



Overview/Summary of Services // ARC-25-

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

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

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 the 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.

Procurement Compliance and Oversight

ARC Procurement provides compliance and oversight functions and support as an integrated component of its broader full-service procurement service delivery. Compliance and oversight activities and functions ensure that both Acquisition and Contract Administration Services are delivered to support the customer agency's mission effectively and efficiently. Additionally, ARC does this to support the demands associated with the significant maintenance, monitoring, reporting, and programmatic oversight that accompany the operation of every acquisition program.

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

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



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

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

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
DATA Act Related Monitoring and Reconciliation		
• Certify Data Act Report		X
• Review discrepancies between Oracle and FPDS when notified	X	
• Support DATA Act audits	X	
Small Business Representation		
• Engage in small business outreach and provide potential small business vendor information to ARC		X
• Provide Small Business Specialist review and approval	X	
• Report small business goal achievement monthly	X	
• Serve as liaison with the Small Business Administration and the Office of Small and Disadvantaged Business Utilization	X	
Data Call Coordination and Collection		
• Respond with requisite information and/or confirms ARC's inquiries related to data calls and data collections		X
• Conduct accurate and timely contract coding reviews		X
• Communicate lapse in funding guidance	X	
• Provide data for call	X	
• Search for additional FOIA records as identified and not found by the customer agency search and provide those specific records to the customer agency to satisfy the request	X	
• Provide timely audit notification and serve as audit liaison	X	
Policy and Procedure Development and Implementation		
• Utilize Treasury standard acquisition planning forms		X
• Implement and interpret new and current regulations, policies, and procedures	X	
Quality Assurance and Management		
• Monitor CORs continuous learning periods		X
• Certify CORs as needed for Treasury	X	
• Certify CORs as needed for Non-Treasury		X
• Coordinate internal and external audits and assessments and provides comprehensive remedial support	X	
• Notify and involve legal counsel on protest matters	X	



Legal

Fiscal Service’s Office of the Chief Counsel represents Fiscal Service clients, including Fiscal Service Contracting Officers, Specialists, and other Fiscal Service employees. The customer agency counsel represents customer agency clients. Fiscal Service counsel and customer agency do not share an attorney-client relationship. However, Fiscal Service has a duty to perform, with competence and diligence, and it owes Customer Agency counsel the highest level of professionalism and professional courtesy, consistent with its own standards of practice.

Responsibilities	ARC	Customer Agency
Legal Work Performed for Acquisition Services		
Points of Contact		
Notify ARC with contact information including names, e-mail addresses, and phone numbers of its Procurement Counsel or General/Chief Counsel, within five business days of signing the IAA in order to facilitate the exchange of information or scheduling of meetings to discuss various procurement issues that may arise		X
ARC will share Fiscal Service’s Counsels’ contact information with Customer Agency Counsel within same five business days in order to facilitate the exchange of information or scheduling of meetings to discuss various procurement issues that may arise	X	
Agency Protests		
Fiscal Service Counsel will review the protests with its procurement clients, consult with Customer Agency Counsel, and provide a recommendation to its Fiscal Service clients	X	
Contract Claims and the Civilian Board of Contract Appeals (CBCA)		
Fiscal Service Counsel will notify Customer Agency Counsel of a CBCA appeal and forward the appeal documents within one business day of receipt	X	
Fiscal Service Counsel will review the appeal documents with its procurement clients, consult with Customer Agency Counsel, and make recommendations to defend against or attempt to settle the claim	X	
Court of Federal Claims (COFC)		
Fiscal Service Counsel will notify Customer Agency Counsel of the pleadings on a federal claim with COFC	X	
Customer Agency Counsel will work with the Department of Justice (DOJ) Counsel and Fiscal Service Counsel to provide required support and documentation to DOJ		X
Fiscal Service Counsel will work with the Department of Justice (DOJ) Counsel and Customer Agency Counsel to provide required support and documentation to DOJ	X	
Government Accountability Office (GAO) Protests		
Fiscal Service Counsel will notify Customer Agency Counsel of a GAO protest and forward the protest documents within one business day of receipt	X	
Fiscal Service Counsel will review the protest with its procurement clients, consult with Customer Agency Counsel, and make a	X	



recommendation to take corrective action or prepare an agency report to take the matter to a GAO decision		
Documentation		
Customer Agency Counsel will provide Fiscal Service Counsel requested documents in a timely manner in all cases of protests, claims, appeals, and similar matters		X
Customer Agency Counsel will provide comments when requested on any documents to be filed with GAO, the court or the CBCA		X
Schedules		
Customer Agency Counsel shall notify Fiscal Service Counsel of the attorneys assigned to the protest or matter and inform Fiscal Service Counsel of their attorney schedules for the duration of the GAO protest or other matter		X
Fiscal Service Counsel shall notify Customer Agency Counsel of the attorneys assigned to the protest or matter and inform the Customer Agency Counsel of their attorney schedules for the duration of the GAO protest or other matter	X	
Acknowledgements		
Customer Agency Counsel will acknowledge the receipt of and take any required action on e-mails exchanged with Fiscal Service Counsel during the GAO protest period or other time-sensitive matter		X
Fiscal Service Counsel will acknowledge the receipt of and take any required action on e-mails exchanged with Customer Agency Counsel during the GAO protest period or other time-sensitive matter	X	
Joining the GAO Docket		
Fiscal Service Counsel will provide copies of filings and communications to Customer Agency Counsel in a timely matter if the Customer Agency is unable or chooses not to join the GAO protest docket	X	
Conflict Resolution Process		
Customer Agency Counsel will consult with Fiscal Service Counsel on the path forward to resolve GAO protest or other matter		X
Customer Agency Counsel agree to elevate matters to their respective legal and agency executives for a decision if they are unable to agree on a path forward in a protest or other matter		X
Fiscal Service Counsel agrees to elevate matters to their respective legal and agency executives for a decision if they are unable to agree on a path forward in a protest or other matter	X	
Customer Agency Counsel will send written communication to Fiscal Service Counsel if they disagree with Fiscal Service's Counsel's advice and want Fiscal Service to proceed in the manner determined by the Customer Agency		X
Customer Agency Counsel will acknowledge in its written communication to Fiscal Service Counsel that its agency may be responsible for reimbursing ARC for any additional business costs related to Fiscal Service's defense against a protest as well as any legal representation fees incurred by the protester, should GAO grant the protest		X



Procurement System Services

Description

PRISM

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

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 PRISM/Oracle data. The user may also download data in several formats. Additional information regarding the Reporting Services and associated metrics for OBI can be found in the Financial Management (FM) Reporting Services Service Description.

System

System Accessibility

Unless otherwise specified, users access our systems via the Internet. Internet access is limited to the specific government-recognized IP address range the customer provides. 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 - 6:00 pm ET, Monday through Friday, excluding federal holidays

Federal Information Security Management Act (FISMA) Compliance and Reporting ARC

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

- Completion of Security Assessment and Authorization activities as prescribed by the U.S. National Institute of Standards & Technology and OMB Circular A-130
- Completion of annual continuous monitoring and testing
- Tracking of Fiscal Service employee annual security awareness and specialized training

All FISMA related documentation is available for review upon request. 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 except for necessary 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 the second business day of each month. ARC will commence the monthly closing process promptly at 6:00 pm ET

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Help Desk		
Request new user application access via the Access Request Form		X
Validate application users and responsibilities annually		X
Notify ARC when user access is no longer required		X
Maintain a listing of authorized individuals to approve system configuration and user access changes		X
Create and maintain user accounts	X	
Reset Approval passwords	X	
Answer questions on how to use the PRISM system	X	
Set up and maintain flexfield values	X	
System Administration		
Provide full system administration for the PRISM platform including: <ul style="list-style-type: none"> • Create and maintain user roles and responsibilities • Create and maintain system security profiles • Create and maintain site-specific system configurations • Maintain and troubleshoot all interfaces • Maintain a standard suite of reports 	X	
Maintain FISMA compliance and perform related reporting	X	
System Training		
Ensure users are trained on ARC applications		X
Provide PRISM training	X	
Provide user training guides or QRGs with information on how to use the PRISM system as integrated with ARC's financial system	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		
Provide resources to participate in User Testing of application changes		X

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



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 notification, prior to testing, with a summary of system changes impacting functionality	X	
Provide a non-production instance for User Testing and the test plan used during SIT when system functionality is impacted	X	
Provide 90 days advance notification of major system changes	X	

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

Primary Pricing Driver

Systems

- ❖ Number of customer PRISM users plus number of ARC PRISM users allocated to customer

Note: Users are determined as of a point in time that corresponds to ARC’s budgeting/costing cycle (typically, winter/early spring). OBI-only users are not included in this count. OBI pricing drivers can be found in the Standard Financial Management (FM) Service Description.

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
PRISM System Availability	Actual availability of PRISM as a percentage of planned availability	99%
Notice of Planned PRISM Outages	Percentage of customer notifications sent at least seven calendar days prior to a planned PRISM outage that is outside normal maintenance windows	100%
OBI Performance	Percentage of standard suite reports that run within one minute	85%



Help Desk

Metric	Measurement	Target
Call Resolution	Percentage of calls resolved in 60 minutes	80%
E-mail Resolution	Percentage of E-mails resolved within one business day	80%
Call Abandonment Rate	Percentage of help desk calls abandoned by the caller prior to being answered	<5%
Average Speed of Answer	Average number of seconds for help desk calls to be answered	<10 seconds



Acquisition Services

A variety of acquisition vehicles may be utilized, including purchase orders, BPAs, delivery orders (products), or task orders for routine services against Multiple Award Schedules (MASs), Government Wide Acquisition Contracts (GWACs), Treasury Wide Acquisition Contracts (TWACs), or open market contracts. ARC will make awards in the best interest of the Government. The facts surrounding the actual item or service needed will dictate which approach is most advantageous in meeting customer needs.

ARC Procurement's vision statement is "Leading the way to compliant procurement services through commitment to service, efficient operations, openness to alternatives, and value-based behavior. The Division of Procurement Services guides the customer through the acquisition process by providing legally compliant alternatives that implement the best procurement solutions in terms of quality, timeliness, and cost."

To meet this goal, it is imperative that customers conduct early acquisition planning, and to the maximum extent practicable submit PRISM Requirements Workspaces far enough in advance to allow legally compliant procurement solutions that are of high quality and reasonable costs. The absence of reasonable time, defined by using standard Procurement Administrative Lead Time (PALT) times, is a "rushed procurement" which creates above average risk and puts a strain on ARC Procurement resources. The likelihood of meeting rushed procurement deadlines diminishes significantly the later the requirement is submitted and, depending on funding source, may not be feasible.

ARC defines PALT as the time between the date on which a requirements workspace is accepted by ARC Procurement and the date of the award of the contract or order.

All PRISM Requirements Workspaces submitted as a rushed request (i.e., less time than standard PALT would allow) will be evaluated on a case-by-case basis to ensure available resources and that prioritizing this acquisition doesn't place an undue hardship on other on-time procurements.

Acquisition Types Defined:

Simplified Acquisition

The simplified acquisition threshold (SAT) will consist of any acquisition (except Blanket Purchase Agreement (BPA) Calls, delivery/task orders against internal Indefinite Delivery/Indefinite Quantity (IDIQ) contract vehicles, and Interagency Agreements) less than or equal to \$250K.

8(a) Direct Awards

8(a) direct awards consist of any open market 8(a) direct award greater than \$250K but less than or equal to \$4.5M (\$7.0M for manufacturing North American Industry Classification System codes). ARC will make 8(a) direct awards in the most cost-effective and efficient manner feasible. The facts surrounding the actual item or service needed will dictate whether an 8(a) direct award is most advantageous in meeting customer needs.

MAS/GWAC/TWAC

Any acquisition awarded against an external contract vehicle such as a Multiple Award Schedule (MAS), a Government-Wide Acquisition Contract (GWAC), or a Treasury-Wide Acquisition Contract (TWAC) with a total award value greater than \$250K. This includes, but may not be limited to BPAs, delivery orders (goods), or task orders for routine services utilizing the General Service Administration's (GSA's) MAS, the NASA SEWP GWAC, or a TWAC awarded by



any Treasury agency/bureau for use by any Treasury agency/bureau's contracting office. ARC shall utilize MAS/GWAC/TWAC awards in the most cost-effective and efficient manner feasible. The facts surrounding the actual item or service needed will dictate whether a MAS/GWAC/TWAC award is most advantageous in meeting customer needs.

Complex Contracts

The complex contract threshold will consist of any acquisition (except those listed above) with a total award value greater than \$250K. A variety of acquisition vehicles may be utilized, including stand-alone contracts, IDIQ contracts, open market BPAs, and competitive 8(a) contracts valued greater than \$4.5M. The facts surrounding the actual item or service needed will dictate whether an existing contract or open market approach is most advantageous in meeting customer needs.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Perform acquisition planning		X
Ensure all acquisition strategies or acquisition plans (as described in FAR Part 7) or interagency agreements (such as those used to support purchases through another agency) that include IT are reviewed and approved by the agency CIO, in accordance with the Federal Information Technology Acquisition Reform Act (FITARA)		X
Perform market research		X
Prepare and submit complete requirements package within the PRISM Requirements Workspace, including the applicable documents or information listed below: <ul style="list-style-type: none"> • Funding (Purchase Request or written confirmation of funds availability) • Independent Government Cost Estimate (IGCE) • Performance Work Statement (when services are included) and or Technical Requirements • Quality Assurance Surveillance Plans (QASP) (when services are included) • Delivery dates (when goods are being delivered or deliverables/reports are being completed and sent) • Period of performance (when services are included, or for a subscription or membership etc.) • Special conditions/instructions (special delivery instructions, bilingual capabilities, drawings, Section 508 documentation, security attachments, etc.) 		X



<ul style="list-style-type: none"> • Technical evaluation plan • Environmental, Health, and Safety (EHS) Concerns • Market Research • Trade Act Agreement (TAA) • Sole source, limited source, or brand name justification • Coding of Service Contract Requirement Worksheet for services over \$25K Service Coding Analysis required for services over the SAT (>\$250,000) • Security review and applicable attachments (e.g., NDAs, IT Rules of Behavior, DD254s, and standard agency security attachment(s)) 		
Review and provide input on the solicitation		X
Assist in addressing questions received in response to the solicitation		X
Conduct technical evaluation of proposals		X
Assist in price analysis of proposals		X
Review final proposal revisions		X
Participate in selection discussions		X
Make award recommendations		X
Participate in protest discussions		X
Assist in the decision on how to handle protest and implement a solution		X
Provide a certified Contracting Officer's Representative (COR) who will coordinate with ARC all actions relating to funding and/or changes in the scope of work which will result in modifications being issued ²		X
Maintain status of in-progress acquisition activities	X	
Collaborate in the development and execution of the customer's acquisition planning	X	
Determine best acquisition strategy based on Federal and Treasury regulations, customer agency input, and market conditions	X	

² **TREASURY** - CORs must follow Federal Acquisition Institute (FAI) and Treasury Acquisition Certification Management Program Handbook to become Federal Acquisition Certification (FAC)-COR certified and must maintain their skills currency: Level I - 8 hours (low risk awards – firm fixed price contracts with basic provisions), Level II – 40 hours (moderately complex – all contract types included under Level I, plus cost-reimbursement contracts), Level III – 60 hours (highly complex – all contract types inclusive of Level I and II, as well as time and materials, incentive, hybrid, and cost-type contracts). Training may be obtained through the Federal Acquisition Institute, The Defense Acquisition University, commercially available sources, or colleges. Once an employee becomes FAC-COR certified they must earn continuous learning points commensurate with his/her certification level every two year continuous learning period: Level I – 8 hours, Level II and Level III – 40 hours. ARC is available, upon request, to assist with continuous learning, to include providing standardized two (2) day virtual COR training (not more frequently than once every two years) and based on circumstances, ARC will evaluate the need to provide practical application on- site training to assist the requesting agency personnel in becoming more proficient in the execution and support of the acquisition life cycle.

NON-TREASURY - CORs must follow Federal Acquisition Institute (FAI) to become Federal Acquisition Certification (FAC)-COR certified and must maintain their skills currency: Level I - 8 hours (low risk awards – firm fixed price contracts with basic provisions), Level II – 40 hours (moderately complex – all contract types included under Level I, plus cost-reimbursement contracts), Level III – 60 hours (highly complex – all contract types inclusive of Level I and II, as well as time and materials, incentive, hybrid, and cost-type contracts). Training may be obtained through the Federal Acquisition Institute, The Defense Acquisition University, commercially available sources, or colleges. In accordance with FAI, once an employee becomes FAC-COR certified they must earn continuous learning points commensurate with his/her certification level every 2 year continuous learning period: Level I – 8 hours, Level II and Level III – 40 hours. ARC is available, upon request, to provide standardized two (2) day virtual COR training (not more frequently than once every two years) and based on circumstances, ARC will evaluate the need to provide practical application on-site training to assist the requesting agency personnel in becoming more proficient in the execution and support of the acquisition life cycle.



Assist with the development of the Performance Work Statement (PWS) or technical requirements, when applicable	X	
Review PWSs, independent government estimates, and technical evaluation plans and provide advice to the customer agency	X	
Prepare solicitations and amendments	X	
Process proposals	X	
Conduct price analysis of proposals	X	
Oversee evaluation process	X	
Execute contract actions on behalf of the customer agency	X	
Establish competitive range and conduct negotiations	X	
Receive revised proposals	X	
Oversee evaluation process of revised proposals	X	
Make award decision	X	
Prepare award and associated documentation and reporting	X	
Issue notifications to unsuccessful offerors and conduct debriefings	X	
Distribute award	X	
Determine and take appropriate action on protests	X	
Process Ratifications	X	
Ratifications of unauthorized commitments		X

Primary Pricing Drivers

Certain Drivers are classified into and priced according to two Tiers – Tier I and Tier II. A Tier I Driver is defined as a Driver having a complete package submitted on or before established cutoff dates. A Tier II Driver is defined as a Driver having a complete package submitted after established cutoff dates.

- ❖ Simplified Acquisitions: Average annual number of simplified acquisitions for the two most recently completed fiscal years.
 - Cutoff Date: July 1
- ❖ 8(a) Direct Awards: Average annual number of 8(a) direct awards greater than \$250K but less than or equal to \$4.5M for the two most recently completed fiscal years.
 - Cutoff Date: June 1
- ❖ MAS/GWAC/TWAC: Average annual number of actions greater than \$250K awarded against an existing MAS, GWAC, or TWAC for the two most recently completed fiscal years.
 - Cutoff Date: April 1
- ❖ Complex Contracts: Average annual number of actions greater than \$250K awarded on the open market (excludes 8(a) direct awards greater than \$250K but less than or equal to \$4.5M and awards against MAS, GWACs, and TWACs) or awarded actions of Personal Services Contracts for the two most recently completed fiscal years.
 - Cutoff Date: April 1



Performance Metrics

ARC has established PALT ranges that guide our actions (see targets below). It is our intention to help our customers achieve PALT expectations, however, due to contributing factors outside of ARC’s control, these targets are sometimes not achieved. Such contributing factors may include general responsiveness and evaluation completion times. Personnel availability from the customer agency during the procurement process is also an important factor in successfully meeting the established targets.

Metric	PALT Range ³ (Business Days)	Measurement	Target ⁴
Simplified Acquisitions	41 - 68	Percentage completed within 50 business days	90%
All 8(a) Direct Awards > \$250K but ≤ \$4.5M	67 - 82	Percentage completed within 70 business days	90%
MAS, GWAC, and TWAC Orders greater than \$250K	86 - 168	Percentage completed within 115 business days	90%
Complex Contracts	110 - 170	Percentage completed within 125 business days	90%

For metric tracking, all target standards begin upon acceptance of a complete requirements package within the PRISM Requirements Workspace. Variations within ranges can be attributed to response times from customers/vendors/contracting specialists, as well as system delays such as SAM registrations, legal reviews, or workloads from mass contracting submissions. Additionally, range calculations remove all actions awarded on 10/1. Actions submitted for future FY funding are not considered opportunities for normal processing.

³ PALT Range is a representation of the historical timeframe required for activity completion at 85% - 95% of submitted actions.

⁴ Target achievement calculation does not include missed PALT due to impact of fiscal year funding restrictions (e.g., 10/1 awards) or customer responsible delays.



Contract Administration Services

Description

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

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

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
General Administration		
Provide a certified COR who will coordinate with the procurement office all actions relating to funding and/or changes in the scope of work which will result in modifications being issued ⁵		X
Prepare and submit complete requirements package within the PRISM Modification Workspace		X
Receive and accept goods and/or services		X
Notify the contractor and Contracting Officer of any deficiencies in the work submitted		X
Monitor and document the contractor’s performance, delivery schedules, invoice and payment aspects of the contract/order		X
Draft narrative assessment (evaluation) of contractor past performance annually and at contract completion within 30 days after Period of Performance (POP) end date in CPARS, when applicable		X
Maintain status of active contracts and in-progress Administration activities	X	
Provide at least 60 calendar days advance notices to the COR as a reminder for option renewal	X	
Resolve contractual issues that occur during contract administration	X	
Monitor subcontracting plans	X	
Execute modifications	X	
Process claims	X	
Issue stop work orders, cure notices, show cause notices, and terminations as appropriate	X	

⁵ CORs must follow Federal Acquisition Institute (FAI) and Treasury Acquisition Certification Management Program Handbook to become Federal Acquisition Certification (FAC)-COR certified and must maintain their skills currency: Level I - 8 hours (low risk awards – firm fixed price contracts with basic provisions), Level II – 40 hours (moderately complex – all contract types included under Level I, plus cost-reimbursement contracts), Level III – 60 hours (highly complex – all contract types inclusive of Level I and II, as well as time and materials, incentive, hybrid, and cost-type contracts). Training may be obtained through the Federal Acquisition Institute, The Defense Acquisition University, commercially available sources, or colleges. Once an employee becomes FAC-COR certified they must earn continuous learning points commensurate with his/her certification level every two year continuous learning period: Level I – 8 hours, Level II and Level III – 40 hours. ARC is available, upon request, to assist with continuous learning, to include providing standardized two (2) day virtual COR training (not more frequently than once every two years) and based on circumstances, ARC will evaluate the need to provide practical application on- site training to assist the requesting agency personnel in becoming more proficient in the execution and support of the acquisition life cycle.



Execute all guidance and review tasks associated with ensuring final disposition of CPARS records, when applicable	X	
Close out awards (POs, DO/TO, Calls, Contracts)	X	
Upload contractual documents to the approved records retention management system upon closeout	X	
BPA Calls /Internal Task Orders/Delivery Orders (Competitive or Noncompetitive)		
Prepare PWS, independent government estimate, and technical evaluation plan		X
Prepare and submit complete requirements package within the PRISM Requirements Workspace		X
Review and provide input on the solicitation		X
Assist in addressing questions received in response to the solicitation		X
Conduct technical evaluation of proposals		X
Assist in price analysis of proposals		X
Review final proposal revisions		X
Participate in selection discussions		X
Make award recommendations		X
Participate in protest discussions		X
Assist in decision on how to handle protest and implement solution		X
Determine best acquisition strategy based on Federal and Treasury regulations, customer agency input, and market conditions	X	
Assist with the development of the PWS or technical requirements, when applicable	X	
Review PWSs, independent government estimates, and technical evaluation plans and provide advice to the customer agency	X	
Prepare solicitations	X	
Process proposals	X	
Conduct price analysis of proposals	X	
Oversee evaluation process	X	
Make award decision	X	
Execute contract actions, task orders, and delivery orders on behalf of the customer agency	X	
Distribute award	X	
Determine and take appropriate action on protests	X	
Close out orders and BPA calls	X	
Interagency Agreements (IA)		
Complete negotiations between Government agencies		X
Submit PR along with IA signed by both Government agencies		X
Submit Req for Mod along with modified signed IA by both Government Agencies for changes in period of performance, funding, etc		X
Submit Determination and Findings (D&F) for review and CO approval in advance of signing IAs for assisted acquisitions in accordance with regulations		X
Review/Approve D&F	X	
Input IA into PRISM	X	
Process any Req for Mods and complete closeout	X	



Primary Pricing Drivers

- ❖ IA/IA Mods: Average annual number of Interagency Agreements (IAs) and IA Mods for the two most recently completed fiscal years.
 - Cutoff Date: September 1
- ❖ Modifications: Average annual number of modifications for the two most recently completed fiscal years.
 - Cutoff Date: September 1
- ❖ BPA Call & IDIQ TO/DO: Average annual number of BPA Calls or task/delivery orders against internal BPAs or IDIQ contracts for the two most recently completed fiscal years.
 - Cutoff Date (Non-Competitive): August 1
 - Cutoff Date (Competitive): June 1

Performance Metrics

ARC has established Procurement Administrative Lead Time (PALT) ranges that guide our actions (see targets below). It is our intention to help our customers achieve PALT expectations, however, due to contributing factors outside of ARC’s control, these targets are sometimes not achieved. Such contributing factors may include general responsiveness and evaluation completion times. Personnel availability from the customer agency during the procurement process is also an important factor in successfully meeting the established targets.

Metric	PALT Range ⁶ (Business Days)	Measurement	Target ⁷
Option Renewals	Before current period of performance expiration	Percentage completed before current period of performance expiration	99%
Inter-Agency Agreement (IA) and IA mods	8 - 14	Percentage completed within 12 business days	90%
Unilateral Mods (Other than Option Renewal mods)	8 - 15	Percentage completed within 15 business days	90%
Bilateral Mods (All bilateral mods except for Option Renewal mods)	18 - 28	Percentage completed within 20 business days	90%
Non-competitive BPA Call or Task/Delivery Order against internal award	22 - 33	Percentage completed within 25 business days	90%
Competitive BPA Call or Task/Delivery Order against internal award	65 - 82	Percentage completed within 70 business days	90%

⁶ PALT Range is a representation of the historical timeframe required for activity completion at 85% - 95% of submitted actions.

⁷ Target achievement calculation does not include missed PALT due to impact of fiscal year funding restrictions (e.g., 10/1 awards) or customer responsible delays.



Procurement Service Line Service Descriptions

For metric tracking, all target standards begin upon acceptance of a complete requirements package within the applicable PRISM Workspace. Variations within ranges can be attributed to response times from customers/vendors/contracting specialist, as well as system delays such as SAM registrations, legal reviews, or workloads from mass contracting submissions. Additionally, range calculations remove all actions awarded on 10/1. Actions submitted for future FY funding are not considered opportunities for normal processing.

Purchase and Fleet Card Administration

Description

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

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Designate an agency/organization program coordinator/point of contact for the card program with sufficient management authority to assume full responsibility for the program		X
Comply with ARC card program requirements and training requirements. If a Treasury bureau, comply with both ARC and Treasury's card program and training requirements		X
Nominate new cardholders and approving officials in accordance with ARC's program requirements and delegate procurement authority in writing to each cardholder. If a Treasury bureau, comply with Treasury's requirements on nominating cardholders and approving officials and delegating procurement authority in writing to each cardholder		X
Determine the appropriate level of spending for each cardholder subject to ARC procedures. If a Treasury bureau, comply with Treasury's requirements on appropriate level of spending for cardholders		X
Retain full management control in dealing with the cardholder and/or approving official(s) in instances of fraud, waste, or abuse		X
Identify additional agency-specific internal requirements		X
Notify ARC when a cardholder or Approving Official leaves the agency or no longer needs access		X
Interact with contracting bank only for technical/system related issues		X
Engage with the contracting bank regarding new services or offerings that deviate from the existing services or Treasury/ARC standards	X	
Provide technical and maintenance support and guidance to the customer agency	X	
Process applications and changes to existing accounts	X	
Maintain card use procedures and training	X	
Perform an annual audit on random sampling of card use to supplement the full review to be performed by the agency's approving officials or agency's purchase card point of contact	X	
Advise the customer agency's program point of contact of instances of potential abuse	X	
Revoke cards based on identified misuse	X	

Primary Pricing Driver

- ❖ Number of cardholders and approving officials

Performance Metrics

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

For audit timeframes to be met, cardholders must submit their complete and accurate documentation for their randomly selected transactions by the given due date provided in the audit request email. The measurement on the number of business days for completion is based on the due date for submission of documentation. If the customer requests an extension for submission of documentation, the date will start on the agreed upon extension date.

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

Number of Randomly Selected Transactions per Annual Audit	Measurement	Target
1 - 25	Reviewed within < 55 business days	95%
26 - 75	Reviewed within < 75 business days	95%
76 - 150	Reviewed within < 95 business days	95%
151 - 300	Reviewed within < 115 business days	95%
Over 300	Reviewed within < 145 business days	95%