



Overview/Summary of Services//ARC-25-

ARC provides a full range of HR services including classification; staff acquisition; payroll and leave administration; processing personnel actions, eOPF and records; employee benefits; labor relations; employee relations; workers' compensation; and HR help desk and reporting services. These services are detailed within this document, as are any additional services that we optionally offer to ARC's full-service HR customers.

The processes, procedures, and internal controls used to carry out ARC functions, and the management of its resources are strictly within ARC's span of control. For service requests that fall outside of our standard offering, customers will need to engage in formal change control processes with ARC management.

Authority and Retention

The customer delegates to and authorizes ARC and its employees to conduct the activities necessary to provide the services described in this service description. It is noted that the customer retains the right to exercise its human resource authorities, as deemed necessary. However, it is incumbent that the customer does not use authorities and system accesses to perform transactions for specific types of employee populations (e.g., SES, SL, Schedule Cs, etc.) serviced by ARC. Likewise, ARC shall not perform transactions for specific types of employee populations where service is retained by the customer. Adherence to these responsibilities is required to ensure integrity of our services, maintain audit compliance, and meet internal control objectives.

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 Login.gov or 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, Revision 1]
- 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 both electronic and/or paper records, in accordance with the current Fiscal Service File Plan. Records retained are available for review and audit as needed and will be provided to customers in support of their data call and reporting submissions to OPM, OMB, and other government entities. Records will be destroyed at the end of their retention period.



Classification Services

Description

Classify a full range of position descriptions for the customer in accordance with established Office of Personnel Management (OPM) classification principles and standards, and customer policies and procedures. Additionally, ARC can provide advisory and project support for workforce planning and position management activities.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Maintain position management authority and perform activities including periodic position reviews to ensure the agency's inventory of positions accommodates evolving organization competency needs and changes in laws, regulations, policies, organizational design and technology		X
Share any draft policy or agency process change to ensure proper consideration of ARC required operational/system changes, consideration of efficiency/effectiveness impact, and potential impact to service level agreement		X
Designate Subject Matter Expert to work with ARC in establishing position descriptions (PDs) through engagement in the following activities: <ul style="list-style-type: none"> • Submission of classification request to include: <ul style="list-style-type: none"> ○ complete PD that meets required format and general content guidance ○ provision of mission/functional statements and detailed organization charts • Participation in strategic conversations to help ensure proper understanding of the position 		X
Certify via OF-8: <ul style="list-style-type: none"> • the position description is an accurate statement of the major duties and responsibilities of the position and its organizational relationships • the position is necessary to carry out Government functions • certification is made with the knowledge that the information is to be used for statutory purposes related to appointment and payment of public funds, and • that false or misleading statements may constitute violations of such statements or their implementing regulations 		X
Submit designations for: <ul style="list-style-type: none"> • drug testing • physical requirements 		X



Human Resource Service Line Service Descriptions

<ul style="list-style-type: none"> • bargaining unit determinations (if bargaining unit determinations are provided by ARC, it will be listed in the Employee Relations section) • sensitivity level • security clearance • competitive level codes (if available) • financial statements required via OF-8 		
Request desk audit within the terms of ARC's process and the customer's classification policy (customer manager is responsible for ensuring that the PD is accurate prior to the desk audit)		X
Resolve disparities between employee and manager regarding the accuracy of the PD		X
Pay travel costs associated with desk audits		X
Provide copies of all applicable and current procedures, policies and departmental requirements of the customer agency		X
Designate a point of contact to provide guidance within 72 hours when applicable policy documents require interpretation		X
Provide copies of PDs and OF-8s for all positions not classified by ARC		X
Provide formal responses to internal or OPM classification appeal requests		X
Utilize self-service capabilities to run standard reports from the Data Insight Portal and the USA Staffing reporting tool		X
Classify a full range of PDs at all grade levels	X	
Maintain all PDs, career ladder data, OF-8s and other records associated with classification actions in an electronic format	X	
Assist managers in establishing PDs. Provide sample PDs when available, and assist with identifying criteria to support certain grade levels	X	
Prepare written evaluations on supportable classifications	X	
Complete Fair Labor Standards Act (FLSA) determinations, unless otherwise directed by customer	X	
Prepare OF-8 using appropriate designations	X	
Prepare ARC's standard Statements of Difference (SODs) to full performance level PDs	X	
Review draft classification standards against a sampling of existing PDs, analyze impact of new standard, and provide feedback to customers regarding change	X	
Apply new classification standards to existing positions	X	
Provide advisory support on classification and position management activities for: <ul style="list-style-type: none"> • review of reorganizations or organizational reviews • appeal requests (agency or OPM) 	X	
Conduct desk audits and provide findings to customer. Provide advice and guidance on the appeal process if an employee does not agree that his/her PD is properly classified	X	
Subscribe all customers to standard Data Insight Portal reports, which contain information on all classification actions ¹	X	

¹ Requests for non-standard reporting from the Data Insight Portal or the USA Staffing reporting tool will be provided through ARC's HR Reporting Services to customers who elect this service.



Human Resource Service Line Service Descriptions

Perform classification related quality control and quarterly quality assurance review activities and provide results quarterly	X	
Approve classification related personnel actions (e.g., reassignments, upgrades, and downgrades)	X	

Primary Pricing Driver

- ❖ Average annual number of classification drivers for the two most recently completed fiscal years. Classification drivers are computed as follows:
 - Number of full classification activities, such as the establishment of new position descriptions, reclassifications, desk audits, appeals, advisories and accretion actions x 100%
 - Number of minor PD changes, such as statements of difference, pen and ink changes, classification standard reviews (final & draft), changes due to reorganization, abolishment of PD, Personnel Office Identifier conversions x 10%

Performance Metrics

Metric	Measurement	Target
Classification of Positions – New and Reclassifications	Percentage completed within 15 business days	85%
Desk Audits/Position Reviews /Appeals	Percentage completed within 45 calendar days	90%
Pen and Ink Changes to Position Descriptions	Percentage completed within three business days	92%
Accuracy of Position Classification Actions Reviewed ²	Total number of accurate elements in ARC’s Quality Assurance Review divided by the total number of elements reviewed	90%
Ticket Resolution by Tier 1 Call Center	Percentage completed within one business day	85%

² Errors for this purpose are calculated based upon 12 specific data points per case reviewed. 12 data points include: 1) OF-8/SOD for each pay grade is properly coded; 2) Customer documentation of BUD, Sensitivity, and Financial Disclosure is present; 3) FLSA document for each pay grade is correctly completed; 4) All pertinent documents are saved appropriately in the case file. No obvious errors are present that could cause difficulty in finding the correct documents in PAWS; 5) Evaluation: The position is classified with the appropriate title; 6) Evaluation: The position is classified to the appropriate series; 7) Evaluation: The position is classified to the appropriate grade level; 8) Evaluation: The sections for background, references, series, title, factors addressed and results are properly completed; 9) The evaluation fully supports the grade level awarded. Each factor level description discusses why a level is met and the next higher level is not met (unless the factor is at the highest level for the standard); 10) Evaluation: The points listed for each factor are listed accurately with each level in the evaluation statement; 11) Evaluation: The total points are correctly added and within the correct range for the pay grade; 12) Data input into HRConnect does not cause any pay setting issues.



Staff Acquisition Services

Description

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

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Attract, recruit, and assess employees with the right skills and competencies, in accordance with Merit System Principles		X
Translate projected agency human capital requirements into a formal hiring projection. Communicate and partner with ARC at earliest opportunity to develop a manageable hiring strategy that allows for adequate resource planning by ARC		X
Provide copies of all applicable and current policies, departmental requirements, and bargaining unit information of the customer agency ³		X
Share any draft policy or agency process change to ensure proper consideration of ARC required operational/system changes, consideration of efficiency/effectiveness impact, and potential impact to service level agreement		X
Maintain a delegated examining agreement with OPM		X
Designate at least one staff member who maintains current DE certification status		X
Provide an agency accountability POC to work with ARC's accountability team in scheduling internal reviews. Provide a 60-day written notice of internal and agency-led reviews		X
Perform an annual self-audit. This documentation will be requested in advance of an OPM or agency-level review ⁴		X
Provide a 90-day notice of an OPM review, to include the OPM scheduling letter, case listing, and documentation requested in the Advance Information Request (AIR)		X

³ If an independent customer agency does not provide a Merit Staffing Plan or interim plan, ARC will use its generic version for guidance, and a copy of this policy will be provided. After reviewing all policies currently in use, ARC may make suggestions to revise the policies to accomplish the work more efficiently. If additional policies are needed to accomplish the work, or required by new regulations, ARC will provide sample policies, if available, and comment on draft policies as they relate to ARC operations work. It is up to the customer agency to coordinate any changes in policies with any higher-level organizational authorities.

⁴ Customers are encouraged to provide tentative audit date at the beginning of the fiscal year, so that multiple customer audits do not overlap. At a minimum, customers must provide a tentative audit date to ARC at least three months prior to the audit. ARC will be permitted to reschedule any tentative audit dates based on prior approved scheduled audits. Customers are required to review 10% of DE cases up to a maximum of 25 cases. Time period to review audit cases will be 2 weeks. Case file reviews during the investigation period will not generally extend beyond two weeks.



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Ensure agency accountability POC coordinates with ARC's audit POC on all internal, agency-led, and OPM audit responses and any resulting finding action items		X
Ensure Position Description, OF-8 and Job Analysis/Assessment for the vacancy to be filled are complete and accurate prior to submitting a recruit request		X
Submit recruit request to initiate staff acquisition action		X
Notify and coordinate with ARC when advertising through sources other than USAJOBS (e.g., newspapers, professional journals, social media, etc.)		X
Coordinate and pay for job posting advertisements through sources other than USAJOBS		X
Designate Hiring Official and/or Subject Matter Expert (SME) to work with ARC in filling vacancies, particularly: <ul style="list-style-type: none"> • preparing evaluation criteria • developing job analysis to include questions and defining specialized experience • assisting with qualification determinations 		X
Designate SME to rate candidates when rating or assessment questionnaire verification is required		X
Process security clearances, suitability determinations and adjudication; arrange for physical evaluations and drug tests; and process vaccine documentation and related reasonable accommodation requests		X
Designate a point of contact to provide guidance within 72 hours when applicable policy documents require interpretation		X
Notify ARC of selection(s) ⁵		X
Facilitate and lead discussions on items from audit report that impact agency employees		X
Respond to agency action items in close-out audit report		X
Complete, annotate (including interview dates/declinations), and return hiring certificate(s) with selections and non-selections		X
Provide specific interview guidance to hiring managers		X
Utilize self-service capabilities to run standard reports from the Data Insight Portal and the USA Staffing reporting tool		X
Issue follow-up certificates, when requested, after initial certificate(s) are properly annotated, returned and received by ARC	X	
Provide employees who are DE certified by OPM	X	
Advise managers with decisions on advertising vacancies	X	
Guide managers in developing evaluation criteria/job analysis (e.g., questions, point values, and defining specialized experience) and the use of USA Hire standard assessments or SME questionnaire answer validation. (The customer is responsible for the procurement of USA Hire premium or custom assessments as well as the development of	X	

⁵ ARC HR must receive selections, to include all of the documentation required to process those selections, no later than noon Eastern Time on the first Friday of the pay period before the proposed effective date. The required documentation may be obtained from various parties and may include, but is not limited to, the following: release date from losing organization, OF-306, pre-employment security clearances and physicals, drug test results, financial disclosure forms, official transcripts, etc.



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other assessments such as structured interviews, work samples/simulations or writing samples.)		
Prepare job opportunity announcements (JOAs). A standard JOA is defined as posting with three locations or less, three grades or less, and 300 applicants or less ⁶	X	
Post JOAs to OPM's USAJOBS	X	
Provide guidance to raters, SMEs, selecting officials	X	
Determine eligibility and minimum qualifications	X	
Ensure candidates selected under excepted service and non-competitive hiring authorities meet all legal requirements for the appointment type	X	
Prepare hiring certificates	X	
Provide applicant call center support	X	
Respond to applicant inquiries regarding eligibility and qualifications	X	
Set pay, including providing guidance on pay flexibilities (e.g., recruitment and retention incentives, superior qualifications appointments)	X	
Finalize selections including offer letters, notification to applicants, case file management, etc.	X	
Approve staffing related personnel actions	X	
Subscribe all customers to standard Data Insight Portal reports, which contain information on all staffing actions ⁷	X	
Prepare reminder ticklers (career ladder, NTE, conversions) for selections	X	
Perform quality control activities for in-process staffing actions	X	
Perform quarterly quality assurance (QA) activities for completed actions and provide results quarterly ⁸	X	
Provide an accountability point of contact to work with the customer in support of internal and external audit review requests ⁹	X	

Primary Pricing Driver

- ❖ Average annual number of hiring actions initiated for the two most recently completed fiscal years. Hiring actions are defined as:
 - each Job Opportunity Announcement (JOA) ARC posts including Merit Promotion Government-Wide, Merit Promotion Agency Only, Public, Open Continuous, and Second Hurdle, and
 - each selection ARC facilitates through means other than a JOA by using special hiring authorities, including but not limited to Schedule A, Veterans Recruitment Authority (VRA), College Graduate, and Peace Corp

⁶ Requests outside of these parameters to include positions posted with a remote work location or requests for minimum qualifications reviews of all applicants before a subsequent hurdle assessment may be characterized as exceptions and may be exempted from applicable metrics reporting.

⁷ Requests for non-standard reporting from the Data Insight Portal or the USA Staffing reporting tool will be provided through ARC's HR Reporting Services to customers who elect this service.

⁸ QA sample size may vary for customers who have OPM or agency-led reviews completed during the time period that would supplement the ARC QA reviews.

⁹ Internal audits will not exceed case file selection of more than 10% of case files with a hire or 25 case files, whichever is less.



Performance Metrics

Metric	Measurement	Target
Accuracy of Staffing Actions ¹⁰	Total number of accurate data points in ARC’s Quality Review divided by the number of data points reviewed	90%
ARC Portion of Standalone Job Analysis Process	Percentage completed within 30 calendar days	85%

¹⁰ Quality Reviews include reviewing actions whether a hire is made or not. Target is reported quarterly for all customers combined. Errors for this purpose are calculated based upon 12 specific data points per case reviewed. 12 data points include: 1) Rating methodology is correct (Category rating is checked for DE postings; any customer specific rating policies are identified in JOA; the question type, language, and point values match what is approved in the job analysis); 2) Qualification determinations are made appropriately; 3) Necessary rating adjustments are made and fully documented; 4) Late applications are properly accepted or rejected; 5) Applicant eligibility is appropriately verified (US citizenship, time in grade, TACA, location, etc.); 6) Priority consideration for displaced/surplus employees is given; 7) Veterans’ preference is accurately applied; 8) Certification procedures are appropriate; 9) DE selections were made from the top category and in accordance with veterans’ preference; 10) OF-306 is complete and verified; 11) Selectee compensation/pay is calculated accurately (Recruitment, Retention and Relocation Incentives, Student Loan Repayment, Superior Qualification/Special Needs Authority, etc.); 12) Authorized new hire checklist is complete and accurate.



Payroll, Processing, Personnel Records, Benefits and Retirement

Description

In accordance with regulation, ensure payroll and personnel actions are submitted timely and accurately to the payroll provider, National Finance Center (NFC), and manage personnel records associated with those actions. Provide leave administration and time and attendance support. Support customer benefits needs to include benefits administration, retirement, and death cases, employee assistance program coordination, and advisory services for management. ARC uses webTA/GovTA for time and attendance, USAS Onboarding and HRConnect for payroll and personnel action processing, Government Retirement Benefits (GRB) for benefit and retirement administration, and eOPF for the maintenance of Official Personnel Folders (OPFs).

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
General		
Publicize the requirement to use HR systems (e.g., NFC's EPP, HRConnect, eOPF, GRB, USAS Onboarding, etc.) for making permissible personnel, payroll, and benefits changes, generating retirement annuity estimates, and retrieving SF-50s ¹¹		X
Provide copies of all applicable and current policies and agency/departmental requirements ¹²		X
Designate a point of contact to provide guidance when applicable policy documents require interpretation		X
Designate a point of contact to receive notices prepared by the ARC staff, and timely distribute to all employees regarding HR related information		X
If ARC notices are not used, provide actual notices to ARC prior to distribution to employees		X
Respond timely to inquiries concerning current issues that predate ARC servicing		X
Forward court-ordered garnishments to ARC within one business day of appropriate legal review, to ensure timely processing		X
Provide employee notice of court-ordered garnishments (e.g., child support, bankruptcies, commercial garnishments, education loans, alimony and tax levies) and enforce regulatory maximums for collection	X	
Determine process/procedure and internal controls necessary to carry out functions and manage resources	X	
Serve as primary contact with NFC	X	
Support the customer in response to audit preparation and/or audit findings related to ARC Payroll, Processing, Benefits, and Retirement services	X	

¹¹ The use of EPP is mandated to protect Personally Identifiable Information (PII).

¹² Required policies include but are not limited to leave administration, hours of work/work schedules and waiver of salary overpayment.



Human Resource Service Line Service Descriptions

Settlement Agreements		
Send ARC a draft of settlement agreement to SettlementAgreements@fiscal.treasury.gov		X
Submit fully signed/final settlement agreement to ARC for processing to SettlementAgreements@fiscal.treasury.gov		X
Review and approve draft settlement agreement, validating ARC's ability to execute and meet timeframes established	X	
Consistent with timeframes set forth in the final settlement agreement, process associated personnel actions (including corrections to previous personnel actions) and execute other actions as required (submitting and releasing requests to NFC for manual payments, adjusting leave, and updating personnel records)	X	
Accessions/Hires		
Utilize USA Staffing Onboarding (when applicable) to administer the Oath of Office and ensure new hire/orientation paperwork, specifically the Appointment Affidavits (SF-61), Declaration for Federal Employment (OF-306), and Employment Eligibility Verification (Form I-9), if applicable, are accurately completed, certified/dated by agency personnel, and received by ARC Processing within three business days of the employee's entrance on duty date. Per DHS guidance, employers are required to complete Form I-9 and physically review List A or combination of List B and List C documents within three business days of the date employment begins. ARC must receive all documentation within three business days of employment in order to input into the E-Verify system		X
Complete E-Verify "Memorandum of Understanding for Employers Using an E-Verify Employer Agent" if designating ARC as Employer Agent		X
Perform employment eligibility verification through E-Verify on behalf of customer, if designated as Employer Agent	X	
Obtain OPF from the prior servicing agency or the National Personnel Records Center (NPRC), if applicable	X	
Separations		
Coordinate employee separation/exit clearance processing		X
Issue separating or transferring employees appropriate pay and benefits information	X	
Initiate release date between customer agency and gaining agency	X	
Provide Preliminary Employment Data (i.e., SF-75 information) to gaining agency	X	
Release lump-sum payment for unused annual leave in accordance with customer agency policy	X	
Ensure OPF is transferred to gaining agency or National Personnel Records Center (NPRC)	X	
Personnel Records Management		
Provide administrator access and requested number of full use HR licenses to ARC HR (this only applies to customers who maintain Super Administrator Program Management over their eOPF instance)		X
Maintain Employee Medical Folders		X
Maintain the OPF for each employee in accordance with OPM guidance on filing and disposition	X	



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Obtain missing OPF documentation, identify errors, and initiate any applicable corrective actions	X	
Monitor eOPF load reports to ensure SF-50s are uploading correctly	X	
Coordinate conversion to eOPF (for customers who have not yet transitioned to eOPF)	X	
Maintain Employee Performance Files (e.g., award and appraisal documentation) ¹³	X	
Processing Personnel Actions		
Initiate and ensure timely internal approval and submission of requests for personnel actions in accordance with regulation and/or ARC deadlines ¹⁴		X
For areas where the customer retains authority to authorize personnel actions (e.g., SES, employee relations), complete all required fields in HRConnect (e.g., legal authority, remarks, etc.); forward action to ARC; or release action directly to NFC (depending on procedures agreed to and established with ARC)		X
Ensure employees initiating and/or submitting personnel actions have the authority to do so		X
Notify ARC, at least two pay periods prior to the effective date, if planning to deny an employee's Within Range Increase (WRI)		X
Submit redetermination of previously denied WRI with supporting documentation within two pay periods of an approved or "passing" interim performance rating		X
Code personnel actions according to the Guide to Processing Personnel Actions (GPPA) and agency policy	X	
Process complete and legally sufficient personnel actions	X	
Process corrections to the payroll/personnel system and personnel folders, request and release manual adjustments, and monitor related indebtedness	X	
Determine and resolve problems with personnel actions that are rejected by the payroll/personnel system (resolution of problems may require coordination with the customer agency)	X	
Realignments/Reorganizations¹⁵		
Contact ARC to establish appropriate HR POC and discuss process for submitting a reorganization		X
Submit signed memo authorizing the reorganization and approved reorganization package to Reorganizations@fiscal.treasury.gov		X
Discuss scope, level of effort, and timelines prior to confirming effective date (minimum six weeks from receipt of approved reorg package) ¹⁶		X

¹³ Award SF-50s flow directly from NFC into the Performance Folder within eOPF. ARC maintains electronic copies of performance appraisals locally (not within eOPF), if provided by the customer. ARC can provide customers the Import Role in eOPF for those customers wishing to have their performance appraisals loaded into eOPF or alternatively ARC can make arrangements to have the documents loaded in batch at the government-approved scanning facility at the customer's expense.

¹⁴ ARC must receive personnel actions, to include all the documentation required to process, no later than noon Eastern Time on the first Friday of the pay period before the proposed effective date. Personnel actions not submitted timely will be processed at the beginning of the following pay period.

¹⁵ ARC will review each request to assess level of effort and project scope for each reorganization/realignment. Based on the size and/or complexity of the request, ARC reserves the right to utilize the internal HR governance process review to manage expectations, negotiate effective dates, and/or determine if additional costs are warranted.

¹⁶ Reorg effective date blackout period includes pay periods 19 through 21 and pay periods 26, 1 or 2.



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Return the final, approved List 52 using the standard mass upload spreadsheet the Monday prior to the agreed upon effective date of the reorganization		X
Establish new organizational structures, realign existing organizational structures, and process associated personnel actions	X	
Mass Upload Performance Awards		
Prior to establishing effective date for mass upload award payout, contact ARC to discuss timeframes and receive official Mass Update Module (MUM) spreadsheet from ARC for completion		X
Validate correct accounting codes in HRConnect prior to award submission		X
In accordance with agency timeframes established in the first customer responsibility, submit agency-completed official MUM spreadsheet for processing	X	
Leave Administration		
Provide advice and guidance to managers, timekeepers, and employees on leave programs and premium pay issues in accordance with regulation and customer agency policy	X	
Coordinate/Administer a Voluntary Leave Transfer Program/Leave Bank	X	
WebTA/GovTA Time and Attendance		
Designate timekeepers and certifying officials		X
Validate/Certify timecards in webTA/GovTA by noon eastern time on the Monday following the end of the pay period		X
Monitor timecard submissions from customer agency and notify agency of missing/incomplete timecards based on established escalation procedure	X	
Facilitate completion of timecards (e.g., suggest delegates, move timecards to alternate certifying officials, make other suggestions as appropriate)	X	
Notify the customer agency of earlier deadlines for timecard certification due to holidays, webTA/GovTA system maintenance, NFC requirements, etc.	X	
Assist timekeepers in resolving timecard errors	X	
Update time and attendance profile information to reflect corresponding personnel actions	X	
Audit and update leave balances for all employees where a leave error has been identified	X	
Prepare and submit annual Emergency T&A Transmission Authorization Letter to NFC on behalf of the customer. In the event of an emergency that would prevent the transmission of T&A data, ARC will request that NFC generate 80 hours of regular time for full time employees. Part time employees will be based on their normal tour of duty. Timecard corrections will be made after normal operations resume	X	
Employee Debts		
Approve/Deny employee requests for waiver of repayment of salary overpayments within six months of receipt ¹⁷		X

¹⁷ The National Finance Center will allow a hold on an employee debt pending a waiver decision by the agency for no more than 15 pay periods. There are no extensions to this hold.



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Approve/Deny employee financial hardship requests	X	
Provide employee notice (Notice of Intent to Offset Salary) for salary-related debts	X	
Research the cause of employee salary overpayment and provide supporting documentation, as requested	X	
Place salary overpayment collection on hold with NFC while a waiver decision is pending	X	
Notify employee and NFC of the decision made on the waiver request	X	
Benefits Administration		
Assist in resolving complex retirements/benefits issues by directly obtaining information from OPM for inquiries that must be submitted through agency Benefits Officers ¹⁸		X
Assist with making determinations for children incapable of self-support due to a physical or mental disability that occurred prior to age 26, as needed ¹⁹		X
Counsel employees on Title 5 employee benefits (e.g., life insurance, health insurance, and retirement savings accounts)	X	
Provide general information to employees on flexible spending accounts, dental and vision insurance programs and long-term care insurance	X	
Assist employees with completing benefits elections	X	
When EPP cannot be utilized, process all complete and legally sufficient Federal Employees Health Benefits (FEHB), Thrift Saving Plan (TSP), and Federal Employees' Group Life Insurance (FEGLI) elections, including input into the payroll/personnel system	X	
Perform reconsideration of initial decisions of denial regarding life or health insurance elections upon an employee's written request	X	
Communicate benefits Open Season information to employees through the customer agency point of contact and the customer access page	X	
Monitor Non-pay reports, notify employees of benefit options while in non-pay status, and initiate and notify employee of the termination of benefits, when appropriate	X	
Prepare notices to alert employees of upcoming changes to available benefits	X	
Correct or initiate correction of benefit errors identified through benefit servicing as outlined in this agreement	X	
Civilian and Military Deposits		
Counsel employees on making deposits and redeposits	X	
Prepare estimates for deposits and redeposits	X	
Prepare and submit appropriate forms for deposits and redeposits	X	
Retirement and Death Cases		
Distribute notices prepared by the ARC Benefits staff timely to all employees regarding retirement changes		X
Encourage employees to initiate retirement actions/requests as soon as possible but no later than one month prior to retirement date		X
Request employees use the Government Retirement Benefits (GRB) system to generate retirement annuity estimates unless the employees		X

¹⁸ Only Agency Benefits Officers may make inquiries to OPM when an issue is encountered that involves OPM regulations. Each agency's Benefits Officer maintains this responsibility for their agency components regardless of who provides that component's benefits servicing.

¹⁹ Per OPM guidance in Benefits Administration Letter 11-203, the employing office is responsible for this determination.



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are within one year of retirement, have unique service histories, or subject to downsizing efforts (e.g., RIF, VERA, VSIP, etc.)		
Provide retirement annuity estimates, when the self-service GRB system cannot be used or employees are within one year of retirement, have unique service histories, or subject to downsizing efforts (e.g., RIF, VERA, VSIP, etc.)	X	
Counsel employees on retirement eligibility and benefits	X	
Prepare, assemble and submit retirement packages through the payroll office to OPM	X	
Provide assistance to family members/beneficiaries of deceased employees in obtaining benefits to which they are entitled	X	
Review OPF to ensure benefit entitlements are accurate, retirement coverage is compliant, and creditable service is properly documented	X	
Obtain missing OPF documentation, identify errors, and initiate corrective actions	X	
Process retirement coverage corrections including Federal Erroneous Retirement Coverage Corrections Act (FERCCA) cases	X	
Voluntary Early Retirement Authority (VERA) and/or Voluntary Separation Incentive Payment (VSIP)²⁰		
Provide notice of intent to submit request to OPM for approval one month in advance of submission		X
Provide copy of OPM VERA/VSIP approval letters and communications sent to impacted employees throughout the process		X
Provide finalized list of positions that are VERA/VSIP eligible		X
Provide list of employees who received VERA/VSIP offer		X
Provide approved VERA/VSIP applications		X
Provide quarterly interim and final usage report to OPM		X
Provide retirement estimates/counseling upon request to eligible employees	X	
Process VERA/VSIP actions for approved applications	X	
Provide data for reporting purposes to customer	X	
Employee Assistance Program (EAP)		
Coordinate EAP basic services through a subcontractor (for example, Federal Occupational Health (FOH)) (A pass-through per head fee is collected by ARC and paid to the subcontractor for EAP services. No additional fees are charged by ARC)	X	
Coordinate special EAP services for groups of employees at a customer agency	X	

Primary Pricing Driver

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

²⁰ Additional costs will result if more than 50 VERA and/or VSIP applications are approved. If offering only a VERA or a VERA/VSIP, the additional cost will be based on 12.5 hours of a GS-12 salary, while the cost for offering only a VSIP will be based on 6 hours of a GS-12 salary.



Performance Metrics

Metric	Measurement	Target
Notify Potential Leave Recipients in the Voluntary Leave Transfer Program of Approval/Disapproval of Application	Percentage completed within five business days	95%
Issue Lump-sum Payments for Unused Annual Leave	Percentage completed accurately within 20 business days after final paycheck is issued	95%
Process Personnel Actions (including the resolution of system suspense inquiries)	Percentage completed within the pay period	99%
Process Personnel Action Corrections	Percentage of personnel action corrections completed within 45 business days	85%
Accuracy of Personnel Actions ²¹	Total number of accurate data points in ARC's Quality Review divided by the number of data points reviewed	95%
Transmission of Timecards	Percentage of completed timecards validated/certified by noon Eastern Standard Time on the Monday following the end of the pay period, that are sent electronically to the agency payroll provider	99%
Request New Employee Prior Service Records	Percentage of new employees prior service records requested from prior agencies or National Personnel Records Center (NPRC) within 30 business days of date of hire	85%
Retirement Case Accuracy Rate (Quarterly)	Percentage of cases audited by OPM determined to be error free ²²	92%
Retirement Estimates Timeliness for Priority 1 Employees – with a date of retirement within six months or eligible for VERA/VSIP	Percentage of Retirement Estimates Completed within 12 calendar days	90%
Corrected Retirement Code Errors	Percentage of errors for employees who are currently in the wrong retirement plan that will have a correction initiated within 45 calendar days of discovery ²³	85%

²¹ Reviews include ensuring internal procedures were followed, reviewing the SF-52 for accuracy and completeness, reviewing important data not found on the SF-52 in HRConnect and NFC, and ensuring accurate recordkeeping and upload to eOPF.

²² This percentage is based on the total # of retirement cases audited by OPM for all customers in the previous quarter. (# of disputed errors will be listed, but not included in the target.) These statistics do not include NFC (Payroll) errors. If an error is identified for a customer, the customer will be notified.

²³ Excluding cases in which a retirement coverage decision must be made by the impacted employee-such as in some FERCCA cases.



Workers' Compensation Services

Description

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

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Provide authority for ARC to access information in the system of records maintained by the U.S. Department of Labor (DOL) under the Federal Employees' Compensation Act		X
Provide authority for ARC to access information in Department of Labor's ECOMP System, including providing Sub-Interagency Coordinator Authority (IAC) and providing/authorizing appropriate chargeback codes		X
Provide copies of all applicable and current policies and departmental requirements		X
Designate a point of contact to provide guidance when applicable policy documents require interpretation		X
Notify ARC promptly when a workplace injury occurs, or an occupational disease is reported		X
Advise and assist employees in the completion of forms required for the processing of workers' compensation claims	X	
Serve as liaison between the customer agency and DOL's Office of Workers' Compensation Programs (OWCP) on the day-to-day processing of claims, including ensuring proper documentation is provided to DOL	X	
Challenge any claims on behalf of the agency that do not meet basic requirements under Federal Employees Compensation Act (FECA)	X	
Controvert claims ineligible for Continuation of Pay (COP) and provide notification of terminated COP to employee, supervisor, and timekeeper	X	
Provide monthly or biweekly status report and information concerning OWCP claims, as requested by the customer agency	X	
Review and manage long-term cases involving salary compensation and medical benefits	X	
Review and analyze quarterly DOL chargeback reports to identify claims that require action or correction	X	
Access ECOMP to monitor potential to return injured workers to work, fraudulent activity status, and activities on case files with recommendations for employment	X	
Notify OWCP and customer of cases with activity such as employment, retirement, fraudulent activity, and/or death, upon discovery	X	



Primary Pricing Driver

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

Performance Metrics

Metric	Measurement	Target
File Worker's Compensation CA-1/CA-2 Forms with DOL	Percentage completed within 10 business days	95%
File Worker's Compensation CA-7 Forms with DOL	Percentage completed within five business days	95%
Quarterly Quality Review of Workers' Compensation Cases	Total number of accurate data points in ARC's Quality Review divided by the number of data points reviewed ²⁴	90%

²⁴ There are 4-6 data points reviewed on a random sample of workers' compensation cases. Data points include ensuring case were managed effectively, case review/follow-up was timely, cases were appropriately challenged/controverted, and proper documentation was included in the case file. Two data points—return to work efforts and documentation of third-party liability—are not applicable to every case.



Labor Relations

Description

Support customer in meeting obligations related to grievances and corrective actions (including conduct, performance, and leave-based actions) with any existing labor organization.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Provide copies of all applicable and current policies/negotiated agreements		X
Designate a point of contact to provide guidance when applicable policy documents/negotiated agreements require interpretation		X
Coordinate and conduct all aspects of negotiations (term, mid-term, and impact/implementation) with labor organizations		X
Designate a point of contact who will serve as the lead litigator or agency representative in arbitration hearings and proceedings before the Federal Labor Relations Authority (FLRA), the Federal Mediation and Conciliation Service (FMCS), or the Federal Service Impasses Panel (FSIP) regarding matters pertaining to labor relations activities such as: <ul style="list-style-type: none"> • Unfair Labor Practice charges • Representation petitions • Clarification of unit petitions • Negotiability appeals • Review of arbitration awards • Negotiation impasses 		X
If any of the above responsibilities are obtained from a third party, ensure those services cover entire period of ARC services, and serve as liaison between ARC and the third party in carrying out the services herein described		X
Provide technical assistance to support the customer agency in arbitration hearings and proceedings as outlined above. Technical assistance may include: <ul style="list-style-type: none"> • Providing information to point of contact at customer agency in response to requests • Providing input to point of contact at customer agency on various motions or arbitrator selection • Participating in strategy discussions with point of contact at customer agency regarding tactical approaches or settlement 	X	
Provide operational advice and guidance on dealing with labor organizations related to grievances and corrective actions, including conduct, performance, and leave-based actions	X	
Provide operational advice and guidance to supervisors on contract interpretation for grievances and corrective actions, including conduct, performance, and leave-based actions	X	



Human Resource Service Line Service Descriptions

Process requests for information submitted by a labor organization related to grievances and corrective actions, including conduct, performance, and leave-based actions	X	
Act as management's representative to coordinate/process employee complaints generated through any established negotiated grievance procedures	X	
Provide monthly or biweekly status report of labor relations actions, as requested by the customer agency	X	

Primary Pricing Driver

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



Employee Relations

Description

Assist customer in addressing conduct and performance issues.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Provide copies of all applicable and current policies		X
Designate a point of contact to provide guidance when applicable policy documents require interpretation		X
Administer the agency's performance management program, to include: <ul style="list-style-type: none"> • Developing performance elements, standards, and plans • Advising supervisors and managers on how to apply elements and standards in rating employees • Advising supervisors and managers on how to document occurrences such as employee departures and supervisory changes that occur during the rating cycle • Monitoring timeliness of management's completion of final performance appraisals, mid-term progress reviews, etc. • Providing training related to the above 		X
Initiate and submit to ARC Requests for Personnel Actions that result from conduct or performance-based actions at least one full workday prior to the effective date		X
Designate a point of contact who will serve as the lead litigator or agency representative in: <ul style="list-style-type: none"> • MSPB appeals that might result from employee conduct or performance-based actions • Office of Special Counsel activity • EEO complaints that might result from employee conduct or performance-based actions The lead litigator or agency representative will: <ul style="list-style-type: none"> • Provide instructions and/or requests for documents and electronically stored information that are responsive to litigant's request(s) • Coordinate and respond to any information requests or discovery requests • Recommend case strategy to agency officials • Prepare and file written responses to motions • Represent the agency in negotiating terms for potential settlement of cases • Prepare witnesses for hearing • Participate in all pre-hearing conferences • Respond to acknowledgement orders 		X



Human Resource Service Line Service Descriptions

For eDiscovery requests in MSPB or EEOC cases, preserve and provide documents, databases, files, emails, etc., in response to requests for such information. If requested information is contained in a format or system that is incompatible with ARC's IT infrastructure, provide technical support necessary for ARC to transform electronically stored information into readable, producible data or documents		X
Resolve pre-employment suitability concerns (e.g., arising from the OF-306)		X
Make determinations regarding the need to file confidential financial forms as positions are developed and classified		X
Provide legal support for complicated employee relations issues that have potential for escalation to litigation or arbitration (if applicable), to include providing pre-action research and guidance and reviewing the associated documents prior to issuance to the employee		X
If any of the above responsibilities are obtained from a third party, ensure those services cover entire period of ARC services, and serve as liaison between ARC and the third party in carrying out the services herein described		X
In cases of alleged harassment or misconduct affecting but not committed by customer agency employees, submit evidence gathered by ARC to the employer of the alleged offending employee(s) for possible action		X
In cases of alleged harassment or misconduct affecting but not committed by customer agency employees, gather evidence including employee statements from customer agency employees and provide, along with a brief summary of the evidence, to the customer agency	X	
Notify the agency of Requests for Personnel Action not submitted timely and work with the agency to establish a new effective date ²⁵	X	
Provide monthly or biweekly status report of employee relations actions, as requested by the customer agency	X	
Provide operational advice and guidance on: <ul style="list-style-type: none"> • Misconduct • Employee performance problems • Fitness for duty issues • Tardiness and attendance issues 	X	
Conduct pre-action fact-finding inquiries at the request of the customer agency point of contact	X	
Provide assistance in preparing corrective actions and notices including: <ul style="list-style-type: none"> • Leave restriction notices • Counseling notices (formal and informal) • Reprimands • Suspensions (proposals and decisions) • Reductions in grade (proposals and decisions) • Removals (proposals and decisions) • Terminations of probationary or trial period employees 	X	

²⁵ Suspension, termination, and removal actions submitted later than one full workday before the effective date will result in the establishment of a later effective date and may require returning the employee to a pay status until the new effective date.



Human Resource Service Line Service Descriptions

<ul style="list-style-type: none"> Performance based actions (e.g., opportunity to demonstrate acceptable performance or performance improvement plans, demotions, removals, denials of within grade increase, denials of career ladder promotion) 		
<p>Provide technical assistance to the customer agency point of contact to support the customer agency in:</p> <ul style="list-style-type: none"> Merit Systems Protection Board (MSPB) appeals that might result from the above actions Equal Employment Opportunity (EEO) complaints that might result from the above actions Office of Special Counsel activity related to conduct, performance, or leave issues <p>Technical assistance may include providing information to the customer agency in response to information requests or discovery requests, providing input on various motions or strategy discussions, assisting with witness preparation, and participating in pre-hearing conferences or settlement discussions</p>	X	
For eDiscovery requests in MSPB or EEOC cases, receive, review, redact, and produce the requested documents and electronically stored information, in physical or electronic format as applicable, that are responsive to litigant’s request(s)	X	
Process employee complaints through established agency administrative grievance procedure	X	
Make bargaining unit determinations as positions are classified and established	X	

Primary Pricing Driver

- ❖ Average annual number of corrective actions, average number of reports of investigation, average annual number of fact-finding inquiries resulting in no written corrective action, average annual number of significant inquiries resulting in no written corrective action, and average annual number of data audits resulting in no written corrective action for the two most recently completed fiscal years. For purposes of this definition:
 - Corrective actions include counseling memos, suspension proposals and decisions, reprimands, removal proposals and decisions, terminations, leave restriction notices, administrative grievance replies, performance improvement plans, and any other document drafted or reviewed by ARC to address a performance or misconduct issue
 - Data audits include audits of records such as time and attendance, entry/egress, computer activity, video footage, or other similar records that do not result in corrective action



Reduction in Force (RIF)

Description

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

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



Human Resources Systems Help Desk and Reporting Services

Description

ARC provides help desk services from 7:00 am to 5:00 pm EST, Monday through Friday excluding federal holidays:

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

webTA/GovTA

webTA/GovTA is a federalized time and attendance system provided by UKG, Inc. It is designed to interface with USDA's NFC and allows for employee or timekeeper entry of time and attendance data. webTA/GovTA also allows for the electronic creation, routing, and approval of leave and premium pay requests as well as access to real-time data in predefined reports.

System Backups

System backups are performed nightly and stored on the Zero Data Loss and Recovery Appliance for four weeks. Each nightly backup is updated with the most recent data from the reoccurring backup job executed.

Software Maintenance

UKG Inc. provides maintenance and upgrades to the software as improvements are made or problems encountered. The annual software maintenance fees that are incurred by ARC are passed to customer agencies. ARC will evaluate system patches and upgrades as they become available and will implement those where the added functionality is deemed worthy of the effort.

System Accessibility

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

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

- Completion of Security Assessment and Authorization activities as prescribed by the U.S. 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. Signed nondisclosure agreements and evidence of appropriate background clearances may be required prior to granting access to documentation.

System Availability

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



Human Resource Service Line Service Descriptions

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

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

HRConnect

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

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

Employee Personal Page (EPP)

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

eOPF

eOPF is OPM's electronic official personnel folder application that provides employees self-service access to their personnel record. eOPF provides HR users and employees with the ability to view and download documents loaded in their personnel file.

WorkForce Analytics/Data Insight

Workforce Analytics is the reporting system owned by the Enterprise Data Management with OCIO, Department of Treasury. Reporting data is accessed through the Data Insight Portal within Workforce Analytics by using HRConnect credentials. Data Insight provides self-service reporting capabilities for authorized users in a secure environment. The data warehouse provides comprehensive dataflows from HRConnect, National Finance Center (NFC), webTA/GovTA, and Personnel Action Workflow System (PAWS)/HRSM (ServiceNow). Workforce Analytics provides access to a range of pre-built Human Capital reports and dashboards that can be filtered for ease of use. The reports and dashboards contained within this portal provide executives, human capital employees, and leaders at all levels with valuable insight into the historic, current, and future make-up of their organizational workforce. Topics include strength, accessions, separations, position classification, hiring timeliness, retirement forecast, and much more.

National Finance Center (NFC)



Human Resource Service Line Service Descriptions

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

USA Staffing

USA Staffing supports over 100 agencies across government in assessing, selecting, and onboarding qualified candidates in alignment with Merit System Principles. As part of the U.S. Office of Personnel Management’s (OPM) Talent Acquisition Solution, USA Staffing facilitates Federal policies, practices, and laws for the full range of hiring. It is the primary interface for hiring managers, HR professionals, applicants, and new hires interacting with the Federal hiring process.

The onboarding module is a highly configurable, integrated portal to track all of the various stakeholder tasks for seamless employee onboarding. Onboarding provides a secure method for collection of new employee forms and information for HR use in processing actions, and transmission to applicable downstream systems, such as HRConnect and e-opf. USA Staffing also offers other modules such as USA Hire.

Integrated Talent Management (ITM)

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

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

Government Retirement Benefits (GRB)

GRB allows employees to review their specific benefits, such as health insurance, life insurance, TSP, etc., review current total compensation statement, generate an unlimited number of retirement estimates via self-service, and submit requests and documents to the ARC benefits team.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
<input type="checkbox"/> Employee Personal Page Help Desk		
Assist users with access, navigation, and use of EPP	X	
<input checked="" type="checkbox"/> eOPF		
Request new user application access via the Access Request Form; validate application users and responsibilities annually		X



Human Resource Service Line Service Descriptions

Notify ARC when user access is no longer required		X
<ul style="list-style-type: none"> Assist users with login issues Maintain user security, as appropriate 	X	
<input checked="" type="checkbox"/> HRConnect Help Desk		
Request new user application access via the Access Request Form; validate application users and responsibilities semi-annually		X
Notify ARC when user access is no longer required		X
Coordinate any system changes with ARC		X
<ul style="list-style-type: none"> Assistance with login issues Assist users with navigation, and use of HRConnect, such as, preparation and approval of personnel actions and awards Maintain data, such as, duty locations and accounting codes Assist with reports to and proxy updates Resolve or recreate/elevate issues/defects to the HRCPO help desk System configurations Coordinate system change requests Maintain user security, as appropriate Coordinate periodic roles recertification Assist with audit responses Provide manager and proxy HRConnect training Represent the customer agency at HRConnect meetings, as appropriate Coordinate User Acceptance Testing Provide system workflow and configuration options and demos of new functionality Serve as a liaison with the HRConnect Program Office 	X	
The following are additional Modules within HRConnect:		
<input checked="" type="checkbox"/> PDS (PIV Data Synchronization)	X	
<input checked="" type="checkbox"/> ePerformance	X	
<input checked="" type="checkbox"/> Separating Employee Clearance (SEC)	X	
<input checked="" type="checkbox"/> ITM Learning Management Module		
<ul style="list-style-type: none"> Assistance with login issues Assist with system navigation Assist with completing SF182 Assist with Troubleshooting course launch issues/errors Resolve/elevate issues to ITM team or vendor Serve as liaison with ITM Program Office 	X	
<input checked="" type="checkbox"/> ITM Performance Management Module		



Human Resource Service Line Service Descriptions

<ul style="list-style-type: none"> • Assistance with login issues • Set up the performance templates, workflow, and other configuration items as requested • Coordinate user acceptance testing • Set up proxy rights • End user training • Set up and maintain critical elements database • Assist with navigation of performance plan steps • Restart, transfer, advance, reopen performance plans • Resolve/elevate issues to appropriate ITM team or vendor • Serve as liaison with ITM Program Office 	X	
<p>ITM-Other (One or more of the following modules: Analytics, Compensation Management, Competency Management, Development, Succession Planning, and/or Workforce Planning)</p>		
<ul style="list-style-type: none"> • Assistance with login issues • Set up and maintain templates, workflow, competency library, and job profile content for development and/or competency management module • Coordinate user acceptance testing for competency management module • End user training for competency management module • Resolve/elevate issues to appropriate ITM team or vendor 	X	
<p><input checked="" type="checkbox"/> Government Retirement Benefits</p>		
Assist users with access, navigation, and use to GRB	X	
Liaison with GRB vendor to test system updates and communicate changes to customers	X	
<p><input checked="" type="checkbox"/> webTA/GovTA Help Desk</p>		
Request new user application access via the Access Request Form; validate application users and responsibilities semi-annually		X
Notify ARC when user access is no longer required		X
<ul style="list-style-type: none"> • Assistance with login issues • Assist users with navigation and use of the webTA/GovTA system • Refer any policy and regulatory questions (e.g., what type of leave is appropriate for a given situation) to the appropriate payroll contacts • Maintain user security • Conduct periodic roles recertification • Assist with audit responses • Elevate and track defects and change requests to appropriate business partners/vendor • Provide project management for system upgrades, coordinate user acceptance testing • Provide periodic customer end user training 	X	



Human Resource Service Line Service Descriptions

<input checked="" type="checkbox"/> webTA System Administration		
Provide resources to participate in User Testing of application changes		X
Use up-to-date anti-virus software on all computers accessing ARC application		X
Maintain the hardware and software in support of webTA/GovTA	X	
Operate and maintain the system, which includes periodic upgrades	X	
Serve as the overall system administrator of the application and support those users with HR administration rights within webTA/GovTA	X	
Maintain a security program to ensure strong internal controls over the system	X	
Ensure connectivity between the customer agency and the webTA/GovTA system located at ARC	X	
<input checked="" type="checkbox"/> USA Staffing Help Desk		
Request new user application access via the Access Request Form; validate application users and responsibilities semi-annually		X
Notify ARC when user access is no longer required due to departure or assignment to other duties		X
<ul style="list-style-type: none"> • Assist with login issues • Create and maintain user accounts • Maintain user security roles • Refer problems and issues to the appropriate areas • Maintain system configuration such as tasks and workflows for Onboarding module • Coordinate onboarding module user acceptance testing • Serve as liaison with OPM account manager 	X	
<input checked="" type="checkbox"/> Workforce Analytics/Data Insight Help Desk		
Request new user application access via the Access Request Form; validate application users and responsibilities annually		X
Notify ARC when user access is no longer required due to departure or assignment to other duties		X
<ul style="list-style-type: none"> • Create and maintain user accounts • Maintain user security roles • Conduct periodic roles recertification • Assist users in preparing reports • Refer problems and issues to the appropriate area • Serve as a liaison with the program office 	X	
<input checked="" type="checkbox"/> NFC Help Desk		
Request new user application access via the Access Request Form; validate application users and responsibilities annually		X
Notify ARC when user access is no longer required due to departure or assignment to other duties		X
Coordinate any system changes with ARC		X



Human Resource Service Line Service Descriptions

<ul style="list-style-type: none"> • Create and maintain user accounts • Assist with login issuesMaintain user security roles • Conduct periodic roles recertification • Assist with audit responses • Coordinate system change requests • Coordinate User Acceptance Testing • Employment verifications 	X	
<input checked="" type="checkbox"/> HR Reports		
Request reports by sending emails to HRReports@fiscal.treasury.gov or calling 304-480-8000, option 4, report parameters must be clearly defined		X
Validate reoccurring reports received are still needed		X
Provide reporting functions including: <ul style="list-style-type: none"> • Prepare and distribute recurring reports from NFC, HRConnect, Workforce Analytics/Data Insight and/or webTA/GovTA for internal and external use • Develop ad hoc reports from appropriate systems (e.g., NFC, HRConnect, ITM Analytics, Workforce Analytics/Data Insight and/or webTA/GovTA) • Annual validation of reoccurring reports to ensure they are being provided to those with a continued need for the information 	X	
<input checked="" type="checkbox"/> HR Web Page Maintenance		
Maintain HR customer access website pages	X	
<input checked="" type="checkbox"/> HR Inquiries/General Tickets		
Answer routine HR questions and triage inquiries regarding Processing Personnel Actions, Payroll, Benefits, Workers Compensation, Staffing, Position Classification, etc.	X	

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

Primary Pricing Driver

❖ Help Desk:

Average annual number of weighted help desk tickets based on the following formula:
 (webTA/GovTA/USA Staffing/WFA/NFC/eOPF/Audit Response tickets/ITM Learning/ITM Other/EPP/HR Inquiry/General tickets x 1) + (HRConnect tickets x 4) + (ITM Performance x 6) for the two most recently completed fiscal years

❖ HR Reports:

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



Report level definitions:

- 1 = Query already exists, run as is
- 2 = Create new report based on existing query; adding or changing fields, variables or formats
- 3 = Create new report not based on existing query; report involves extensive research and time to create

Performance Metrics

Report Writing

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

HR Systems Support Desk

Metric	Measurement	Target
Call Ticket Resolution	Percentage of help desk calls closed within 60 minutes of being logged	80%
Email Ticket Resolution	Percentage of help desk emails closed within 1 business day of being logged	65%
Average Speed of Answer	Average number of seconds for help desk calls to be answered	<20 seconds
Call Abandonment Rate	Percentage of help desk calls abandoned by the caller prior to being answered	<5% when average call abandonment time is > 45 seconds