Overview/Summary of Services//ARC

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

The customer authorizes ARC to input and store information in electronic systems used by ARC. Access to these systems is controlled by a user's Personal Identity Verification Card (PIV) credentials or other Multi Factor Authentication service, such as ID.me 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 5]
- Guide for Developing Security Plans for Federal Information Systems [NIST SP 800-18, Revision1]
- Managing the Security of Information Exchanges [NIST SP 800-47, Revision 1]
- Office of Management and Budget (OMB) Circular A-130, Appendix III: Security of Federal Automated Information Systems
- Federal Information System Controls Audit Manual (FISCAM)

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

☑ Financial Management System Platform Services

Description

Oracle Federal Financials (Oracle)

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

- Budget Execution
- Purchasing
- Accounts Payable
- Accounts Receivable
- General Ledger
- Project Costs/Billing
- Fixed Assets
- Advanced Collections
- Subledger Accounting
- Federal Reporting

ARC utilizes Oracle multi-org functionality providing data security and segregation of multiple customer agencies within a single instance of the application. In this environment, all customer agencies retain substantial flexibility in configuring their operating unit within the system. However, all customer agencies are subject to certain elements of a standardized configuration. Examples of this include: conforming to one accounting calendar, a single list of U.S. Standard General Ledger codes, and Office of Management and Budget (OMB) Object Classes.

ARC has developed integration between Oracle and the following systems:

Integrated Government Wide:
- Cash
- Payroll
- Intra-Governmental Payment and Collection (IPAC)
- Invoice Processing Platform (IPP)
- System for Award Management (SAM)
- Secure Payment System (SPS), Payment Automation Manager (PAM)
- Automated Standard Application for Payments (ASAP)
- Governmentwide Treasury Account Symbol (Trial Balance-GTAS)
- G-Invoicing

Integrated Stand Alone:
- Concur Travel
- CitiManager
- HHS GrantSolutions
- InvestOne
- MoveLINQ (Relocations)
- OneStream
- PRISM
- USBank
- oneARC Customer Portal (SalesForce)

Data Imports:
- AP Invoice
- AP Supplier/Supplier Site
- AR Adjustment
- AR Advance Liquidating
- AR Customer
- AR Invoice
- AR Receipts
- AR Misc Receipt
- Budget
- Fixed Assets
- General Ledger
- PO Receipt/Return
- Project Invoice/Event
- Project Task/Agreement/Budget
- Modify Project Task/Agreement/Budget
- Purchase Orders

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

Reporting:

Oracle Business Intelligence (OBI)
OBI is a web accessible reporting tool. The user can view data in real-time in various ways including, drill up/down capabilities, query and analytics capabilities of Oracle data. OBI is also available to generate reports from our custom ARC Payroll system.

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

System:

System Accessibility
Unless otherwise specified, users will access our systems via the internet. Internet access will be limited to the specific government-recognized IP address range provided by the customer. These internet connections will utilize Transport Layer Security (TLS) to protect the sensitivity of the data being accessed.

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

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

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

All FISMA related documentation is available for review upon request. Documentation that relates to Oracle Hosting's General Support System is available for review via Virtual Reading Room and scheduled via email twice per year in May and November. ARC provides customers with advance notice of these reviews. Signed nondisclosure agreements and evidence of appropriate background clearances may be required prior to granting access to documentation.

System Availability
Systems are scheduled to be available with the exception of the required maintenance periods described below.[1]

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

After Hours Processing
Any time after 5:00 pm ET constitutes "After Hours" for Oracle. During "After Hours" certain exception processing can be handled. Examples of these exception items include transactions that require any of the following:
- Temporary disabling of a global cross validation rule
- Summary template maintenance
- Year-end close process for any Treasury Symbol(s)

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

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Help Desk		
Request new user application access via the Access Request Form		X
Validate application users and responsibilities annually		X
Notify ARC when user access is no longer required		X
Answer questions on supported ARC FM systems	X	
Process completed and valid Access Request Forms	X	
Create and maintain Accounting Flexfield (AFF) values	X	
Application Administration		
Provide full application administration of the Oracle platform • Create and maintain user roles and responsibilities	X	

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

• Create and maintain system security profiles • Create and maintain site specific system configurations • Maintain and troubleshoot all interfaces • Maintain a standard suite of reports • Perform monthly and year-end closing activities		
System Training		
Ensure users are trained on ARC applications		X
Provide training on ARC FM Systems	X	
Work with the customer agency during implementations or significant upgrades to develop a detailed training plan	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		
Participate in User testing of application changes		X
Conduct System Integration Testing (SIT) on all vendor functional upgrades and patches	X	
Remain current on security patches and application, database, and operating system versions	X	
Develop and test custom enhancements to the financial management system based on approved customer needs not met within the core product	X	
Perform software upgrades as improvements are made or problems encountered	X	
Provide a non-production instance for User Testing and the test plan used during System Integration Testing when system functionality is impacted	X	
Provide 90 days advance notification of major system changes	X	

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

Primary Pricing Driver

Systems

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

Note: Users are determined at a point in time that corresponds to ARC's budgeting/costing cycle (typically, winter/early spring). 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	Target
Oracle System Availability	Actual availability of Oracle as a percentage of planned availability	99%
Notice of Planned Oracle Outages	Percentage of customer notifications sent at least seven calendar days prior to a planned Oracle outage that is outside normal maintenance windows	100%
Month-end Closing	Percentage of fiscal periods that are closed in accordance with established schedule	100%

Systems Help Desk

Metric	Measurement	Target
Call Resolution	Percentage of calls resolved within one business day	80%
E-mail Resolution	Percentage of E-mails resolved within one business day	70%
Call Abandonment Rate	Percentage of help desk calls abandoned prior to being answered	<5%
Average Speed of Answer	Average number of seconds for help desk calls to be answered	<10 seconds

☑ OBI Services

Description

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

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Ensure users are trained on ARC applications		X
Communicate report updates needed due to a change in the customer agency's requirements		X
Provide training on ARC FM Systems	X	
Identifies and approves the requirements for the standard suite of reports	X	
Create custom reports to satisfy customer agency unique requirements	X	

Primary Pricing Driver

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

Performance Metrics

Metric	Measurement	Target
OBI System Availability	Actual availability of OBI as a percentage of planned availability	99%
OBI Performance	Percentage of standard suite reports run within one minute	85%
OBI E-mail Resolution	Percentage of E-mails resolved within ten business days	65%
OBI Call Resolution	Percentage of calls resolved within ten business days	75%

☑ **System Services Reporting**

Description

ARC provides OneStream Services including help desk, application administration, system training, system backups, and software maintenance. OneStream XF is a cloud based solution for financial consolidation and reporting, including financial statements, notes, and reconciliations.

OneStream XF provides customers the ability to see draft statements, review reports, and drill down on the transactions to lower levels.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Application Administration		
Communicate report updates needed due to a change in the customer agency's requirements		X
Create custom reports to satisfy customer agency unique requirements	X	
Provide full application administration • Create and maintain user roles and responsibilities • Create and maintain system security profiles • Create and maintain data integrations with feeder systems • Create and maintain data dimensions	X	
Maintain FISMA compliance and perform related reporting	X	
System Training		
Ensure users are trained on application		X
Provide training on ARC FM Systems	X	
Work with the customer agency during significant upgrades to develop a detailed training plan	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		
Participate in User testing of application changes		X
Provide feedback on system initiatives and plans through the Financial Systems Advisory Council		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 System Integration Testing when system functionality is impacted	X	
Provide 90 days advance notification of major system changes	X	
Use a Change Control Board to assess and make decisions on all system related changes. Evaluate resource and customer impacts and priority of proposed changes to systems	X	

Primary Pricing Driver

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

Performance Metrics

Metric	Measurement	Target
System Availability	Actual availability of system as a percentage of planned availability	99%
Notice of Planned Outages	Percentage of customer notifications sent at least seven calendar days prior to a planned outage that is outside normal maintenance	100%

☑ Budget Processing Services

Description

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

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

Roles and Responsibility Definition

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

Primary Pricing Driver

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

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

Performance Metrics

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

☑ **Vendor and Employee Record Maintenance and Reporting Services**

Description

Maintain vendor and employee records including remittance information, monitor vendor payment eligibility, and perform related reporting.

Roles and Responsibility Definition

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

Primary Pricing Drivers

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

Performance Metrics

Metric	Measurement	Target
Vendor Maintenance	Percentage of routine vendor changes and additions accurately completed by the end of the next business day.	99%

☑ Commercial Accounts Payable IPP

Description

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

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Prepare and submit necessary obligations to support payments		X
Review, certify, and validate requests for payments		X
Maintain adequate controls on internal processes related to payment approvals		X
Maintain and provide list of authorized officials for processing manual transactions		X
Provide accurate received and acceptance dates for goods or services		X
Resolve billing discrepancies with vendors		X
Review all attachments submitted by the vendor in IPP		X
Resolve pending invoices on the Invoice Delinquency List		X
Attend mandatory IPP training		X
Certify IPP users annually		X
Review open obligation reports for completeness, accuracy, validity, and resolve any discrepancies in a timely manner		X
Monitor expenditure reports, and prepare and submit necessary accounting corrections as needed		X
Answer Vendor and COR questions regarding IPP	X	
Provide list of IPP users annually and upon request	X	
Perform voucher examination and reject invoices not deemed proper (per CFR 1315.9 (b) items 1 – 9	X	
Submit proper invoices in IPP for approval for vendors not using IPP	X	
Provide Invoice Delinquency List to customer agency management weekly	X	
Conduct monthly 10% post payment audits and communicate results	X	
Calculate discounts, when appropriate	X	
Calculate interest penalties for late payments	X	
Cancel/void disbursements due to payment cancellations	X	
Process corrections in Oracle and IPP as requested	X	
Respond to payment inquiries	X	
Provide Invoice Approver training to customers	X	
Administer IPP system	X	
Test new releases to IPP and related interfaces	X	
Process IPP interfaces and troubleshoot issues and rejected transactions	X	
Prepare and upload information to connect.gov monthly	X	

Prepare and review audit samples	X	
Process COR/Invoice Approver rejections for vendors not using IPP	X	

Primary Pricing Driver

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

AP Invoices - IPP

Performance Metrics

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

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

☑ Commercial Accounts Payable Non-IPP

Description

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

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Prepare and submit necessary manual obligations to support payments		X
Review, certify, and validate requests for payments		X
Maintain adequate controls on internal processes related to payment approvals		X
Participate in training provided by ARC		X
Maintain and provide list of authorized officials for processing manual transactions		X
Provide accurate received and acceptance dates for goods or services		X
Resolve billing discrepancies with vendors		X
Resolve pending invoices on the Invoice Delinquency List		X
Maintain supporting documentation of legally binding Manual Obligation		X
Upon COR/Invoice Approver departure, modify all active open obligations to designate replacement		X
Research payment cancellations and provide corrected disbursement information		X
Review open obligation reports for completeness, accuracy, validity, and resolve any discrepancies in a timely manner		X
Monitor expenditure reports, and prepare and submit necessary accounting corrections as needed		X
Provide data for expense accruals & invoice corrections		X
Perform voucher examination and reject invoices not deemed proper (per CFR 1315.9 (b) items 1 – 9	X	
Send proper invoices to Invoice Approver for approval to pay	X	
Provide Invoice Delinquency List to customer agency management weekly	X	
Calculate interest penalties for late payments	X	
Cancel/void disbursements due to payment cancellations	X	
Process corrections in Oracle as requested	X	
Respond to payments inquiries	X	
Perform independent review and approval of supplier invoices ≥$2,500	X	
Record approved invoices, manual obligations and expense accruals in Oracle	X	

Conduct monthly post payment random sampling audits on all processed invoices < = $2,500	X	
Process COR/Invoice Approver rejections for vendors	X	
Calculate discounts, when appropriate	X	

Primary Pricing Driver

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

AP Invoices - ZDIs - Commercial
AP Invoices - Commercial Interfaced (x0.1)
AP Manual Payments (x2)
AP Commercial Invoices - Manual
Purchasing - Interfaced Obligations - Manual Payments (x0.1)
Purchasing - Interfaced Commercial Obligations (x0.1)
Purchasing - Manual Obligations - Manual Payments
Purchasing - Manual Obligations - Commercial
PO Receipts (Accruals) - Grants
PO Receipts (Accruals) - Loans
PO Receipts (Accruals) - Foreign PMTs
PO Receipts (Accruals) - Manual PMTs
PO Receipts (Accruals) - PSC
PO Receipts (Accruals) - Federal
PO Receipts (Accruals) - Commercial

Performance Metrics

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

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

☑ **Grants**

Description

Process Grant accounting transactions in Oracle to accurately maintain customer accounts. This includes transaction processing for grant obligations, payment requests, receivables, collections and other entries necessary to account for grants. Transactions are entered into Oracle either manually or via interface from ancillary systems.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Perform grant program administration		X
Submit complete and accurate grant agreements, and payment requests		X
Maintain and provide list of authorized officials for processing manual transactions		X
Maintain adequate controls on internal processes related to payment approvals		X
Review, certify, validate request for payments		X
Provide accurate received and acceptance dates for goods of services		X
Upon approval, customer will generate a file and send to ARC (Interface only)		X
Review open obligation reports for completeness, accuracy, validity, and resolve any discrepancies in a timely manner		X
Monitor expenditure reports, and prepare and submit necessary accounting corrections as needed		X
Maintain supporting documentation for legally binding manual obligation		X
Upon COR/Invoice Approver departure, modify all active open obligations to designate replacement		X
Research payment cancellations and provide corrected disbursement information		X
Provide grant IPAC to COR or POC for approval	X	
Record grant IPAC in Oracle	X	
Retrieve and process files relying on customers internal controls and pre-approval (Interface only)	X	
Examine grant agreements and payment requests for completeness (Manual Only)	X	
Perform independent review and approval of supplier invoices ≥ $2,500 (Manual Only)	X	
Create and Maintain customer records in Oracle	X	
Record payment requests, and miscellaneous obligations in Oracle	X	
Record grant receivable amounts due from external customers or other non-employee sources in Oracle	X	
Process grant receivable adjustments or write-offs in Oracle	X	
Receive and record grant payments and collections in Oracle	X	

Reconcile files from customer grant systems in Oracle	X	

Primary Pricing Driver

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

AP Invoices - ZDIs - Grants
AP Invoices - Grants Interfaced (x0.2)
AP Invoices - Grants Manual
AR - Adjustments - Grants-Manual
AR - Adjustments - Grants-Interfaced (x0.2)
AR Receipts - Grants - Cash Manual
AR Receipts - Grants - Cash Interfaced (x0.2)
AR Invoices - Grants - Interfaced (x0.2)
AR Invoices - Grants - Manual
AR - Misc Receipts - Grants - Manual
AR - Misc Receipts - Grants - Interfaced (x0.2)
Customers - Grants - Manual
Customers - Grants - Interfaced (x0.2)
Purchasing - Grants Interfaced Obligations (x0.2)
Purchasing - HHS Grants Interfaced Obligations (x0.2)
Purchasing - Manual Obligations - Grants

Performance Metrics

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

☑ **Loans**

Description

Processes Loan accounting transactions in Oracle to accurately maintain customer accounts. This includes transaction processing for loan obligations, interest accruals, payment requests, receivables, collections and other entries necessary to account for loans. Transactions are entered into Oracle either manually or via interface from ancillary systems.

Roles and Responsibility Definition

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

Primary Pricing Driver

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

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

Performance Metrics

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

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

Description

Process miscellaneous, foreign, and PSC, ASAP obligation, and ASAP debit card accounting transactions in Oracle to accurately maintain customer accounts. Transactions are entered into Oracle either manually or via interface from ancillary systems.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Monitor PSC expenses related to benefits, hours worked, and adherence to PSC contractual agreement and stipulations		X
Review, certify, and validate requests for payments		X
Maintain and provide list of authorized officials for processing manual transactions		X
Maintain adequate controls on internal processes related to payment approvals		X
Prepare and submit necessary obligations to support payments		X
Provide obligation numbers for ASAP transactions as necessary		X
Grant/Maintain access to ASAP for ARC staff as necessary		X
Receive foreign payment/PSC requests and examine for completeness and process in Oracle (manual only)	X	
Provide proper invoices or ASAP transaction report for review and approval to the Invoice Official	X	
Perform independent review and approval of domestic invoices and ASAP transactions >$2,500 (manual only)	X	
Perform independent review and approval of all foreign invoices	X	
Record payment request, manual obligations in Oracle	X	

Primary Pricing Driver

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

    AP Invoices - ZDIs - PSC (includes Debit Card Activity)
    AP Invoices - ZDIs - Foreign
    AP Invoices - PSC Interfaced (x0.2) (includes Debit Card Activity)
    AP Invoices - Foreign Interfaced (x0.2)
    AP Invoices - Pension Payroll Interfaced (x0.2)
    AP Invoices - JFICS Interface (x0.2)
    AP Invoices - Foreign Manual
    AP Invoices - PSC Manual (includes Debit Card Activity)
    AP Invoices - Pension Payroll Manual
    Purchasing - Foreign Payments Interfaced Obligations (x0.2)
    Purchasing - PSC Interfaced Obligations (x0.2) (includes Debit Card Activity)
    Purchasing - Manual Obligations - Foreign Payments

Purchasing - Manual Obligations - PSC (includes Debit Card Activity)

Performance Metrics

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

☑ Intragovernmental Accounts Payable

Process Intra-governmental Accounts Payable accounting transactions in Oracle to accurately maintain customer accounts. This includes transaction processing for IPACs, Intra-fund transfers, and obligations. This also includes activity related to GTAS and TIER reporting.

Intra-governmental Accounts Payable includes intra-governmental Buy/Sell transactions. Intra-governmental Buy/Sell activity is mandated to be brokered in G-Invoicing as required by TFM 2-4700, Appendix 8.

G-Invoicing is the government-wide mandated system for intra-governmental (IGT) Buy/Sell transactions used to record the General Terms & Conditions (GT&C) and Orders for Interagency Agreements related to Buy/Sell Activity as defined by TFM 2-4700 Appendix 8. G-Invoicing is created and maintained by the US Department of the Treasury, known as the G-Invoicing Program Team; ARC is responsible for the interface from G-Invoicing into ARC's Oracle FM System. Once the order successfully integrates with Oracle, performance will be processed in accordance with the terms of the Order and that performance will generate settlement (the creation of the IPAC).

Through accepting these G-Invoicing services, customers authorize ARC to assume responsibility for creating and maintaining agency approved configurations and grant access and roles to approved customer users.

ARC will support Intra-governmental activity regardless of Oracle submission status.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Resolve issues with IPAC Delinquency List		X
Prepare and submit necessary obligations to support payments		X
COR/POC review, certify, and validate IPAC providing certification that IPACS are proper and accurate and provide acceptance or rejection information pertaining to the goods/services received		X
Maintain adequate controls on internal processes related to payment approvals		X
Participate in training provided by ARC		X
Maintain and provide list of authorized officials for processing manual transactions		X
Review and return completed Material Difference Reports (MDR) in a timely manner		X
Review and sign Exhibits B&C, received from ARC at fiscal year end, in a timely manner		X
Identify and document internal IAA formulation processes		X
Responsible for communication and coordination with trading partner		X
Review open obligation reports for completeness, accuracy, validity, and resolve any discrepancies in a timely manner		X
Monitor expenditure reports and request accounting corrections as needed		X
Provide IPAC Delinquency List to customer agency management	X	

Task		
Perform necessary intra-governmental reconciliations	X	
Assist the customer agency with elimination differences	X	
Review for changes to differences after the final GTAS file deadline	X	
Download MDRs	X	
Send completed MDR forms to customers for review and approval	X	
Submit returned MDRs to be loaded into GTAS	X	
Review for changes to differences after the final TIER/GTAS file deadline, on a quarterly basis	X	
Download final Bureau Intra-Agency Transactions by Elimination Pairs report to complete Exhibit B, with explanations over threshold, on a quarterly basis	X	
Process manual obligations	X	
Retrieve IPAC documents from IPAC system	X	
Process corrections in Oracle as requested	X	
Send IPAC to COR or POC for approval	X	
Request backup documents from initiating agency to support their IPAC collections	X	
Record properly approved IPACs in Oracle	X	
G-Invoicing – (ARCGINV@fiscal.treasury.gov)		
Approve initial G-Invoicing site configuration and future modifications, as needed		X
Approve and submit new user application access via the Access Request Form		X
Request changes to group structure via the G-Invoicing Grouping Table form		X
Validate application users and responsibilities annually (via data call sent by ARC annually)		X
Notify ARC timely when users depart the agency or take positions where G-Invoicing access is no longer required or role changes		X
Request G-Invoicing password resets and unlocking of account by calling the Fiscal Service IT Service Desk, 304-480-7777 (see Financial Management System Platform Services)		X
Respond timely to errors, rejections and actions required for integration		X
Consult with the G-Invoicing Program Team on G-Invoicing related functionality or issues		X
Identify and document internal IAA formulation processes		X
Create and complete GT&C in G-Invoicing		X
Create and complete Orders in G-Invoicing		X
Process GT&C Order Modifications, Admin Changes and Closeouts		X
Review Performance Transactions and approve		X
Communicate G-Invoicing Implementation Plan updates		X
Answer G-Invoicing system questions related to integration with Oracle	X	
Provide Performance Transaction information for approval or notification purposes	X	
Process Performance Transactions in G-Invoicing	X	
Process completed and valid Access Request Forms	X	

Provide correspondence for non-integration of GT&C, Order or Performance activity recorded in G-Invoicing but not in Oracle within 1 business day of interface	X	
Provide reason and corrective action for non-integration of GT&C, Order or Performance activity recorded in G-Invoicing but not in Oracle within 2 business days of interface	X	
Reactivate users by request that have been automatically inactivated by the system	X	
Submit G-Invoicing Implementation Plan to program team	X	
G-Invoicing Application Administration		
Provide application administration of the G-Invoicing Platform • Create and maintain customer approved user roles and responsibilities • Create and maintain customer approved site specific system configurations • Create and maintain transaction integration between G-Invoicing and ARC Systems • Advise on proper system configuration for program offices • Maintain and troubleshoot all interfaces • Notify and assist customer users in resolving transaction errors in G-Invoicing	X	
Run G-Invoicing/Oracle interfaces twice per day Monday – Saturday and on demand for Orders as 1 additional time per day. During the last 5 business days of the month, this can be run on demand up to 3 times per day	X	
G-Invoicing System Training		
Ensure users are trained on ARC Applications		X
Provide annual live training on use of the G-Invoicing system for successful integration	X	

Primary Pricing Driver

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

AP Invoices - ZDIs - Federal
AP Invoices - IPAC Interfaced (x0.1)
AP Invoices - IPAC Manual
Purchasing - Interfaced Obligations - Federal (x0.1)
Purchasing - Manual Obligations - Federal

Performance Metrics

Metric	Measurement	Target
Integration Errors	Notification of error within 1 business day	90%
Integration Errors	Notification of recommended corrective action to address error within 2 business days	90%

☑ **Commercial Accounts Receivable Services**

Description

Process Accounts Receivable (AR) accounting transactions in Oracle to accurately maintain customer accounts. This includes transaction processing for creating debtor accounts, invoices, collections and receivable write-off transactions for non-Federal activity.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Provide complete non-Federal receivable/billing information to ARC		X
Monitor and certify open receivables		X
Provide supporting documentation to ARC for all AR transactions		X
Identify and/or approve adjustments or write-off of receivables		X
Notify ARC of penalties, fees, and charges for applicable overdue receivables		X
Provide capability to use Treasury's AR/Debt services and allow the information to flow to and from ARC/Oracle	X	
Maintain accounts receivable records: • Create and maintain debtor records in Oracle • Record receivable amounts due from external customers or other non-payroll related sources in Oracle • Process receivable adjustments or write-offs in Oracle • Research collections received to identify correct application of funds – Below are some examples of collections we might receive: ○ Credit Gateway Fedwires and ACH ○ OTCNet (check) receipts ○ Credit card receipts ○ Pay.gov receipts ○ IPAC collections from Debt Management Service and Department of Justice • Record collections in Oracle • Apply penalties, fees, and charges for applicable overdue receivables	X	

Primary Pricing Driver

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

AR - Adjustments - NFED-Manual
AR - Adjustments - NFED-Interfaced (x0.1)
AR - Adjustments - NFED Debit Memos-Manual
AR - Adjustments - Debt Memos-Interfaced (x0.1)

NFED - Cash Manual
NFED - Cash Interfaced (x0.1)
AR Invoices - Debit Memo - Interfaced (x0.1)
AR Invoices - Debit Memo - NFED Manual
AR Invoices - NFED Interfaced (x0.1)
AR Invoices - NFED Manual
AR Invoices - NFED Credit Memo Manual
AR - Misc Receipts - NFED Manual
AR - Misc Receipts - NFED Interfaced (x0.5)
Customers - Non-Federal - Manual
Customers - Non-Federal - Interfaced (x0.1)

Performance Metrics

Metric	Measurement	Target
Transactions Posted	Percentage of documents posted within two business days once complete information is received	95%

☑ Receivable Reporting

Description

Perform receivable reporting and the associated maintenance activities.

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

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

Roles and Responsibility Definition

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

Primary Pricing Driver

- ❖ Based on estimated level of effort
- ❖ Factors influencing the level of effort include:
  - o Complexity of the accounting
  - o Accounting requirements of the funds involved
  - o Audit support requirements
  - o Number of TROR's prepared
  - o Level of customer care required
  - o Changing government-wide reporting requirements

Performance Metrics

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

☑ Debt Collection

Description

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

Note: Program DC activity is performed at the request of the customer agency with timely notification.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Establish and maintain a CSNG account		X
Provide ARC with access to the CSNG account		X
Provide approval to refer or to take collection actions in order to comply with the DC laws		X
Answer debtor disputes within 10 business days of request in order to comply with the Treasury Financial Manual (TFM) 4035.30 – Comply with Relevant Laws and authorize use of all appropriate Debt Collection Tools		X
Provide our basic DC process for administrative debts: • Mail or email initial invoice • send a due process notice when debt is 30 days past due • Follow up with a phone call if contact information is available, when debit is 60 days past due • Refer to CSNG in accordance with Agency policies when debit is 120 days past due	X	
In addition to the basic DC, tasks may also include: • Respond to phone calls and correspondence from debtors • Prepare responses to debtor inquiries • Negotiate compromise offers, including installment agreement/promise to pay in accordance with Agency policy • Use available tools such as skip tracing sources to aid in debt collection activities • Maintain records of DC activities	X	
Refer appropriate accounts to the Debt Management Services for cross servicing • Manually enter receivables in CSNG • Recall requests from CSNG • Provide proof of debt	X	

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

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

Primary Pricing Driver

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

Performance Metrics

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

☑ Intragovernmental Accounts Receivable

Process Intra-governmental Accounts Receivable accounting transactions in Oracle to accurately maintain customer accounts. This includes transaction processing for IPACs, Working Capital Funds, Intra-fund transfers, and Projects related activity. This also includes activity related to GTAS and TIER reporting and Analysis of Reimbursable Funds.

Intra-governmental Accounts Receivable includes intra-governmental Buy/Sell transactions. Intra-governmental Buy/Sell activity is mandated to be brokered in G-Invoicing as required by TFM 2-4700, Appendix 8.

G-Invoicing is the government-wide mandated system for intra-governmental (IGT) Buy/Sell transactions used to record the General Terms & Conditions (GT&C) and Orders for Interagency Agreements related to Buy/Sell Activity as defined by TFM 2-4700 Appendix 8. G-Invoicing is created and maintained by the US Department of the Treasury, known as the G-Invoicing Program Team; ARC is responsible for the interface from G-Invoicing into ARC's Oracle FM System. Once the order successfully integrates with Oracle, performance will be processed in accordance with the terms of the Order and that performance will generate settlement (the creation of the IPAC).

Through accepting these G-Invoicing services, customers authorize ARC to assume responsibility for creating and maintaining agency approved configurations and grant access and roles to approved customer users.

ARC will support Intra-governmental activity regardless of Oracle submission status.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Provide signed Interagency Agreements to ARC		X
Maintain and provide a list of authorized officials for processing manual transactions		X
Generate reimbursable billing file and provide to ARC		X
Inform Trading Partners of revenue accruals		X
Work with Trading Partners to resolve elimination differences		X
Review and return completed MDRs in a timely manner		X
Review and sign Exhibits B&C, received from ARC at fiscal year end, in a timely manner		X
Work with program offices to resolve discrepancies found in the Reimbursable Analysis and submit corrective actions to ARC		X
Identify and document internal IAA formulation processes		X
Responsible for communication and coordination with trading partner		X
Maintain adequate controls on internal processes related to reimbursable activity		X
Review unfilled customer orders, receivable and advance reports for completeness, accuracy, and validity		X
Monitor expenditures in reimbursable funds and request accounting corrections as needed		X

Process Projects, Tasks, Events, related Budgets, AR Invoices and Receipts	X	
Process Intra-governmental Accounts Receivables and unbilled revenue in Oracle	X	
Retrieve IPAC documents from IPAC system and record in Oracle	X	
Process IPAC collections and record in Oracle	X	
Perform necessary Intra-governmental reconciliations	X	
Assist the customer agency with elimination differences	X	
Troubleshoot IPAC interface issues and rejected transactions	X	
Review for changes to differences after the final GTAS file deadline	X	
Download MDRs	X	
Send completed MDR forms to customers for review and approval	X	
Submit returned MDRs to be loaded into GTAS	X	
Review for changes to differences after the final TIER/GTAS file deadline, on a quarterly basis	X	
Download final Bureau Intra-Agency Transactions by Elimination Pairs report to complete Exhibit B, with explanations over threshold, on a quarterly basis	X	
Perform Reimbursable Analysis of customer reimbursable funds quarterly, at a minimum	X	
Record necessary corrective actions in the Oracle system	X	
G-Invoicing – (ARCGINV@fiscal.treasury.gov)		
Approve initial G-Invoicing site configuration and future modifications, as needed		X
Approve and submit new user application access via the Access Request Form		X
Request changes to group structure via the G-Invoicing Grouping Table form		X
Validate application users and responsibilities annually (via data call sent by ARC annually)		X
Notify ARC timely when users depart the agency or take positions where G-Invoicing access is no longer required or role changes		X
Request G-Invoicing password resets and unlocking of account by calling the Fiscal Service IT Service Desk , 304-480-7777 (see Financial Management System Platform Services)		X
Respond timely to errors, rejections and actions required for integration		X
Consult with the G-Invoicing Program Team on G-Invoicing related functionality or issues		X
Identify and document internal IAA formulation processes		X
Create and complete GT&C in G-Invoicing		X
Create and complete Orders in G-Invoicing		X
Process GT&C Order Modifications, Admin Changes and Closeouts		X
Communicate G-Invoicing Implementation Plan updates		X
Answer G-Invoicing system questions related to integration with Oracle	X	

Process completed and valid Access Request Forms within 2 business days	X	
Provide correspondence for non-integration of GT&C, Order or Performance activity recorded in G-Invoicing but not in Oracle within 1 business days of interface	X	
Provide reason and corrective action for non-integration of GT&C, Order or Performance activity recorded in G-Invoicing but not in Oracle within 2 business days of interface	X	
Reactivate users by request that have been automatically inactivated by the system	X	
Process Performance Transactions in G-Invoicing	X	
Submit G-Invoicing Implementation Plan to program team	X	
G-Invoicing Application Administration		
Provide application administration of the G-Invoicing Platform • Create and maintain customer approved user roles and responsibilities • Create and maintain customer approved site specific system configurations • Create and maintain transaction integration between G-Invoicing and ARC Systems • Advise on proper system configuration for program offices • Maintain and troubleshoot all interfaces • Notify and assist customer users in resolving transaction errors in G-Invoicing	X	
Run G-Invoicing/Oracle interface twice per day Monday – Saturday and on demand for Orders 1 additional time per day. During the last 5 business days of the month, this can be run on demand up to 3 times per day	X	
G-Invoicing System Training		
Ensure users are trained on ARC Applications		X
Provide annual live training on use of the G-Invoicing system for successful integration	X	

Primary Pricing Driver

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

AR - Adjustments - Federal-Manual
AR - Adjustments - Federal-Interfaced (x0.1)
AR - Adjustments - FED Debit Memos-Manual
AR Receipts FED - IPAC Bulk Process
FED - Cash Manual
FED - Cash Interfaced (x0.1)
AR Invoices - Debit Memo - FED Manual
AR Invoices - FED Interfaced (x0.1)
AR Invoices - FED Manual
AR Invoices - FED Credit Memo Manual
AR Invoices - Project Invoices - PIE Interface (x0.1)

AR Invoices - Projects Invoices - Manual
AR - Misc Receipts - FED Manual
AR - Misc Receipts - FED Interfaced (x0.1)
Customers - Federal - Manual
Customers - Federal - Interfaced (x0.1)
Projects - Contract
Projects - Cost Adjustments - Manual
Projects - Cost Adjustments - WebADI
Project Cost Budget - Contract
Project Cost Budget - Revenue Budget
Projects - Indirect
Projects Cost Budget – Indirect

Performance Metrics

Metric	Measurement	Target
Integration Errors	Notification of error within 1 business day	90%
Integration Errors	Notification of recommended corrective action to address error within 2 business days	90%

☑ **Purchase and Fleet Card Services**

Description

Process SmartPay purchase and fleet card invoice details in Oracle for payment, record SmartPay quarterly rebates, maintain general ledger (GL) account codes in the SmartPay application, and perform monthly statement reconciliations.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Perform annual review and approval of GL's for the new fiscal year		X
If applicable, provide properly completed manual obligation request form/interface template		X
Maintain convenience check logs and submit to ARC for 1099 reporting		X
Reconcile supporting documents to purchase/ fleet card charges and resolve discrepancies, including disputes		X
Properly allocate SmartPay charges to correct GL's and obtain Approving Official certification prior to auto-close		X
Respond timely to rejected interface records by providing valid complete Accounting Flex Field (AFF) String or Obligation/Purchase Order		X
Provide post payment approval for SmartPay auto-closed invoices		X
Provide a properly completed SmartPay Correction Form, when an AFF on an invoice needs changed		X
Maintain and provide list of authorized officials for processing manual transactions		X
Set up and maintain the SmartPay application (adding/removing GL)	X	
Record purchase receipts and manual accruals in Oracle	X	
Process purchase card payment files for charges	X	
Notify cardholders of auto close	X	
Process invoices for rejected records upon receipt of valid complete AFF accounting string or obligation	X	
Process customer requested corrections	X	
Process quarterly rebates	X	
Provide user support and training on SmartPay application	X	
Complete Purchase Card Monthly Statement Reconciliations to payments made from Oracle	X	
Process manual obligation requests	X	
When Customer Agency is not purchasing Procurement Purchase Card Administration Services		
Designate a point of contact for the card program with sufficient management authority to address instances of card abuse		X
Comply with **your agency's** card program requirements and training requirements		X
Nominate new cardholders and approving officials in accordance with your agency's program requirements and delegate procurement authority in writing to each cardholder		X

Assume full responsibility for the use or misuse of the card programs		X
Retain full management control in dealing with the cardholder in instances of fraud, waste, or abuse		X

Primary Pricing Driver

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

AP Invoices - ZDIs - Purchase Cards (distribution lines)
AP Invoices - Purchase Card Interfaces
AP Invoices - Purchase Card Rejections (distribution lines)
AR - Misc Receipts - Purchase Cards
Purchasing - Interfaced Obligations - Purchase Cards
Purchasing - Manual Obligations - Purchase Cards (distribution lines)
PO Receipts (Accruals) - Purchase Cards (distribution lines)

Performance Metrics

Metric	Measurement	Target
Purchase/FleetCard Payments	Percentage of error free interfaced invoices validated the same day as the payment file was received from SmartPay3 Bank	99%
Purchase/FleetCard Payments	Percentage of error free reprocess interfaced invoices validated no later than two business days after receipt from designated Approving Official AO	99%
Purchase/Fleet Invoice Corrections	Percentage of error free ZDI's requests processed no later than two business days after receipt from designated AO	95%

☑ Payroll Accounting Services

Description

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

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Review Oracle payroll records each pay period and initiate any necessary corrective action thru the agency's T&A System or by submitting a Customer Requested Correction Form		X
Review error and default accounting reports and submit valid accounting timely		X
Provide approval for manual journal entries, when required		X
Review financial reports to ensure monthly payroll and leave accruals are complete and accurate		X
Review and confirm customer specific payroll accounting procedures and leave accrual schedule on an annual basis		X
Provide payroll accounting mapping when new combinations are created		X
Set up and maintain payroll accounting mapping tables	X	
Process payroll files	X	
Process payroll accrual entries based on the number of worked, but unpaid days remaining in the month	X	
Process leave accrual entries based on accumulated leave furnished by the e-payroll provider	X	
Provide error and default accounting reports to customer for correction	X	
Reconcile payroll cash activity monthly	X	

Process Journal entries for: Monthly: • Clearing for differences related to Oracle payroll cash-vs-CARS Quarterly: • FECA • Unemployment compensation • Imputed Costs for OPEB Annually: • Year End Accruals • FECA Actuarial	X	
Process payroll cash transfers	X	
Review and update payroll posting logic	X	
Provide customer agency training on payroll processes	X	
Process properly completed customer requested corrections	X	
Submit coding changes for payroll module	X	

Primary Pricing Driver

Payroll Accounting driver is two phased:

1) "Customer standard flat fee" (doubled when customers haven't updated their T&A systems)
2) Payroll Corrections driver:

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

Corrected Interfaced
Corrected Non-Interfaced

Performance Metrics

Metric	Measurement	Target
Payroll Posting	Percentage of payroll posting within two business days of receipt of error free payroll and personnel file(s) from the payroll provider/customer	99.9%
Payroll Posting	Percentage of payroll posting completed before month-end close	100%

☑ Cash Services

Description

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

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Check Deposits		
Send checks and supporting documentation to ARC for deposit		X
Process in Treasury's deposit applications any customer agency checks that have been routed to ARC	X	
Commercial Invoices		
Transmit payment files to Treasury and certify payment schedules in Treasury's disbursement systems	X	
Verify payment schedules are properly reflected in Central Accounting Reporting System (CARS) and record Treasury confirmation in Oracle	X	
Monitor CARS and communicate payment returns/cancellations to the invoice processer	X	
FBwT Reporting and Reconciliation		
Review monthly CARS reclassification and FBwT reconciliation packages sent by ARC		X
Plan and monitor cash flow related to reimbursable authority to prevent overspending cash		X
Perform the monthly reconciliation and reclassification of component Treasury Account Symbols (TAS)/Business Event Type Codes (BETC) for monthly CARS reporting to Treasury within Treasury due dates	X	
Reconcile FBwT balances	X	
Compile CARS reclassification and FBwT reconciliation packages and send to customer agency	X	

Primary Pricing Driver
(basis for 75% of Cost allocation)
❖ Unexpired Treasury Account Symbols

Secondary Pricing Driver
(basis for 25% of Cost allocation)
❖ Average annual number of Cash Transaction documents (i.e., headers) processed in Oracle for the two most recently completed fiscal years. Cash Transaction documents defined as:

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

Performance Metrics

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

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

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

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

☑ Reporting Services/TIER

Description

Perform reporting services which includes account maintenance, financial reporting, audit support, and general customer financial management support. Account maintenance includes ensuring accounting transactions are recorded properly using the United States Standard General Ledger (USSGL) and other attributes in accordance with reporting requirements for specific account types.

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

Reporting Services outside of normal week day working hours, ARC will need two weeks for evaluation, consideration, before arranging support.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Provide supplementary information necessary to complete financial statements, notes, required supplementary information, and other information per A-136		X
Review, Certify and approve Federal standard financial statements, notes, required supplementary information, and other information per A-136, OMB and any other required external organization		X
Prepare Agency's annual report (PAR or AFR), including Management Discussion and Analysis		X
Maintain non-ARC platform subsidiary detail balances and provide to ARC for use in subledger to general ledger reconciliations		X
Ensure agency approach to A-123 management responsibility for internal controls covers all applicable systems and business processes, including those outside the scope of ARC's offering		X
Perform appropriate agency oversight activities and ensure customer internal control considerations are addressed		X
Share relevant audit findings and management letter comments timely with ARC		X
Identify and approve changes to agency defined accounting flex field values and cross validation rules		X
Update and submit the delegation of authority form as changes are made and recertify on an annual basis		X
Prepare, process, and approve journal entries in Oracle	X	
Perform the following reporting and account maintenance tasks: Monthly - TIER (Treasury Information Executive Repository) and related Award File, and any supplemental data calls required - Verification Activities to Maintain Data Integrity: - USSGL Relationships - Subledger to General Ledger	X	

○ Prior Year Adjustment Analysis
  ○ Abnormal Balance Review
  ○ SF133 to SF132 review
Quarterly
 • Financial Statements
 • Financial Statement Variance Analysis (2nd ,3rd and 4th Quarters)
 • Financial Statement Footnotes, Required Supplementary Information & Other Accompanying Information (2nd ,3rd and 4th Quarters)
 • Reconciliation of Net Cost of Operations to Outlays, Net (NBAR) Supporting Crosswalk (2nd, 3rd and 4th Quarters)
 • Draft June 30 Stand-alone Financial Statements with Crosswalk Template Reconciling Stand-alone Balances to TFS Balances (3rd Quarter Only)
 • Intra-governmental Material Difference Explanations
 • Imputed Cost Forms, Appendix A and B
 • Net Cost Calculator
 	
Annually
 • Governmentwide Treasury Account Symbol Adjusted Trial Balance System (GTAS)
 • Draft Stand-alone Financial Statements and Footnotes Balances Crosswalk to TFS Financial Statements
 • Proposed TIER Post Closing Journal Vouchers
 • Year End Cancellations Processed in the Year End Module of CARS
 • PIIA Risk Assessments Completed on Payment Types Administered by ARC
 • PIIA Payment Recapture Audits – Report on Payment Recapture Activity on Payment Types Administered by ARC		

Define the fiscal year closing calendar	X	
Maintain report, note, and reconciliation models in ARC's financial statement tool per applicable guidance (e.g., USSGL TFM, OMB A-136, etc.)	X	
Maintain USSGL and attributes for changes in applicable guidance in the core FM system (Oracle)	X	
Respond and support financial statement and Data Act audits by providing Prepared By Client (PBC) requests for information assigned to ARC	X	
Requires a two week lead time for addressing nonstandard audit requests assigned to ARC	X	
Represent ARC in audit entrance conference and other status meetings	X	
Provide financial management advice and assistance in support of the ARC services provided	X	
Share relevant ARC audit findings and management letter comments timely with customer contacts	X	

Designate accountants to serve as the primary and backup point of contact for the agency	X	
Serve as primary point of contact for implementing customer initiated change that affects multiple financial management functions	X	
☐ **Fixed Asset Module**		
Provide asset information; including capitalization requirements, useful life, date placed in service, depreciation/amortization methodology, purchases, retirements, disposals, sales, and transfers to ARC		X
Confirm asset balances with physical inventories and notify ARC of any discrepancies		X
Run module processes to update financial management records	X	
Answer customer questions regarding asset accounting	X	

Primary Pricing Driver

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

Performance Metrics

Metric	Measurement	Target
Financial Reporting	Percentage of reporting and account maintenance tasks (outlined above) completed by established due dates	99%
Audit Results	Percentage of unqualified audit opinions for items under ARC control and responsibility	100%
Fixed Asset posting timeliness	Percent of Fixed Asset Module postings completed in correct accounting period	99%

☑ Reporting

Description

Perform reporting services which includes account maintenance, financial reporting, audit support, and general customer financial management support. Account maintenance includes ensuring accounting transactions are recorded properly using the United States Standard General Ledger (USSGL) and other attributes in accordance with reporting requirements for specific account types.

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

Reporting Services outside of normal week day working hours, ARC will need two weeks for evaluation, consideration, before arranging support.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Provide supplementary information necessary to complete financial statements, notes, required supplementary information, and other information per A-136		X
Review, Certify and approve Federal standard financial statements, notes, required supplementary information, and other information per A-136, OMB and any other required external organization		X
Prepare Agency's annual report (PAR or AFR), including Management Discussion and Analysis		X
Maintain non-ARC platform subsidiary detail balances and provide to ARC for use in subledger to general ledger reconciliations		X
Ensure agency approach to A-123 management responsibility for internal controls covers all applicable systems and business processes, including those outside the scope of ARC's offering		X
Perform appropriate agency oversight activities and ensure customer internal control considerations are addressed		X
Share relevant audit findings and management letter comments timely with ARC		X
Identify and approve changes to agency defined accounting flex field values and cross validation rules		X
Update and submit the delegation of authority form as changes are made and recertify on an annual basis		X
Prepare, process, and approve journal entries in Oracle	X	
Perform the following reporting and account maintenance tasks: Monthly - Governmentwide Treasury Account Symbol Adjusted Trial Balance System (GTAS) - Data Act Reporting - Verification Activities to Maintain Data Integrity: - USSGL Relationships	X	

o Subledger to General Ledger
   o Prior Year Adjustment Analysis
   o Abnormal Balance Review
   o DATA Act File B Validation
   o SF133 to SF132 Review
Quarterly
 • Financial Statements
 • Financial Statement Variance Analysis (3rd and 4th Quarters only)
 • Statement of Budgetary Resources to SF133 Reconciliation (3rd and 4th quarters only)
 • Financial Statement Footnotes (3rd and 4th quarters only)
 • Intra-governmental Difference Explanation in GTAS
 	
Annually
 • Financial Statement Notes for Government-wide Financial Report
 • Required Supplementary Information and Other Information
 • Year End Cancellations Processed in the Year End Module of CARS		

Define the fiscal year closing calendar	X	
Maintain report, note, and reconciliation models in ARC's financial statement tool per applicable guidance (e.g., USSGL TFM, OMB A-136, etc.)	X	
Maintain USSGL and attributes for changes in applicable guidance in the core FM system (Oracle)	X	
Respond and support financial statement and Data Act audits by providing Prepared By Client (PBC) requests for information assigned to ARC	X	
Requires a two week lead time for addressing nonstandard audit requests assigned to ARC	X	
Represent ARC in audit entrance conference and other status meetings	X	
Provide financial management advice and assistance in support of the ARC services provided	X	
Share relevant ARC audit findings and management letter comments timely with customer contacts	X	
Designate accountants to serve as the primary and backup point of contact for the agency	X	
Serve as primary point of contact for implementing customer initiated change that affects multiple financial management functions	X	
☐ **Fixed Asset Module**		
Provide asset information; including capitalization requirements, useful life, date placed in service, depreciation/amortization methodology, purchases, retirements, disposals, sales, and transfers to ARC		X
Confirm asset balances with physical inventories and notify ARC of any discrepancies		X

Run module processes to update financial management records	X	
Answer customer questions regarding asset accounting	X	

Primary Pricing Driver

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

Performance Metrics

Metric	Measurement	Target
Financial Reporting	Percentage of reporting and account maintenance tasks (outlined above) completed by established due dates	99%
Audit Results	Percentage of unqualified audit opinions for items under ARC control and responsibility	100%
Fixed Asset Posting Timeliness	Fixed Asset Module postings completed in correct accounting period	99%

☑ Investment Accounting Services

Description

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

Roles and Responsibility Definition

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

Primary Pricing Driver

❖ Based on historical level of effort

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

☑ Budget Reporting Services

Description

Provide budget reporting services including, but not limited to: summary template (funds control) review and maintenance, recovery analysis, SF132, and apportionment support.

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

Optional MAX reporting will assist with OMB inquiry support and reporting.

Optional ARC Payroll projections uses the ARC Predict payroll projection tool.

Optional SF132 Preparation and Submission via the OMB MAX apportionment system.

Roles and Responsibility Definition

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

Provide data as requested to assist in the presentation of various financial data reports	X	
☐ **Optional Max Reporting Services**		
Provide current year (CY) and budget year (BY) estimates, as well as FTE estimates, for MAX		X
Provide updates to the appropriations language and appendix text narratives to be populated in MAX and the President's Budget		X
Assist the customer agency with OMB inquiries on budget-related matters	X	
Obtain prior year data (if available) in Oracle and enter in MAX	X	
Enter and validate CY and BY estimates in MAX as provided by the customer agency	X	
Enter updates to the appropriations language and appendix text narratives in MAX	X	
☐**Optional Payroll Projection Services**		
Provide projected hires, separation details, and other payroll assumptions for payroll projections		X
Provide payroll projections at specified times during the fiscal year based on customer input	X	
☐**Optional Apportionment (SF132) Preparation and Submission Services**		
Review and provide estimated amounts to complete the apportionment, and provide supporting documents that are to be included in the apportionment file		X
Review and approve final, validated apportionment and provide additional supporting documents to be submitted to OMB		X
Generate the apportionment templates out of the MAX Apportionment system and enter amounts based on actual data	X	
Enter estimated amounts, as provided by the customer, in the apportionment file and validate via the apportionment system	X	
Submit the final apportionment and supporting documents to OMB in the apportionment system	X	

Primary Pricing Driver

- ❖ Based on historical level of effort,
- ❖ Factors influencing the level of effort include:
  - o Complexity of the accounting and funds control structure
  - o Accounting requirements of the funds involved

Performance Metrics

Metric	Measurement	Target
MAX Reporting	Percentage of time MAX reporting completed timely by OMB established due dates	99%

☑ **Budget Formulation and Performance Management Services**

Description

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

NOTICE: ARC will decommission the BFEM application September 30, 2025. This will be the final agreement to include the Budget Formulation and Performance Management functions offered by ARC. ARC will provide a data extract for each agency in a flat file that is readable, accessible and usable for all requested years. The customer agency will be responsible for retaining this data per the General Records Schedule GRS-1.3 item 10 and 40 for the required disposition period. The BFEM interface and access to the database will not be available after September 30, 2025.

Roles and Responsibility Definition

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

Input the agency's sets, Generic Data Points, modifications, allocations, generic attributes, and document templates narratives to meet the agency's budget formulation needs		X
Input the agency's sets, data collection windows, measures, goals, allocations, and document template narratives to meet the agency's performance measurement needs		X
Provide Tier 2 (System Configuration SME) Support for escalation of application issues	X	
Provide all necessary training to BFEM Agency Administrator users ("Train the Trainer" approach)	X	
Assist agencies in the Word styles, headers, and embedded content in document templates	X	
Assist agencies with configuration of the data model, to include organizations, GDPs, modification types, allocations, and generic attributes	X	
Assist agencies with configuration of strategic plans, goals, objectives, milestones, and measures	X	
Provide workflow configuration support to support the agency's identified business needs	X	

Description of Tasks

☑ **Budget Formulation and Performance Management**

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

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

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

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

- Enables quick comparisons of metrics to forecasts and actual performance.

☑ **Budget Formulation and Performance Management Support**

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

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

Primary Pricing Driver

Application Baseline

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

Report Maintenance

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

Contract Support

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

Performance Metrics

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