AREAS OF EXPERTISE

FINANCIAL MANAGEMENT

ARC offers a full range of financial management and accounting services. We offer a financial systems platform, a JFMIP certified cloud-hosted accounting system, Oracle Federal Financials 12.2, as well as full-service support (accounting system platform, plus transaction processing). Our staff includes Certified Government Financial Managers and Certified Public Accountants with substantial technical experience in federal accounting, budget operations and financial systems administration. ARC Financial Management Services include:

- Migration support and ongoing Operations and Maintenance (O&M) support for the accounting system platform
- Accounting transactions processing for single, multi, and no-year appropriated funds, as well as, revolving and trust funds
- Preparing financial statements and other useful financial management reports
- Financial audit support
- Budget services, including payroll projections



HUMAN RESOURCES

ARC delivers a full range of integrated administrative Human Resources (HR) services that solve complex HR issues every day. Our 300 HR professionals are broadly skilled, deeply experienced, and sensitive to your specific needs. ARC HR provides the following support, in accordance with established Office of Personnel Management (OPM) principles, standards, and customer guidelines:

- Migration and O&M support for webTA Time & Attendance System and access to Treasury's HR Connect system
- Staff acquisition and position classification
- Personnel actions processing and record keeping
- Pay and leave administration
- Administration of employee benefits and rewards
- Labor and employee relations
- Personnel security
- Workers' compensation

PROCUREMENT

ARC offers a complete set of professional procurement services in accordance with the Federal Acquisition Regulation (FAR), Department of the Treasury Acquisition Regulation (DTAR), and Department of the Treasury Acquisition Procedures (DTAP).

From the most basic acquisition support to the administration of complex, large-dollar contracts, ARC can meet your agency's procurement needs. Additionally, our web-based Procurement system, PRISM, is fully integrated with our accounting system. ARC has a dedicated staff of procurement experts, who receive comprehensive, ongoing technical training on all aspects of government standard procurement processes. ARC Procurement Services include:

- Migration and O&M support for procurement system platform and interface to accounting system
- Acquisition of supplies, services, and equipment (simplified acquisitions and contracts)
- Contract administration
- Purchase cards administration



TRAVEL

ARC has given federal financial managers the ability to meet all of their travel processing needs. The ConcurGov cloud application, fully integrated with Oracle, enables us to provide prompt, efficient, and accurate service. ARC Travel is a highly trained, people-oriented service provider with a long history of success and is always in compliance with the Federal Travel Regulation (FTR), E-Gov Travel, and the President's Management Agenda.

ARC Travel Services offers a wide range of modern, responsive travel support either as part of our overall accounting services or as a stand-alone service, including:

- Coordination with ConcurGov
- Automated routing and review of travel documents and reservations with 24-hour Travel Management Center integration
- Payments and CitiBank charge card program administration
- Post payment audits and reporting
- Employee relocation (Permanent Change of Station)

Mission Aligned, Outcome Focused

WE ARE INVESTED IN DELIVERING OUTCOMES

Helping You Achieve Mission Outcomes

Whether making payments or procuring goods and services, we help our customers deliver on their missions. These missions include delivering critical support services to the American people. Examples include:

We embrace our responsibility to our customers and have demonstrated our ability to be flexible and scale our resources to meet emerging or surging needs when called upon. Our priority is to give you peace of mind that with the high levels of quality and



accuracy we deliver, you will get the necessary outcomes to meet your mission. A few examples of how we are there when needed most include:

- ARC enabled \$1.6B in payments on behalf of HUD to Public Housing Authorities for rental assistance, avoiding a disruption in service to 2.2M low-income families.
- ARC supported the Armed Forces Retirement Home (AFRH) in acquiring critical medical care for ~1,000 veteran residents over four years, including moving 70 residents from a flooded and uninhabitable facility in Gulfport, Mississippi during Hurricane Katrina.
- ARC supported the issuance and execution of multiple contracts so that private collection agencies could collect hundreds of millions of dollars of delinquent, non-tax debts owed to the United States.



“Since the CDFI Fund is fully serviced by ARC, it allows the organization to focus on its mission, being attentive to the industry’s stakeholders and improving/developing in areas internally that did not get the attention that was needed before. Since I can remember, ARC has always been considered a “go-to” when we didn’t know the answer.”

– Community Development Financial Institution

Supporting Organizational Stand Up

When new organizations are established to address critical government-wide priorities, we help these new organizations obtain the resources they need to get started. Examples include:

ARC stood up Troubled Asset Relief Program (TARP) and Office of the Special Inspector General for the Troubled Asset Relief Program (SIGTARP) and Small Business Lending Fund.

ARC supported regulation of the financial industry by procuring mission critical goods and services and helping to stand up the Bureau of Consumer Financial Protection (BCFP), after it was established with the Dodd Frank Act of 2010.

Ensuring You Have the People Critical for the Mission

Through our hiring, relocation, and procurement services, we make sure you have the right people at the right time to meet your goals. Examples include:



- ARC helped hire and onboard over 2,000 staff within five months to help VA OIG, HUD, CFPB, SBA, and FHFA meet their respective missions.
- ARC awarded and managed unique personal services contracts for African Development Foundation (ADF) Country Program Coordinators, so they could perform economic development activities throughout Africa.
- Since 2014, ARC has enabled the seamless relocation of 40 Centers for Disease Control (CDC) medical professionals throughout Guinea, Sierra Leone, and Liberia allowing them to quickly reach destinations to combat the Ebola outbreak.

HOW DOES ARC DELIVER THIS VALUE?

1. Our employees are seasoned practitioners and are able to quickly adapt to customer environments.
2. We emphasize getting to know our customer's mission to create impact.
3. We leverage Treasury authorities to expedite transactions for customers.
4. Our shared services status allows us to provide extra support for customers during shutdowns or surges.
5. We build flexibility into our delivery models, such as using contractor staff to accommodate peak seasons and surges.

Limited Resources, Put to Best Use

We Help You Put Your Limited Resources to the Best Use - Your Mission

We understand how valuable and scarce your resources – people, time, money – are and putting as much of those resources as possible into your mission is imperative.

This understanding is at our core, so we continuously work to find efficiencies and avoid unnecessary drains on those resources, often taking on the big efforts to improve administrative services ourselves. In fact, between 2012 and 2019 ARC prices have remained steady, giving customers comfort that service costs are predictable.

Reducing the Cost of Implementations

Buy once, use many. We acquire, configure, and operate infrastructure and software solutions for you, partnering with industry and cloud service providers. This allows us to

spread fixed costs across multiple customers, reduce costly customizations, and negotiate better pricing with vendors. Examples include:

- ARC helped a customer agency achieve a 60% reduction in their infrastructure costs by migrating them from a single instance of Oracle to ARC's platform which is shared by all financial management customers.
- ARC helped customers avoid millions in systems upgrade costs. With a single investment of \$13M, ARC completed its Oracle system upgrade at roughly \$400,000 per customer instead of the \$5-10M each agency might have spent on their own.
- ARC reduced customer cost burdens for ETS2 Travel and mLINQS relocation systems. ARC acquired and implemented these systems once for the benefit of its customers, eliminating the need for over 30 customer agencies to individually

execute, manage, and maintain separate task orders.

Increasing Resource Efficiency

ARC invests in key areas like innovation and leverages vendor relationships to gain efficiencies for its customers. Whether shortening the timeline to obtain critical goods and services or reducing the time staff spends on administrative activities, ARC's goal is to reduce your administrative burden.

We partnered with the Treasury Office of Financial Innovation and Transformation (FIT) to pilot robotic process automation capabilities in an effort to control costs for our financial management customers, expedite processing time, and increase analytic capabilities with customer data.

We anticipate an estimated 59% reduction in processing time, 99% accuracy rate for transactions, and an increase of 30x throughput for pilot processes.

ARC has saved customers millions of dollars by procuring government-wide vehicles, negotiating with vendors to realize discounts of up to 27.5%. Customers also benefit from reduced time to execute contracts, cutting contract negotiation timelines from upwards of 120 days to as little as 30 days. Additionally, ten customers leverage the ARC Financial Statement Audit Support BPA, which enables quicker access to services for annual financial statement audit requirements.

HOW DOES ARC DELIVER THIS VALUE?

1. We have standardized system configuration leveraging COTS where possible — enabling easier auditability & cost effective upgrades.
2. We have expert knowledge in operating/maintaining our systems, in fact, our vendors openly tell our potential customers that we are top notch.
3. We have a large resource pool of qualified professionals. As customers' needs increase, additional resources can be allocated in order to be responsive in a dynamic environment. Similarly, this allows us to provide continuity of service during times of employee turnover/attrition.
4. We have a disciplined approach to delivering system enhancements and process changes on time and within budget.
5. We participate in government-wide working groups and have relationships with vendors and organizations, allowing us to be advocates for all of our customers.
6. We have the capability to 'test and learn' new approaches and efficiencies across a broad spectrum of customers to achieve the most efficient outcomes.
7. We have a dedicated Business Management Branch focused on budget and prices.



Improving Federal Stewardship Now and in the Future

We Manage Risks and Take Care of Compliance for You

We take controls and regulations seriously, and we pride ourselves on creating an environment where risks are mitigated and stewardship over taxpayer dollars is a priority.

Over the years, we have demonstrated our ability to minimize the costs and worry of maintaining accuracy, security, and transparency. We work with oversight bodies and integrate the necessary controls into our systems and business processes to reduce concerns over deficiencies and vulnerabilities.

We help you guard the resources with which you are entrusted.

Making Compliance Easy

We have completed over 300 financial statement audits without issues attributable to ARC, successfully supported 14 OPM audits, and helped numerous customers improve their auditability. We help our customers improve audit standings where they could not do it on their own. Examples include:

- Armed Forces Retirement Home: Improved their financial audit opinion from Modified to Unmodified after moving to ARC.
- Elections Assistance Commission: Improved their financial audit opinion from Disclaimer to Unmodified once data clean-up effort after the move to ARC was complete.
- Inter-American Foundation: Improved their financial audit opinion from a Disclaimer to Unmodified after moving to ARC.
- National Archive and Records Administration: Improved their financial audit opinion from Modified to Unmodified after moving to ARC.
- Consumer Financial Protection Bureau (CFPB): GAO stated ARC was a big part of CFPB receiving an unmodified opinion their first year.
- US Mint, HUD, and Alcohol and Tobacco Tax and Trade Bureau: Supported OPM audits giving these agencies comfort that they are compliant with stated OPM standards, and can maintain their delegated hiring authority.

Heavy Lifting for New Requirements

Over the years we have helped customers maintain compliance, through adoption of new regulatory requirements (OPM, FAR, FTR, etc.) and those requiring annual re-certification such as the DATA Act, Anti-Deficiency Act, IPERA, Prompt Pay, and Debt Collection Act among many others. We help customers navigate the complex regulatory environment, saving you time and resources and minimizing risk. Examples include:

- ARC developed four technical solutions dedicated to DATA Act reporting to support new requirements, including interfaces between FM and Procurement systems. At a cost of approximately \$1M spread across 34 customers, ARC helped customers meet the implementation deadline for this standard, avoid costs for customers to train their staff, and improve reporting accuracy by strengthening controls tied to the Act.

- ARC helped Financial Management customers transition to the Internet Payment Platform (IPP), a Treasury standard, lowering transaction costs by an average of 50% per customer.
- ARC reacted quickly to successfully implement the Tax Cuts and Jobs Act of 2017, preventing significant issues with \$9M in payments for 30 relocation customers, in addition to amending open balances for 2,100 relocations impacted by entitlement changes. We had to interpret the law, and update systems and processes to accommodate and communicate the impact to customers.

"We were extremely impressed by the professionalism, friendliness, and flexibility of the ARC staff. It is rare to find such a customer-focused organization."

– National Archives and Records Administration (NARA)

HOW DOES ARC DELIVER THIS VALUE?

1. We gain insights from our active engagement with policy makers and regulators to get it right the first time.
2. Our business processes are audited and reviewed annually by multiple regulatory organizations, including GAO, Inspectors General and independent public accountants.
3. We support 29 financial statement audits annually.
4. Our systems, processes, and procedures are independently audited each year. We have received 19 consecutive clean audit opinions on our SSAE 18 reviews (Statements on Standards for Attestation Engagements (SSAE) No. 18, Attestation Standards: Clarification and Recodification, System and Organizational Control-SOC).



Interested in working
with ARC?

Reach out and have us support your mission.

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BUREAU OF THE
Fiscal Service

U.S. DEPARTMENT OF THE TREASURY