



U.S. DEPARTMENT OF THE TREASURY

Federal Financial Management Services Catalog

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Overview

Purpose

In support of Office of Management and Budget (OMB) Memorandum M-13-08, *Improving Financial Systems Through Shared Services*, the Department of the Treasury (Treasury) Office of Financial Innovation and Transformation (FIT) prepared this catalog to assist federal agencies in procuring financial management services from federal shared service providers (FSSPs). The catalog promotes the federal government’s move to improving transparency and standards across financial management shared services in several ways:

- Identifies and defines the mandatory financial management shared services that FSSPs must offer;
- Defines the common outputs generated from these services;
- Presents pricing considerations and FSSPs’ unit prices for these services¹; and
- Provides up-to-date information based on actual prices and services².

These are the four entities designated by OMB and Treasury as FSSPs for financial services:



Administrative Resource Center (ARC)
Bureau of the Fiscal Service,
U.S. Department of the Treasury

<https://arc.publicdebt.treas.gov>

Oracle Federal Financials 12.1.3



Enterprise Services Center (ESC)
Federal Aviation Administration (FAA),
U.S. Department of Transportation (DOT)

<http://www.esc.gov/>

Oracle Federal Financials 12.1.3



Interior Business Center (IBC)
U.S. Department of the Interior (DOI)

<http://www.doi.gov/ibc/>

Oracle Federal Financials 12.1.3



National Finance Center (NFC)
U.S. Department of Agriculture (USDA)

<https://www.nfc.usda.gov/>

SAP ERP 6.0

How to Use the Catalog

In accordance with M-13-08, agencies seeking to modernize their financial system(s) must evaluate and migrate to a designated FSSP. To guide agencies and FSSPs through evaluation and migration, FIT developed the Federal Agency Migration Evaluation (FAME) process. *Figure 1*, on the next page, summarizes the FAME process.

This catalog consists of three primary sections: 1. *Implementation Services*¹; 2. *Operations and Maintenance Services*; and 3. *Appendices*. Agencies entering the FAME *Customer Agency Assessment* phase should review section 2. *Operations and Maintenance Services* and appendix A.1 *Provider Summaries* of the catalog to learn more about the mandatory services offered by the FSSPs.

Section 2. *Operations and Maintenance Services* is organized by service (e.g., commercial payments processing). *Figure 2* presents an example of a service description page, which includes the following elements:

¹ FIT will add this information in the future.

² FIT updates the catalog on an annual basis.



- **Overview of Services:** A general summary of the offered service.
- **Service Activities and Descriptions:** A description of the key activities necessary to produce the output of the service. The FSSP is the primary executor of these activities, although customer agencies sometimes perform certain steps and approvals. The output is the primary end product of the service and usually represents the unit of measure by which FSSPs factor their prices to establish the estimated cost of the service.
- **Service Price Drivers:** A description of the factors that influence FSSPs' unit prices and the estimated service prices. For example, the unit price an FSSP offers to process a payment will vary depending on whether the customer requires vendors to electronically or manually submit invoices. The price ranges shown in the service's pricing table reflect these process differences. Unit prices include both the direct and indirect costs that contribute to the service output as well as any allowable fees charged by FSSPs.
- **Key Customer Considerations:** Factors a customer agency may want to consider when exploring services and/or FSSPs.

The standard service definitions, outputs, and units of measure presented in this catalog are designed to assist customer agencies in comparing services across FSSPs. The price driver information is intended to help customer agencies understand the factors contributing to FSSPs' prices, as well as prepare rough order of magnitude estimates. Customers should use annual volumes as multipliers for their estimates. These estimates are for planning purposes only; customer agencies and FSSPs must engage in detailed requirements discussions to develop and agree to final service prices.

Appendix A.2 provides a high-level snapshot of the mandatory FSSP services, their outputs, and price drivers. Customers may also refer to appendix A.3 *Services Crosswalk* for a mapping of the mandatory services to the Revised Federal Financial Management System Requirements for Fiscal 2014 Reporting (I TFM, Part 6, Chapter 9500) and the Federal Enterprise Architecture Business Reference Model v3.1 Taxonomy.

FAME Process Overview

Migration Evaluation. The purpose of this phase is to determine whether a customer agency needs to modernize its federal financial system.

Customer Agency Assessment. The purpose of this phase is for a customer agency to evaluate the required services and select a preferred FSSP for *Discovery*.

Customer Agency & FSSP Discovery. The purpose of this phase is to determine compatibility and solution alignment of the customer agency and the FSSP for implementation.

Implementation. The purpose of this phase is to migrate the customer agency's financial management processes and data onto the standard FSSP solution. At its completion, the customer agency will successfully adopt standard services from the FSSP.

Operations and Maintenance. Although not officially a phase in the FAME Process, operations and maintenance refers to the phase of the life cycle in which the FSSP operates the customer's financial management system.

Figure 1 – FAME Process Overview

The screenshot shows a service description for '2.2.1.1. Commercial Payments'. It includes a navigation bar at the top with icons for Table of Contents, Provider Overview, Estimated Prices, Service Level Metrics, and Glossary & Acronyms. The main content area is divided into sections: 'Overview of Services' (describing commercial payments processing), 'Service Activities and Descriptions' (listing key activities like record commitment and invoice processing), and 'Service Price Drivers' (explaining factors like automation and integration). A table at the bottom lists FSSP types (ARC, ESC, IRC, NFC) and their price ranges for manual and electronic invoices.

FSSP	Price per Payment (Against a Manual Invoice)	Price per Payment (Against an Electronic Invoice)
ARC	\$ to \$	\$ to \$
ESC	\$ to \$	\$ to \$
IRC	\$ to \$	\$ to \$
NFC	\$ to \$	\$ to \$

Figure 2 – Service Description Example



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Provider Summaries



Pricing Summaries



Service Level Metrics



Glossary and Acronyms

1. Implementation Services

FIT will add this information in the future.



2. Operations and Maintenance Services

Operations and maintenance services refer to the activities FSSPs and customers perform when a financial system is functional (i.e., in production) to process and report on an agency's financial transactions. FSSPs distinguish between two primary groups of O&M services: (1) hosting services and (2) transactions services. *Figure 2.1* presents a summary of the specific services that fall within these groups.

Service	Description
2.1 - Hosting Services	
2.1.1 - Platform Services	Platform services include the activities necessary for an FSSP to host customers on a financial system that complies with the Federal Financial Management System Requirements.
2.1.2 - Service Desk (Tier 1, Tier 2)	Service desk support includes accepting, logging, and responding to customer agency users' incidents and requests related to the financial system.
2.2 - Transaction Services	
2.2.1 - Payments	
2.2.1.1 - Commercial Payments	Commercial payments processing services include authorizing disbursements to vendors in exchange for goods or services upon validation of funds availability and proper document matching.
2.2.1.2 - Other Payments (Grants, Loans, Foreign, and Miscellaneous)	Other payments processing services include authorizing disbursements upon validation of funds availability and proper document matching.
2.2.1.3 - Travel - TDY and Local Payments	Travel – temporary duty travel and local payments processing services include authorizing disbursements to travelers for reimbursable expenses incurred during official government travel.
2.2.1.4 - Travel - PCS Payments	Travel – permanent change of station payments processing services include authorizing disbursements to employees for reimbursable expenses and benefits incurred as part of a government-sponsored relocation.
2.2.1.5 - Charge Card Payments	Charge card payments processing services include loading transactions details for a customer agency's centrally-billed accounts (e.g., purchase, fleet) into the financial system and making corresponding disbursements to the GSA SmartPay2 vendor.
2.2.2 - Receivables and Collections	
2.2.2.1 - Public Receivables Processing	Public receivables processing services include establishing receivables, generating bills (as appropriate), and collecting payments from the public.
2.2.2.2 - Delinquent Debt Management	Delinquent debt management services include communicating with customers, agencies, and debtors to collect delinquent accounts receivable to maximize collection of a debt, and to ensure timely referral to Treasury.
2.2.3- Intragovernmental Accounting	
2.2.3.1- Reimbursables Management	Reimbursables management processing services include establishing the authority, tracking costs, and collecting payments for a federal agency trading partner against interagency agreements.
2.2.3.2 - Intragovernmental Payments	Intragovernmental payments processing services include making payments to the buyer's federal agency trading partners upon validation of funds availability and proper document matching.
2.2.4 - Budget Setup and Maintenance	Budget setup and maintenance services include distributing legally apportioned resources within the financial system to support missions, programs, and other objectives.
2.2.5 - General Ledger Accounting, Financial Statements, Reporting, and Compliance Support	General ledger accounting, financial statements, reporting, and compliance support services include the activities necessary to maintain the customer agency's financial data and comply with Treasury and OMB reporting requirements.

Figure 3 – Summary of O&M Services



2.1. Hosting Services

2.1.1. Platform Services

Overview of Services

Platform services include the activities necessary for an FSSP to host customers on a financial system that complies with the Federal Financial Management System Requirements. The foundation of the FSSP platform is a commercial off the shelf (COTS) financial application (e.g., Oracle Federal Financials, SAP R/3, Momentum). Each FSSP offers at least one interface between the financial system and the following applications: travel (ETS2), charge card (SmartPay2), procurement, payroll, asset management, and the Treasury systems required for payment, collections, intra-governmental transfer of funds, and government-wide accounting.

Key Customer Considerations

- This service does not include access to an FSSP’s data warehouse and business intelligence tool.
- For additional FSSP details, including software and interface specifics, refer to *Appendix A.1. – Provider Summaries.*

Service Activities and Descriptions

These are the key activities FSSPs complete as part of this service:

Key Activities	Descriptions
Application Development	The FSSP develops and tests the system; oversees release and change management; and maintains the technical/functional documentation necessary to maintain the system.
Application Functional Support	The FSSP provides system and workflow analysis, design, and configuration, and maintains functional requirements.
Application Operations	The FSSP provides application licenses, interfaces, batch processing, data/file transports, security monitoring, and role and user configuration. The FSSP also informs users of upcoming releases, schedule changes, and outages.
Continuity Management	The FSSP provides planning, coordination, and recovery of the IT infrastructure in the event of a business disruption (e.g., disaster recovery).
Database Management	The FSSP provides database administration (e.g., vendor/customer table maintenance), monitoring, tuning, and maintenance.
Hardware Management	The FSSP provides the information technology hardware, hardware support, incident management, and storage management.
IT Security and Internal Controls Compliance	The FSSP maintains compliance with Federal Information Security Management Act (FISMA), Federal Financial Management System Requirements and other applicable IT, security, and internal control requirements (e.g., transaction audit trails, segregation of duties). The FSSP undergoes an annual Statement on Standards for Attestation Engagements No.16 (SSAE16) audit.
Network Management	The FSSP provides network configuration, fault isolation and resolution, and resource and capacity monitoring for the components owned and managed by the FSSP.
Operating System Management	The FSSP provides licenses, updates, incident and change management, and performance monitoring.
Tier 3 Service Desk	The FSSP provides break-fix support and coordinates with system vendors for application defects.

The output of this service is a financial system capable of recording and reporting financial management transactions.



Service Price Drivers

An FSSP's price for platform services is based on (1) the cost per user license, (2) additional costs directly attributable to a specific customer (e.g., FSSP incurs additional direct labor due to volume of customer requests related to maintaining vendor/customer tables), and (3) an allocation of indirect costs (e.g., infrastructure maintenance, shared licenses). In the table below, lower prices generally indicate an FSSP is able to use greater levels of automation (e.g., real time interfaces, automated monitoring of application controls) and integration to complete the identified key activities.

To prepare a rough order of magnitude for this service, customers should multiply an FSSP's estimated price per license by the customer agency's number of existing system users.

FSSP	Price per License
ARC	\$ to \$
ESC	\$ to \$
IBC	\$ to \$
NFC	\$ to \$



2.1.2. Service Desk (Tier 1 and Tier 2)

Overview of Services

Service desk support includes accepting, logging, and responding to customer agency users' incidents and requests related to the financial system. Tier 1 tickets include, but are not limited to, password resets, system functionality questions, and document error inquiries. When more in-depth technical support is required to address an issue, the technician raises the ticket to Tier 2 for research and resolution. Other Tier 2 activities may include developing manual workarounds and initiating system change requests.

Service Activities and Descriptions

These are the key activities FSSPs complete as part of this service:

Key Customer Considerations

This service does not include incidents involving break-fix support or configuration assistance; those issues require support from the Tier 3 service desk, which is included in Platform Services. Tier 1 and 2 technicians manage customer communication for escalated tickets.

Key Activities	Descriptions
Create Ticket	The FSSP gathers a user's contact information and key incident details, and enters the ticket in the service management tool.
Respond to Request	The FSSP responds to the ticket following standard procedures, researching the issue, and resolving it when possible. As appropriate, the technician escalates issues that cannot be resolved at the Tier 1 or Tier 2 level.
Track and Close Ticket	The FSSP enters progress updates in the service management tool and updates the customer. The FSSP closes the service desk ticket when the issue is resolved and/or the request is completed.

The output of this service is a closed and resolved ticket.

Service Price Drivers

An FSSP's price for closing a ticket depends on (1) the hours of service desk availability and (2) service levels (e.g., queue time limits, abandonment rates, and email response timeframes). In the table below, higher prices may indicate a service desk with higher service standards, such as shorter response periods.

To prepare a rough order of magnitude for this service, customers should multiply an FSSP's estimated price per closed ticket by their estimated annual volume of tickets.

FSSP	Price per Closed Ticket
ARC	\$ to \$
ESC	\$ to \$
IBC	\$ to \$
NFC	\$ to \$



2.2. Transaction Services

2.2.1. Payments Processing

2.2.1.1. Commercial Payments

Overview of Services

Commercial payments processing services include authorizing disbursements to vendors in exchange for goods or services upon validation of funds availability and proper document matching. Other commercial payments processing activities include, but are not limited to, recording accruals, preparing de-obligations/ modifications, processing payments returned from Treasury, and closing award documents upon receipt of final payments.

Service Activities and Descriptions

These are the key activities FSSPs complete as part of this service:

Key Customer Considerations

FSSPs and customers achieve cost efficiencies when payment processes are automated (e.g., invoice receipt and entry). Potential customers should consider what flexibility and constraints they have in automating payments processes as this influences the rates FSSPs offer for commercial payments services.

Key Activities	Descriptions
Record Commitment and Obligation	The FSSP confirms validity of the vendor, creates the commitment (if applicable), and records the obligation in the financial system.
Process Invoice	Upon receipt of an invoice, the FSSP enters the invoice, matches the invoice, obligation, and receiving report (as appropriate), routes the invoice for approval by the appropriate customer party, and resolves issues.
Process Commercial Payment	The FSSP generates the payment, performs quality assurance validations, certifies the payment, and warehouses the payment for transmission to Treasury.

The output of this service is a certified payment.

Service Price Drivers

An FSSP's price for generating a certified payment depends on (1) the customer's method for receiving invoices and (2) the levels of automation and integration the FSSP is able to use to complete the other identified key activities. In the table below, lower prices indicate greater automation and integration based on the manual or electronic receipt of invoices.

To prepare a rough order of magnitude for this service, customers should multiply an FSSP's estimated price per payment by their estimated annual volume of certified commercial payments. Customer agencies may need to select several price points by which to factor payments to account for those made against both manually and automatically received/entered invoices.

FSSP	Price per Payment (Against a Manually Received/Entered Invoice)	Price per Payment (Against an Automatically Received/Entered Invoice)
ARC	\$ to \$	\$ to \$
ESC	\$ to \$	\$ to \$
IBC	\$ to \$	\$ to \$
NFC	\$ to \$	\$ to \$



2.2.1.2. Other Payments (Grants, Loans, Foreign, and Miscellaneous Payments)

Overview of Services

Other payments processing services include authorizing disbursements upon validation of funds availability and proper document matching. These types of payments may follow a different disbursement process or require additional review procedures. Additional activities FSSPs perform under this service include, recording accruals, preparing de-obligations/modifications, processing payments returned from Treasury, resolving issues, and closing award documents upon receipt of final payments.

Key Customer Considerations

This service is limited to processing payments for grant and loan programs; FSSPs may offer to support a customer agency's administration of the programs for these payment types at an additional cost.

Service Activities and Descriptions

These are the key activities FSSPs complete as part of this service:

Key Activities	Descriptions
Record Commitment and Obligation	The FSSP confirms validity of the vendor, creates the commitment (if applicable), and records the obligation in the financial system.
Perform Payment Type-Specific Activities	The FSSP executes the additional procedures required to process the payment. For example, the FSSP may interact with a grant management system to manage drawdowns or complete foreign exchange conversions for foreign payments.
Process Invoice	The FSSP enters the invoice, processes the receiving report, matches the invoice, obligation, and receiving report (as appropriate), and routes the invoice for approval.
Process Payment	The FSSP generates the payment, performs quality assurance validations, certifies the payment, and warehouses the payment for transmission to Treasury.

The output of this service is a certified payment.

Service Price Drivers

An FSSP's price for generating a certified payment depends on the levels of automation and integration the FSSP is able to use to complete the identified key activities. In the table below, lower prices indicate greater automation and integration.

To prepare a rough order of magnitude for this service, customers should multiply an FSSP's estimated price per payment by their estimated annual volume of certified grant, loan, foreign, and/or miscellaneous payments.

FSSP	Price per Payment
ARC	\$ to \$
ESC	\$ to \$
IBC	\$ to \$
NFC	\$ to \$



2.2.1.3. Travel – TDY and Local Payments

Overview of Services

Travel – temporary duty travel (TDY) and local payments processing services include authorizing disbursements to travelers for reimbursable expenses incurred during official government travel. Other travel payments processing activities may include, but are not limited to, recording accruals, resolving issues (e.g., rejected vouchers), and sampling payments for quality assurance.

FSSPs offer an interface with at least one ETS2 travel system to allow for the automated creation of authorizations and vouchers.

Service Activities and Descriptions

These are the key activities FSSPs complete as part of this service:

Key Customer Considerations

- This service does not include processing travel reservations or the administration of an ETS2 travel program; FSSPs sometimes assist customers with these types of services for an additional fee.
- Potential customer agencies should inquire about the FSSPs’ approaches to auditing travel vouchers. Some FSSPs audit all vouchers while others use a statistical sample.

Key Activities	Descriptions
Record Obligation	The FSSP confirms validity of the traveler (vendor), creates the commitment (if applicable), and creates the obligation in the financial system based on the travel authorization.
Process Voucher	The FSSP records the traveler’s approved voucher (invoice) in the financial system and matches it with the authorization (obligation).
Process Travel Payment	The FSSP generates the payment, performs quality assurance validations, certifies the payment, and warehouses the payment for transmission to Treasury.
Audit Travel Voucher	Depending on the FSSP’s sampling approach, the FSSP may perform a pre- or post-audit of the travel voucher for compliance with federal travel regulations.

The output of this service is a certified payment.

Service Price Drivers

An FSSP’s price for generating a certified payment depends on the levels of automation and integration the FSSP is able to use to complete the identified key activities. In the table below, lower prices indicate greater automation and integration.

To prepare a rough order of magnitude for this service, customers should multiply an FSSP’s estimated price per payment by their estimated annual volume of certified TDY and local payments.

FSSP	Price per Payment
ARC	\$ to \$
ESC	\$ to \$
IBC	\$ to \$
NFC	\$ to \$



2.2.1.4. Travel – PCS Payments

Overview of Services

Travel – permanent change of station (PCS) payments processing services include authorizing disbursements to employees for reimbursable expenses and benefits incurred as part of a government-sponsored relocation. Other PCS payments processing activities include, but are not limited to, recording accruals, resolving issues, and preparing modifications/de-obligations to travel authorizations.

FSSPs offer an interface with at least one ETS2 travel system to allow for the automated creation of authorizations and vouchers.

Service Activities and Descriptions

These are the key activities FSSPs complete as part of this service:

Key Customer Considerations

- This service does not include administering the relocation process (e.g., estimating costs, making reservations, counseling the relocating employee, and calculating tax impact); FSSPs may offer these services for an additional fee.
- Processing payments for non-travel PCS costs (e.g., relocation services vendor, household goods shipment) are included under commercial payment services. Although the travel portion (e.g., en route, house hunting) of a PCS bears similarities to TDY, FSSPs separate the services due to the complexity of PCS vouchers and policy (e.g., dependent travel, temporary quarters).

Key Activities	Descriptions
Record Obligation	The FSSP confirms the traveler (vendor) and creates the obligation in the financial system.
Process Voucher	The FSSP enters the approved voucher (invoice), matches it to the authorization (obligation), and audits it for compliance with federal travel regulations.
Process PCS Payment	The FSSP generates the payment, performs quality assurance validations, certifies the payment, and warehouses the payment for transmission to Treasury.

The output of this service is a certified payment.

Service Price Drivers

An FSSP’s price for generating a certified payment depends on the levels of automation and integration the FSSP is able to use to complete the identified key activities. In the table below, lower prices indicate greater automation and integration.

To prepare a rough order of magnitude for this service, customers should multiply an FSSP’s estimated price per payment by their estimated annual volume of certified PCS payments.

FSSP	Price per Payment
ARC	\$ to \$
ESC	\$ to \$
IBC	\$ to \$
NFC	\$ to \$



2.2.1.5. Charge Card Payments

Overview of Services

Charge card payments processing services include loading transactions details for a customer agency’s centrally-billed accounts (e.g., purchase, fleet) into the financial system and making corresponding disbursements to the GSA SmartPay2 vendor. FSSPs offer an interface with at least one GSA SmartPay2 vendor to allow for the automated upload of charge card data to the financial system.

Service Activities and Descriptions

These are the key activities FSSPs complete as part of this service:

Key Customer Considerations

- This service does not include the administration of a charge card program, card issuance, or the manual reconciliation or redistribution of incurred expenses.
- This service excludes payments to individually billed accounts (e.g., travel cards where payment is the responsibility of the cardholder and the government reimburses the cardholder via a travel payment).

Key Activities	Descriptions
Load Transaction Details	The FSSP loads transaction details (i.e., individual charges) for centrally-billed accounts into the financial system and researches errors related to the upload.
Process Charge Card Payment	The FSSP generates and certifies the payment, and warehouses it for transmission to Treasury.

The output of this service is a certified payment.

Service Price Drivers

An FSSP’s price for providing charge card payments processing services is primarily driven by the number of centrally-billed account holders. An FSSP’s price will further vary depending on the levels of automation and integration it is able to use to complete the identified key activities. In the table below, lower prices indicate greater automation and integration.

To prepare a rough order of magnitude for this service, customers should multiply an FSSP’s estimated price per account holder by the number of centrally-billed accounts its personnel hold.

FSSP	Price per Account Holder
ARC	\$ to \$
ESC	\$ to \$
IBC	\$ to \$
NFC	\$ to \$



2.2.2. Receivables and Collections Processing

2.2.2.1. Public Receivables Processing

Overview of Services

Public receivables processing services include establishing receivables, generating bills (as appropriate), and collecting payments from the public. Types of receipts may include those made in response to an issued bill (e.g., employee overpayments, penalties), as well as those with no corresponding bill (e.g., entrance fees, miscellaneous collections). Other public receivables processing activities include analyzing the status of receivables and resolving issues.

Service Activities and Descriptions

These are the key activities FSSPs complete as part of this service:

Key Customer Considerations

- Reimbursable activity is excluded from this service; refer to *Reimbursables Management* for collections made from federal trading partners.
- This service does not include collection activities after a debt becomes delinquent; refer to *Delinquent Debt Management* for these services.

Key Activities	Descriptions
Establish Receivable	The FSSP creates the receivable in the financial system against a valid customer (i.e., debtor) record.
Generate Bill	The FSSP generates a bill and remits it to the debtor.
Collect and Apply Receipt	The FSSP receives payment from a debtor or Treasury, matches it to a bill, customer account, or determines it is a miscellaneous receipt, and records the collection.

The output of this service is a recorded collection.

Service Price Drivers

An FSSP's price for recording a collection depends on the (1) types of receipts the customer collects from the public and (2) the levels of automation and integration the FSSP is able to use to complete the identified key activities. In the table below, lower prices indicate greater automation and integration.

To prepare a rough order of magnitude for this service, customers should multiply an FSSP's estimated price per collection by their estimated annual volume of recorded collections.

FSSP	Price per Collection
ARC	\$ to \$
ESC	\$ to \$
IBC	\$ to \$
NFC	\$ to \$



2.2.2.2. Delinquent Debt Management

Overview of Services

Delinquent debt management services include communicating with customers, agencies, and debtors to collect delinquent accounts receivable to maximize collection of a debt, and to ensure timely referral to Treasury. Other debt management activities include, but are not limited to, accruing interest, penalties, and administrative fees, preparing adjustments, and monitoring collection efforts against installment plans or compromise agreements.

Key Customer Considerations

- This service applies to accounts receivable where a debtor has failed to remit a payment by a specified due date or at the end of the “grace period.”
- This service does not include negotiating installment plans or compromise agreements; the customer agency maintains responsibility for these activities.

Service Activities and Descriptions

These are the key activities FSSPs complete as part of this service:

Key Activities	Descriptions
Generate Dunning Notice	The FSSP generates and sends a dunning notice, with due process language, to alert the customer of the debt’s delinquent status. As appropriate, the FSSP may tailor and issue additional dunning notices for a given debt.
Implement an Installment Plan or Compromise Agreement	The FSSP monitors and updates the receivable based on a customer agency negotiated installment plan or compromise agreement.
Implement Non-Centralized Administrative Offset	As appropriate, the FSSP requests an agency internally offset a federal payment.
Notify Legal	As needed, the FSSP consults the customer agency’s legal counsel to determine whether to refer the debt to the Department of Justice for litigation or use other litigation authority.
Refer Debt for Collection	The FSSP refers debt as soon as due process requirements are met (i.e., before 120 days delinquent); otherwise, the FSSP refers debt over 120 days delinquent to Debt Management Services (DMS) for cross-servicing.
Write-off and Closeout Debt	The FSSP manages delinquent debt that has been referred to Treasury and makes recommendations to the customer agency to write-off delinquent debt older than two years and to either classify the debt as currently not collectible or write-off the debt.

The output for this service is a recorded collection or a debt referred to Treasury for collection.



Service Price Drivers

An FSSP’s price for recording a collection or writing off a debt depends on the levels of automation and integration it can use based on the customer’s requirements to complete the identified key activities. In the table below, lower prices indicate greater automation and integration.

To prepare a rough order of magnitude for this service, customers should multiply an FSSP’s estimated price per collection/write-off by their estimated annual volume of delinquent debts

FSSP	Price Range per Transaction
ARC	\$ to \$
ESC	\$ to \$
IBC	\$ to \$
NFC	\$ to \$



2.2.3. Intragovernmental Transactions Processing

2.2.3.1. Reimbursables Management

Overview of Services

Reimbursables management processing services include establishing the authority, tracking costs, and collecting payments for a federal agency trading partner against interagency agreements (IAAs). Other reimbursables management processing activities include, but are not limited to, setting up projects to accumulate costs incurred against IAAs, requesting advance payments, resolving issues, and processing refunds.

Service Activities and Descriptions

These are the key activities FSSPs complete as part of this service:

Key Customer Considerations

- This service applies to a customer agency in the “seller” role; IAA payment activities from the “buyer” perspective are included under *Intragovernmental Payment* services.
- This service does not include IAA negotiations; the customer agency is responsible for working with the buyer to build agreement on an IAA’s general terms and conditions and order details.

Key Activities	Descriptions
Set Up Order	Upon receipt of a signed IAA, the FSSP sets up the unfilled customer order (UCO) and establishes the project(s), as appropriate, to accumulate costs.
Prepare Invoice	The FSSP prepares invoices in accordance with the IAA and loads the invoice information into the Intra-governmental Payment and Collection (IPAC) system.
Process Collections	The FSSP monitors the IPAC system for confirmation that the buyer received the invoice and the funds transferred from the buyer. The FSSP matches the collection to the IAA and works with the buyer to resolve unsettled invoices.
Reconcile IAA	The FSSP reconciles reimbursable activity on the order, shares earned unbilled data with the buyer via the IPAC system, and resolves issues and applies adjustments.
Closeout IAA	The FSSP reviews the order’s financial status to confirm final costs were accumulated and invoiced, liquidates UCO balances, and closes the order in the financial systems.

The output of this service is a processed collection against an IAA.

Service Price Drivers

An FSSP’s price for processing a collection against an IAA depends on the levels of automation and integration the FSSP is able to use to complete the identified key activities. In the table below, lower prices indicate greater automation and integration.

To prepare a rough order of magnitude for this service, customers should multiply an FSSP’s estimated price per collection by their estimated annual volume of collections against IAAs.

FSSP	Price per Collection Against an IAA
ARC	\$ to \$
ESC	\$ to \$
IBC	\$ to \$
NFC	\$ to \$



2.2.3.2. Intragovernmental Payments

Overview of Services

Intragovernmental payments processing services include making payments to the buyer’s federal agency trading partners, upon validation of funds availability and proper document matching. Other intragovernmental payments processing activities include, but are not limited to, recording accruals, preparing de-obligations/modifications, and working with the seller to resolve unsettled invoices.

Key Customer Considerations

This service applies to a customer agency in the “buyer” role and is limited to responding to sellers’ invoices. Other activities associated with IAAs from the “seller” perspective are included in *Reimbursables Management* services.

Service Activities and Descriptions

These are the key activities FSSPs complete as part of this service:

Key Activities	Descriptions
Record Obligations	The FSSP records the obligation in the financial system.
Record Payments	Upon notification of an invoice from the IPAC system, the FSSP matches the invoice to the IAA, enters the payment information into the financial system, and works with the appropriate customer to confirm that the payment was settled properly.

The output of this service is a confirmed payment.

Service Price Drivers

An FSSP’s price for generating a confirmed payment depends on the levels of automation and integration the FSSP is able to use to complete the identified key activities for a given customer. In the table below, lower prices indicate greater automation and integration.

To prepare a rough order of magnitude for this service, customers should multiply an FSSP’s estimated price per payment by their estimated annual volume of confirmed payments.

FSSP	Price per Payment
ARC	\$ to \$
ESC	\$ to \$
IBC	\$ to \$
NFC	\$ to \$



2.2.4. Budget Setup and Maintenance

Overview of Services

Budget setup and maintenance services include distributing legally apportioned resources within the financial system to support missions, programs, and other objectives. Agencies sometimes refer to this budget hierarchy as the “operating plan” or “spend plan.” Other budget setup and maintenance activities that result in “budget transactions” include, but are not limited to, recording appropriations, allotments, allowances, allocations, reprogramming actions, estimated reimbursements, budgetary revenue, continuing resolutions, rescissions, cancellations, and transfers. These transactions establish limits in the system to restrict obligations and expenditures to the amounts authorized by law.

Service Activities and Descriptions

These are the key activities FSSPs complete as part of this service:

Key Customer Considerations

- This service does not include budget analysis, budget formulation, or payroll projections.
- Budgetary accounting entries (e.g., recording commitments, obligations, and expenditures) for a given transaction are included as part of the corresponding service. For example, *Commercial Payments* encompasses making disbursements to vendors and the corresponding budgetary accounting entries, such as reducing obligations.

Key Activities	Descriptions
Update Funds Control Rules	The FSSP engages the customer agency regarding changes affecting funds control levels and updates fund control rules accordingly.
Enter Funding Transactions	The FSSP receives funding transaction documentation from the customer agency and enters corresponding budget transactions for each appropriation warrant, apportionment, allotment, allowances, allocations, reapportionment, transfer allocation, continuing resolution, rescission, and reprogramming action, as appropriate.

The output for this service is a transaction processed to establish or update the budget hierarchy.

Service Price Drivers

An FSSP’s price for setting up and maintaining a customer agency’s budget hierarchy depends on the levels of automation and integration the FSSP is able to use to complete the identified key activities. In the table below, lower prices indicate greater automation and integration.

To prepare a rough order of magnitude for this service, customers should multiply an FSSP’s estimated price per transaction processed by their estimated annual volume of budget hierarchy transactions.

FSSP	Price per Transaction
ARC	\$ to \$
ESC	\$ to \$
IBC	\$ to \$
NFC	\$ to \$



2.2.5. General Ledger Accounting, Financial Statements, Reporting, and Compliance Support

Overview of Services

General ledger (GL) accounting, financial statements, reporting, and compliance support services include the activities necessary to maintain the customer agency’s financial data and comply with Treasury and OMB reporting requirements. The general ledger is the official record of accounting data to prepare statements and notes required by OMB Circular A-136, as well as manage fund balances with Treasury and non-tax-related debts. These services generally include the reconciliation and aggregation of existing data and minimal processing of individual transactions, such as adjustments to the GL.

Service Activities and Descriptions

These are the key activities FSSPs complete as part of this service:

Key Customer Considerations

- Although the FSSP executes reconciliations, generates statements, and electronically submits reports requiring an interface, the customer agency Chief Financial Officer (CFO) and staff retain responsibility for review and certification of financial statements and reports.
- This service does not include lease accounting, investment accounting, or internal management reports.

Key Activities	Descriptions
Perform General Ledger Accounting, Reconciliations, and Periodic Closes	On an ongoing basis, the FSSP performs accounting functions including, but not limited to, initiating the close and open of accounting periods; recording period end accounting entries; recording adjustments; posting journal entries; recording and reversing accruals; recording and reconciling payroll; reconciling U.S. Standard General Ledger (USSGL) accounts; reconciling the sub-ledger to GL; managing intragovernmental suspense activity; and closing year-end.
Prepare Statements	The FSSP generates financial statements, footnotes, and variance analyses for quarterly submissions. The standard financial statements are balance sheet, statement of net cost, statement of changes in net position, and statement of budgetary resources. The FSSP prepares the statement of custodial activity and statement of social insurance, if applicable.
Prepare Required Reports	The FSSP generates the reports required by Treasury and OMB to allow for government-wide financial reporting. As appropriate, the FSSP prepares uploads to Treasury systems, year-end closing statements, statements of accountability, foreign currency reports, reports of reclassified consolidated agency financial statements, and reports on budget execution and budgetary resources.
Prepare audit documentation and internal control documentation	The FSSP documents standard procedures, provides documentation to satisfy “Prepared By Client” requests from auditors, and assists the customer agency in completing cycle memos. The FSSP also provides sample data and documentation for compliance with other guidance, such as OMB Circular A-123.

The outputs of this service are Treasury and OMB required financial statements, reports, and documentation.



Service Price Drivers

An FSSP’s price for providing general ledger accounting, financial statements, reporting, and compliance support services depends on the level of complexity of a customer agency’s accounting environment. In the table below, a greater level of complexity aligns with a greater level of effort which results in a higher price.

To prepare a rough order of magnitude for this service, customers should use the factors identified in the table below to align their organizations to an estimated level of complexity. Each complexity level is associated with an estimated level of effort for which FSSPs have estimated prices. Price estimates are for the government fiscal year.

Complexity Factors	Less Complexity	Moderate Complexity	Greater Complexity
Number of Treasury Account Symbols	1 to 10	11 to 25	26+
Number of Fund Types	1 to 2	3 to 5	6+
Ownership of Fixed Assets	None	Yes	Yes
Funds Control Level	Allotment	Sub-allotment/Allocation	Sub-Allocation
Number of Agency Location Codes	1 to 2	3 to 5	6+
Accounting Organization Structure	Centralized	Decentralized	Decentralized
Total Transaction Volume	1 to 100,000	100,001 to 1,000,000	1,000,001+
Closing Package Required	No	No	Yes
Credit Reform Accounting Required	No	No	Yes
Financial Statement Complexity	Standard footnotes, no assets or leases	Standard footnotes, either assets or leases	Complex footnotes with assets and leases
Fiduciary Reconciliation	Not required	Required	Required: Multiple trading partners
Payments in Foreign Currency	No	No	Yes
Data Quality	Accurate	Isolated issues	Known errors
Audit History	N/A or Unmodified Opinion	Modified Opinion or Material Weakness	Disclaimer
Grant payments	None	None/Immaterial	Material
Required Interfaces	Included interfaces only	Additional standard interfaces	Many custom interfaces

FSSP	Estimated Level of Effort (Dollars)		
ARC	\$ to \$	\$ to \$	\$ to \$
ESC	\$ to \$	\$ to \$	\$ to \$
IBC	\$ to \$	\$ to \$	\$ to \$
NFC	\$ to \$	\$ to \$	\$ to \$



Appendices

The catalog contains several appendices that agencies may find useful during the FAME *Customer Agency Assessment* phase. *Figure A.1* summarizes the catalog’s appendices and their descriptions.

ID	Appendix	Description
A.1	Provider Summaries	This appendix presents an overview of each FSSP, including the FSSP’s high-level technical capabilities, interfaces, and current customer agencies.
A.2	Summary of O&M Services, Outputs, and Cost Drivers	This appendix maps O&M services to their corresponding outputs and price drivers.
A.3	O&M Services Crosswalk	This appendix shows how O&M services align to the Federal Enterprise Architecture Business Resource Model and Federal Financial Management System Requirements.
A.4	Pricing Summaries ³	<i>FIT will add this information in the future.</i>
A.5	Service Level Metrics ³	<i>FIT will add this information in the future.</i>
A.6	Glossary and Acronyms	This appendix lists acronyms, terms, and their definitions.

Figure A.1 – Summary of Appendices

³ FIT will add this information in the future.



A.1 Provider Summaries

This section provides an overview of each FSSP. Each FSSP summary includes details of the FSSP’s financial system application, interfaces, service desk, location, storage capacity, and user base; its website address; and a list of current financial services customers.

Administrative Resource Center

Attribute	FSSP Details
Application	Oracle Federal Financials 12.1.3, Oracle database software 11G
Business Intelligence Tool	Oracle Discoverer
Procurement System	Compusearch PRISM
Payroll Provider	National Finance Center
SmartPay2 Provider	CitiDirect
ETS2 Provider	Concur Government Edition
Service Desk Availability	7 a.m. to 6 p.m. EST Monday through Friday; users can submit assistance requests 24/7 online
Location	Oracle’s Austin Data Center, Austin, TX (Primary) Oracle’s Rocky Mountain Data Center, Colorado Springs, CO (Disaster Recovery)
Storage Capacity	Unconstrained; Oracle on-demand infrastructure
Number of Servers	Unconstrained; Oracle on-demand infrastructure
Local Area Network (LAN)/Storage Area Network (SAN)	Unconstrained; Oracle on-demand infrastructure
Number of Users Supported	700 core system users with read/write access
Number of Interfaces	19 corporate and 4 agency-specific interfaces
Website	https://arc.publicdebt.treas.gov

ARC Financial Management Customers

- Access Board
- African Development Foundation
- Alcohol and Tobacco Tax and Trade Bureau
- Armed Forces Retirement Home
- Bureau of the Fiscal Service
- Chemical Safety & Hazard Investigation Board
- Community Development Financial Institutions
- Consumer Financial Protection Bureau
- Court of Appeals for Veteran Claims
- DC Pensions
- Denali Commission
- Departmental Offices (Treasury)
- Farm Credit Administration
- Farm Credit System Insurance Corporation
- Federal Housing Finance Agency
- Federal Labor Relations Board
- Federal Maritime Commission
- Federal Mine Safety & Health Review Commission
- Financial Crimes Enforcement Network
- Financial Stability Oversight Council
- Gulf Coast Ecosystem Restoration Council
- Inspector General for Tax Administration (Treasury)
- Inter-American Foundation
- Merit Systems Protection Board
- National Archives & Records Administration
- National Mediation Board
- Occupational Safety & Health Review Commission
- Office of Financial Research
- Office of Financial Stability
- Office of Government Ethics
- Office of Technical Assistance
- Office of the Inspector General (Department of Homeland Security)
- Office of the Inspector General (Federal Housing Finance Agency)
- Office of the Inspector General (Treasury)
- Special Inspector General- Troubled Assets Relief Program
- U.S. Election Assistance Commission
- U.S. Mint



Enterprise Services Center

Attribute	FSSP Details
Application	Oracle Federal Financials 12.1.3 (Delphi)
Business Intelligence Tool	Oracle Discoverer and Oracle Business Intelligence Enterprise Edition (OBIEE)
Procurement System	Compusearch PRISM
Payroll Provider	DOI, GSA, and NFC
SmartPay2 Provider	U.S. Bank
ETS2 Provider	Transitioning to CWTSatoTravel
Service Desk Availability	6 a.m. to 9 p.m. EST Monday through Friday; users can submit assistance requests 24/7 online
Location	FAA System Management Facility, Oklahoma City, OK (Primary) USDA Information Technology Center, Kansas, City, MO (Disaster Recovery)
Storage Capacity	1,500 terabytes (TB) with digital backup
Number of Servers	800 servers
LAN/SAN	10 Gb and 1 Gb LANs and an 8 Gb SAN
Number of Users Supported	5,300 financial management users 80% utilization of the current system supports 9,400 subscribers. System capacity is expandable to 30,000 users.
Number of Interfaces	20 corporate and 24 agency-specific interfaces
Website	http://www.esc.gov/

ESC Financial Management Customer

- Commodity Futures Trading Commission
- Consumer Product Safety Commission
- Federal Aviation Administration
- Federal Highway Administration
- Federal Motor Carrier Safety Administration
- Federal Railroad Administration
- Federal Transit Administration
- Government Accountability
- Institute of Museum and Library Services
- Maritime Administration
- National Credit Union Administration
- National Endowment for the Arts
- National Highway Traffic Safety Administration
- Office of Personnel Management
- Office of the Inspector General (DOT)
- Office of the Secretary of Transportation (DOT)
- Public Defenders Service for the District of Columbia
- Selective Service System
- Transportation Security Administration
- Pipeline and Hazardous Materials Safety Administration
- Research and Innovative Technology Administration
- Securities and Exchange Commission
- Surface Transportation Board
- VOLPE National Transportation Systems Center
- Working Capital Fund (DOT)



Interior Business Center

Attribute	FSSP Details
Application	Oracle Federal Financials 12.1.3
Business Intelligence Tool	Oracle Discoverer and Oracle Hyperion
Procurement System	Oracle iProcurement
Payroll Provider	DOI, GSA, and NFC
SmartPay2 Provider	Citibank and JP Morgan Chase
ETS2 Provider	Concur Government Edition and CWTSatoTravel,
Service Desk Availability	8 a.m. to 7 p.m. EST Monday through Friday; users can submit assistance requests 24/7 online
Location	Denver, CO (Primary)
Storage Capacity	Over 1 petabyte (PB)
Number of Servers	735 Windows servers
LAN/SAN	4 servers in the production environment on a 1 GB LAN and 8 GB SAN. The SAN is 8 TB using Tivoli backup. IBC is transitioning to a virtual environment in fiscal year 2015.
Number of Users Supported	1,173 users share a single instance that yields 40% utilization at peak times. 80% utilization of the current system would support 2,346 subscribers.
Number of Interfaces	9 corporate and 8 agency-specific interfaces
Website	http://www.doi.gov/ibc/

IBC Financial Management Customers

- American Battle Monuments Commission
- Court Services and Offender Supervision Agency
- Department of Homeland Security
- Department of Treasury Debt Management Services
- District of Columbia Courts
- Domestic Nuclear Detection Office
- Federal Retirement Thrift Investment Board/Thrift Savings Plan
- Federal Trade Commission
- Millennium Challenge Corporation
- National Institutes of Health
- National Labor Relations Board
- National Transportation Safety Board
- Pretrial Services Agency for the District of Columbia
- Public Defenders Service for the District of Columbia
- Selective Service System
- Transportation Security Administration
- U.S. Coast Guard
- U.S. International Trade Commission
- U.S. Office of Special Counsel
- U.S. Trade and Development Agency



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Provider Summaries



Pricing Summaries



Service Level Metrics



Glossary and Acronyms

National Finance Center

Attribute	FSSP Details
Application	SAP ERP 6.04
Business Intelligence Tool	SAP Business Objects
Procurement System	Compusearch PRISM, Oracle 12.1.3
Payroll Provider	NFC
SmartPay2 Provider	U.S. Bank
ETS2 Provider	Concur Government Edition
Service Desk Availability	8:45 a.m. to 5 p.m. EST Monday through Friday; users can submit assistance requests 24/7 online
Location	Denver, CO (Primary) St. Louis, MO (Disaster Recovery)
Storage Capacity	Unconstrained; on-demand infrastructure
Number of Servers	470
LAN/SAN	284 TB
Number of Users Supported	Supports over 6,300 users
Number of Interfaces	45 corporate and 38 agency-specific interfaces
Website	https://www.nfc.usda.gov/

NFC Financial Management Customers

- USDA Agricultural Marketing Service
- USDA Agricultural Research Service
- USDA Animal and Plant Health Inspection Service
- USDA Departmental Management (12 Staff Offices)
- USDA Economic Research Service
- USDA Farm Service Agency
- USDA Food and Nutrition Service
- USDA Food Safety and Inspection Service
- USDA Foreign Agricultural Service
- USDA Forest Service
- USDA Grain Inspection, Packers, and Stockyards Administration
- USDA National Agricultural Statistics Service
- USDA National Institute of Food and Agriculture
- USDA Natural Resources Conservation Service
- USDA Office of the General Counsel
- USDA Risk Management Agency
- USDA Rural Development



A.2 Summary of O&M Services, Outputs, and Price Drivers

Figure A.2.1 summarizes the minimum O&M services and their corresponding outputs and price drivers.

Service	Output	Price Drivers
2 - Operations and Maintenance Services		
2.1 - Hosting Services		
2.1.1 - Platform Services	A financial system capable of recording and reporting financial management transactions	(1) The cost per user license, (2) additional costs directly attributable to a specific customer, and (3) an allocation of indirect costs
2.1.2 - Service Desk (Tier 1, Tier 2)	Closed and resolved ticket	(1) The hours of service desk availability and (2) service levels (e.g., queue time limits, abandonment rates, and email response timeframes)
2.2 - Transaction Services		
2.2.1 – Payments		
2.2.1.1 - Commercial Payments	Certified payment	(1) The customer’s method for receiving invoices and (2) the levels of automation and integration the FSSP is able to use to complete the other identified key activities
2.2.1.2 - Other Payments (Grants, Loans, Foreign, and Miscellaneous Payments)	Certified payment	The levels of automation and integration the FSSP is able to use to complete the identified key activities
2.2.1.3 - Travel - TDY and Local Payments	Certified payment	The levels of automation and integration the FSSP is able to use to complete the identified key activities
2.2.1.4 - Travel - PCS Payments	Certified payment	The levels of automation and integration the FSSP is able to use to complete the identified key activities
2.2.1.5 - Charge Card Payments	Certified payment	The number of centrally-billed account holders
2.2.2 - Receivables and Collections		
2.2.2.1 - Public Receivable Processing	Recorded collection	(1) The types of receipts the customer collects from the public and (2) the levels of automation and integration the FSSP is able to use to complete the identified key activities
2.2.2.2 - Delinquent Debt Management	Recorded collection OR written-off debt	The levels of automation and integration it can use based on the customer’s requirements to complete the identified key activities
2.2.3- Intragovernmental Accounting		
2.2.3.1- Reimbursables Management	Processed collection against an IAA	The levels of automation and integration the FSSP is able to use to complete the identified key activities
2.2.3.2 - Intragovernmental Payments	Confirmed payment	the levels of automation and integration the FSSP is able to use to complete the identified key activities for a given customer
2.2.4 - Budget Setup and Maintenance	Transaction entered to establish or update the budget hierarchy	The levels of automation and integration the FSSP is able to use to complete the identified key activities
2.2.5 - General Ledger Accounting, Financial Statements, and Compliance Support	Treasury and OMB required financial statements, reports, and documentation	The level of effort required by a FSSP to meet a customer agency’s needs. The complexity of a customer agency’s accounting environment is indicative of the level of effort required to perform this service.

Figure A.2.1 – Summary of O&M Services, Outputs, and Price Drivers



A.3 Services Crosswalk

Figure A.3.1 crosswalks the minimum O&M services to the Federal Enterprise Architecture (FEA) Business Resource Model (BRM) (Version 3.1) and the Revised Federal Financial Management System (FFMS) Requirements for Fiscal 2014 Reporting (I TFM Part 6, Chapter 9500).

Service	Federal Enterprise Architecture Business Resource Model v3.1	Federal Financial Management System Requirements
2 - Operations and Maintenance Services		
2.1 - Hosting Services		
2.1.1 - Platform Services	B10.808.329- Continuity of Operations B10.810.316- Continuous Monitoring B10.810.317- Data Integrity and Privacy Management B10.810.648- Identification and Authentication B10.810.650- Cryptography B10.810.654- Incident Response B10.810.655- Audit Trail Capture and Analysis B10.810.656- Certification and Accreditation B10.811.601- Data Exchange B10.811.603- Data Warehouse B10.813.139- Provide and Maintain IT Infrastructure B10.813.263- System and Network Monitoring B10.813.314- Assistive Technology Services B10.813.326- IT System Development /Integration Support B10.813.327- Enterprise Licenses and Software B10.813.341- Web Infrastructure	1.1.1- Defining GL Accounts and Attributes 1.3.2- Making Federal Financial Information Accessible 2.3.2- Verifying Traceability 2.4.1- Securing Financial System Information
2.1.2 - Service Desk (Tier 1, Tier 2)	B10.813.120- Help Desk Services B10.813.518- Customer Feedback B10.813.680- Issue Tracking	
2.2 - Transaction Services		
2.2.1 - Payments		
2.2.1.1 - Commercial Payments	B10.803.126- Payments B10.804.143- Goods and Services Acquisition	2.1.2- Recording Budget Obligations and Outlays 2.2.1- Establishing Payables 2.2.2- Making Payments
2.2.1.2 - Other Payments (Grants, Loans, Foreign, and Miscellaneous Payments)	B10.803.126- Payments B10.806.362- Federal Financial Assistance B10.806.363- Federal Funds to State and Local Governments	2.1.2- Recording Budget Obligations and Outlays 2.2.1- Establishing Payables 2.2.2- Making Payments
2.2.1.3 - Travel- TDY and Local	B10.803.122- Travel B10.803.126- Payments	2.1.2- Recording Budget Obligations and Outlays 2.2.1- Establishing Payables 2.2.2- Making Payments
2.2.1.4 - Travel-PCS	B10.803.122- Travel B10.803.126- Payments	2.1.2- Recording Budget Obligations and Outlays 2.2.1- Establishing Payables 2.2.2- Making Payments
2.2.1.5 - Charge Card Payments	B10.803.126- Payments B10.804.143- Goods and Services Acquisition	2.1.2- Recording Budget Obligations and Outlays 2.2.1- Establishing Payables 2.2.2- Making Payments



Service	Federal Enterprise Architecture Business Resource Model v3.1	Federal Financial Management System Requirements
2.2.2 - Receivables and Collections		
2.2.2.1 - Public Receivable Management	B10.803.116- Debt Collection B10.803.127- Collections and Receivables	1.1.5- Managing Revenues and Other Financing Sources 2.2.4- Establishing Receivables 2.2.5- Managing Debt
2.2.2.2 - Delinquent Debt Management	B10.803.116- Debt Collection	2.2.5- Managing Debt
2.2.3- Intragovernmental Accounting		
2.2.3.1- Reimbursables Management	B10.803.116- Debt Collection B10.803.127- Collections and Receivables	1.1.5- Managing Revenues and Other Financing Sources 1.2.1- Determining Costs 2.2.4- Establishing Receivables
2.2.3.2 - Intragovernmental Payments	B10.803.126- Payments	2.1.2- Recording Budget Obligations and Outlays 2.2.1- Establishing Payables 2.2.2- Making Payments
2.2.4 - Budget Setup and Maintenance	B10.803.105- Budget Execution	1.1.2- Posting GL Transactions 1.1.5- Managing Revenues and Other Financing Sources 1.4.1- Defining Federal Funding Attributes to Align Financial Management Information With Performance Goals 2.1.1- Recording Budget Authority 2.1.2- Recording Budget Obligations and Outlays
2.2.5 - General Ledger Accounting, Financial Statements, Reporting, and Compliance Support	B10.802.547- Performance Management B10.803.124- Accounting B10.804.345- Management of Government Records B10.805.624- Payroll	1.1.2- Posting GL Transactions 1.1.3- Managing Financial Asset Information 1.1.4- Managing Financial Liability Information 1.2.1- Determining Costs 1.3.1- Providing GL information 1.3.2- Making Federal Financial Information Accessible 1.4.1- Defining Federal Funding Attributes to Align Financial Management Information With Performance Goals 2.1.3- Reporting Budgetary Resources and Budget Execution 2.2.3- Reporting on Payments 2.2.6- Reporting on Debt 2.3.1- Reconciling Fund Balance With Treasury 2.3.2- Verifying Traceability

Figure A.3.1 – Crosswalk of O&M Services to FEA BMR and FFMS Requirements



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Provider Summaries



Pricing Summaries



Service Level Metrics



Glossary and Acronyms

A.4 Pricing Summaries

FIT will add this information in the future



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Provider Summaries



Pricing Summaries



Service Level Metrics



Glossary and Acronyms

A.5 Service Level Metrics

FIT will add this information in the future



A.6 Glossary and Acronyms

The definitions for terms used in this catalog come from the following sources:

- American Institute of CPAs (AICPA) AT Section 801: Reporting on Controls at a Service Organization;
- Capital Programming Guide: Supplement to A-11;
- Federal Accounting Standards Advisory Board (FASAB) Handbook 2013;
- Federal Accounting Standards Advisory Board (FASAB) Statement of Federal Financial Accounting Standards;
- Federal Enterprise Architecture Business Reference Model Version 3.1;
- Federal Shared Service Provider and Customer Agency Governance;
- Federal Travel Regulation, 41 Code of Federal Regulations Chapters 300-304;
- Government Accountability Office (GAO) Financial Audit Guide: Auditing the Statement of Budgetary Resources GAO-02-126G;
- Government Accountability Office (GAO) Glossary of Terms Used in the Federal Budget Process, GAO-05-734SP;
- Information Technology Infrastructure Library (ITIL) Glossary;
- Office of Management and Budget (OMB) Circulars A-11, A-123, A-133, and A-136;
- Program Support Center (PSC) Website;
- The Chief Financial Officers Act;
- Treasury Financial Manual (TFM);
- U.S. Code Titles 31 and 44;
- U.S. Department of the Treasury Bureau of Fiscal Service Website;
- U.S. Department of the Treasury Interagency Agreement Guide; and
- U.S. Department of the Treasury Managing Federal Receivables: A Guide for Managing Loans and Administrative Debt.

Figure A.7.1 presents terms and their corresponding definitions/sources used within this catalog.

Term	Definition	Source
Accounting	The processes and methods for auditing assets, liabilities, fund balances, revenues, and expenses associated with the maintenance of federal funds and expenditure of federal appropriations (salaries and expenses, operation and maintenance, procurement, working capital, trust funds, etc.), in accordance with applicable federal standards (FASAB, Treasury, OMB, GAO, etc.).	FEA BRM
Accounts Payable (AP)	The amounts owed by the reporting entity for goods and services received from other entities, progress in contract performance made by other entities, and rents due to other entities.	A-136
Accounts Receivable (AR)	Federal entity claims for payment from other entities.	A-136
Activity	A set of actions designed to achieve a particular result. Activities are usually defined as part of processes or plans, and are documented in procedures.	ITIL Glossary
Agency Location Code (ALC)	A three-digit (Regional Finance Centers), four-digit (non-Treasury disbursing offices), or eight-digit (Treasury disbursing offices) identifier assigned by Treasury for reporting purposes.	TFM Part 5 Chapter 3000
Allotment, sub-allotment, allowance, and allocation	The descending levels of subdivisions of apportionments made by the heads of agencies.	A-11 Appendix H



Term	Definition	Source
Apportionment	A distribution made by OMB of amounts available for obligation in an appropriation or fund account into amounts available for specified time periods, program, activities, projects, objects, or any combination of these. The apportioned amount limits the obligations that may be incurred. An apportionment may be further subdivided by the agency.	A-11 Appendix H
Budget Execution	The process that involves the legal (apportionment) and managerial (allotment and sub-allotment) distribution of budget authority to achieve results consistent with the formulated budget.	FEA BRM
Budget Formulation	Resource planning activities that align federal resources allocated through budget formulation and submission. It involves all activities undertaken to determine priorities for future spending and to develop an itemized forecast of future funding and expenditures during a targeted period of time. This includes the collection and use of performance information to assess the effectiveness of programs and develop budget priorities.	FEA BRM
Centrally Billed Account (CBA)	A card/account established by the charge card vendor at the request of the agency/organization. These may be card or cardless accounts. Payments are made directly to the charge card vendor by the agency.	A-123 Appendix B
Certified Payment	A payment reviewed and approved by a certifying official (CO) to verify that the payment is proper, computed correctly, and legal, as well as to verify transportation rates, freight classifications, and other information, as required.	31 U.S. Code § 3528
Chief Financial Officer (CFO)	A position with the responsibility to oversee all financial management activities relating to the programs and operations of the agency.	The Chief Financial Officers Act
Closing Package	A set of special purpose financial statements that represents the Federal Program Agencies' (FPA) comparative, audited consolidated, department-level financial statements and is used to prepare the Financial Report of the United States (FR).	Treasury Bureau of the Fiscal Service Website
Collection	Monies received by the federal government; includes deposits, fund transfers, and receipts for sales or service.	2013 FASAB Handbook
Compromise Agreement	An agreement to accept less than the full amount of the outstanding debt in full satisfaction of the entire amount. Also includes installment agreements.	Treasury's Managing Federal Receivables
Cycle Memorandum	An auditor prepared workpaper relevant to the internal control phase which includes information on (1) cycle transactions, (2) significant accounting applications, (3) applicable financial management systems, (4) interfaces with other cycles, (5) significant policies and procedures, (6) Standard General Ledger (SGL) accounts, and (7) other relevant information.	GAO Financial Audit Guide: Auditing the Statement of Budgetary Resources GAO-02-126G
Debt Management Services (DMS)	Consolidated government-wide program operated by the Bureau of the Fiscal Service to collect delinquent, non-tax debt on behalf of federal agencies.	Treasury Bureau of the Fiscal Service Website
Delinquent Debt	A debt becomes delinquent when: payment is not made by the due date or the end of the "grace period" as established in a loan or repayment agreement, in the case of a debt being paid in installments.	Treasury's Managing Federal Receivables
Disbursement	The expenditure or payments made on an obligation. The government usually makes payments in the form of cash (currency, checks, or electronic fund transfers).	A-11
Discovery	The period where a potential customer and an FSSP review their respective needs and offerings to determine if the customer would be a good match before entering into a long-term arrangement. Specifically, both parties will (1) verify that no gaps exist between the prospective customer (e.g., agency) and provider (FSSP) and (2) finalize the implementation terms, conditions, and costs.	FSSP and Customer Agency Governance



Term	Definition	Source
E-Gov Travel Service 2 (ETS2)	An interagency end-to-end government travel management service that includes online booking, travel management services, and a travel authorization and vouchering system (e.g., Concur, E2 Solutions).	Federal Travel Regulation
Federal Information Security Management Act (FISMA)	A federal law that establishes information security management and oversight to protect federal information and systems.	44 U.S. Code § 3541
Federal Shared Service Provider (FSSP)	A federal agency designated by Treasury and OMB to provide financial management shared services to other federal agencies external to itself.	FSSP and Customer Agency Governance
Federal Travel Regulation (FTR)	A regulation that implements statutory requirements and Executive branch policies for travel by federal civilian employees and others authorized to travel at government expense.	Federal Travel Regulation
Fiduciary Activity	Federal entity collects or receives and subsequently manages, protects, accounts for, invests, and/or disposes of cash or other assets in which non-federal individuals or entities (or “non-federal parties”) have an ownership interest that the Federal Government must uphold.	FASAB Statement of Federal Financial Accounting Standards 31
Financial Management System	Includes an agency’s overall financial operation, reflecting the people, processes, and technology to capture, classify, summarize, and report data in a meaningful manner to support business decisions. It includes hardware, applications and system software, personnel, procedures, data, and reporting functions.	A-123 Appendix D
Financial Reporting	Activities associated with generating internal and external reports such as: financial statements, interim financial statements, trial balance, fund status, transaction history, and ad hoc queries.	A-136
Financial Statements	The package of financial reporting documents including: Balance Sheet, Statement of Net Cost, Statement of Changes in Net Position, Statement of Budgetary Resources, Statement of Custodial Activity, Statement of Social Insurance, and Statement of Changes in Social Insurance, as well as any related note disclosures.	A-136
Financial System	An information system or set of applications that comprise the accounting portion of the financial management system that maintains all summary or detailed transactions resulting from budgetary and proprietary financial activity.	A-123 Appendix D
Federal Agency Migration Evaluation (FAME)	A process that involves evaluating agency migration proposals and overseeing the agency and FSSP Discovery process in accordance with OMB Memorandum 13-08.	FSSP and Customer Agency Governance
Fleet Card	A government charge card used to purchase fuel, authorized repairs, parts, or services for government owned or leased vehicles, fueled appliances and equipment, small marine craft, and aviation, in support of official government business.	A-123 Appendix B
Foreign Payment	The disbursement of funds when agency has contracted, or been billed or invoiced, in a foreign currency.	TFM Part 4A Chapter 3000
Fund Types	Accounts used by the federal government to record outlays (expenditure accounts) and income (receipt accounts) primarily for budgeting or management information purposes but also for accounting purposes. A list of fund types can be found in GAO-05-734SP.	GAO Glossary of Terms Used in the Federal Budget Process, GAO-05-734SP
Fund Balance with Treasury (FBWT)	The aggregate amount of funds in the federal entity's accounts with Treasury for which the entity is authorized to make expenditures and pay liabilities.	2013 FASAB Handbook



Term	Definition	Source
Funds Control (administrative control of funds)	The restricting of both obligations and expenditures (also known as outlays or disbursements) from each appropriation or fund account to the lower of the amount apportioned by OMB or the amount available for obligation or expenditure in the appropriation or fund account.	A-11
General Ledger (GL)	A complete set of financial transaction records including information used to generate financial statements.	2013 FASAB Handbook
Government Charge Card	An account established by a commercial financial institution on behalf of agencies or individual agency employees to which the cost of purchasing goods and services may be charged.	A-123 Appendix B
Governmentwide Financial Report System (GFRS)	An Oracle-based internet application that collects federal agency financial data and additional necessary closing package information.	TFM Part 2 Chapter 4700
Governmentwide Treasury Account Symbol Adjusted Trial Balance System (GTAS)	A web-based single data collection system in which agencies submit proprietary and budgetary data simultaneously in one submission. GTAS merged the functionality of previous systems (FACTS I, FACTS II, IFCS, and IRAS) into one system.	TFM Part 2 Chapter 4700
Grant	A legal instrument reflecting a relationship between the United States Government and a State, a local government, or other recipient when (1) the principal purpose of the relationship is to transfer a thing of value to the State, local government, or other recipient to carry out a public purpose of support or stimulation authorized by a law of the United States instead of acquiring (by purchase, lease, or barter) property or services for the direct benefit or use of the United States Government; and (2) substantial involvement is not expected between the executive agency and the State, local government, or other recipient when carrying out the activity contemplated in the agreement.	31 U.S. Code § 6304
Household Goods (HHG)	Property, unless specifically excluded, associated with the home and all personal effects belonging to an employee and immediate family members on the effective date of the employee's change of official station orders that legally may be accepted and transported by a commercial HHG carrier.	Federal Travel Regulation
Information Technology (IT)	The use of technology for the storage, communication, or processing of information. The technology typically includes computers, telecommunications, applications, and other software.	ITIL Glossary
Interagency Agreement (IAA)	An agreement between two federal agencies which specifies the goods to be furnished or tasks to be accomplished by one agency in support of the other.	Treasury's Interagency Agreement Guide
Intragovernmental transaction	A collection from other federal government accounts. The budget records collections by one government account from another as offsetting collections from federal sources or as intragovernmental receipts for offsetting receipts. The amounts are deducted from gross budget authority and gross outlays so that the budget totals measure the transactions of the government with the public.	A-11
Intragovernmental Payments and Collections (IPAC)	A system that provides a standardized interagency funds expenditure transfer mechanism for Federal Program Agencies (FPAs). It facilitates intragovernmental federal e-commerce by transferring funds, with related descriptive data, from one FPA to another on a real-time basis.	TFM Part 6 Chapter 4000
Loan	The disbursement of funds by the Federal Government to a non-federal borrower under a contract that requires the repayment of such funds with or without interest. The term also includes certain equivalent transactions that extend credit.	A-11



Term	Definition	Source
Local Area Network (LAN)	A computer network confined to a limited area.	
Local Travel	Official travel less than 50 miles from the employee's office/commuting residence; generally, occurs during normal work hours.	Federal Travel Regulation
Obligation	A binding agreement that will result in outlays immediately or in the future. Budgetary resources must be available before obligations can be incurred legally.	A-11
Operations and Maintenance (O&M)	The systems development life cycle phase in which financial management systems are in operation and produce the same product, or provide a repetitive service.	FSSP and Customer Agency Governance
Output	A tabulation, calculation, or recording of activity or effort that can be expressed in a quantitative or qualitative manner.	2013 FASAB Handbook
Payment	The disbursements of federal funds, via a variety of mechanisms, to federal and private individuals, federal agencies, state, local, and international governments, and the private sector, to effect payment for goods and services, or distribute entitlements, benefits, grants, subsidies, loans, or claims.	Business Reference Model
Payroll	The set of capabilities to involve the administration of employee compensation.	Business Reference Model
Permanent Change of Station (PCS)	The assignment of a new appointee to an official station or the transfer of an employee from one official station to another on a permanent basis.	Federal Travel Regulation
Price Driver	Any factor that causes a change in the price of a service.	
Program Support Center (PSC)	A U.S. Department of Health and Human Services shared service organization.	PSC website
Purchase Card	A centrally billed, government charge card used to pay for goods and services in support of official government business.	A-123 Appendix B
Reimbursable Agreement	An agreement between two entities whereby funds are obligated in the requesting agency's financial system when the agreement is executed. Reimbursement is made after expenses are incurred. IPAC transactions generally occur following delivery of products or services or on preset intervals (e.g. monthly, quarterly, and annually).	Treasury's Interagency Agreement Guide
Rough Order of Magnitude (ROM)	An estimation of costs and time for planning purposes.	Capital Programming Guide: Supplement to A-11
Service Desk	The single point of contact between the service provider and the users. A typical service desk manages incidents, service requests, and handles communication with the users.	ITIL Glossary
Service-Level Agreement (SLA)	An agreement between a service provider and a customer that describes the service, documents service level targets, and specifies the responsibilities of the service provider and the customer. A single SLA may cover multiple services or multiple customers. An SLA is not a funding or obligation document.	ITIL Glossary
Statement on Standards for Attestation Engagements No. 16 (SSAE16)	An attestation standard and auditing regulation for reporting on controls.	AICPA AT Section 801
Storage Area Network (SAN)	A network that connects and enables shared storage across servers.	



Term	Definition	Source
Temporary Duty Travel (TDY)	Official travel farther than 50 miles from the employee's office / commuting residence.	Federal Travel Regulation
Transaction	A business event that has a monetary impact on an entity's financial statements, and is recorded as an entry in its accounting records.	FSSP and Customer Agency Governance
Travel Card	An individually or centrally billed government contractor-issued charge card used by authorized individuals to pay for travel- and transportation-related expenses in compliance with the applicable regulations and in support of official government business.	A-123 Appendix B
Treasury Account Symbols (TAS)	An account identification codes assigned by the Department of the Treasury to individual appropriation, receipt, or other fund accounts. All financial transactions of the Federal Government are classified by TAS for reporting to the Department of Treasury and OMB. Refer to the Federal Account Symbols and Titles (FAST Book) for the two digit departmental regular codes and three-digit agency identifier codes.	A-11
Treasury Financial Manual (TFM)	A publication of federal financial management policies, procedures, and instructions produced by the Department of the Treasury	TFM Part 1 Chapter 1000
Treasury Offset Program (TOP)	A centralized offset program administered by the Bureau of the Fiscal Service to collect delinquent debts owed to federal agencies and states in accordance with 26 U.S. Code 6402D, 31 U.S. Code 3720A, and other applicable laws.	TFM Part 4 Chapter 4000
Unfilled Customer Order (UCO)	The amount of orders accepted for goods and services not yet provided or performed with or without an advance.	TFM Part 2 Chapter 4200
U.S. Standard General Ledger (USSGL)	A uniform Chart of Accounts and technical guidance to be used in standardizing federal agency accounting and to improve the quality and consistency of data reported by agencies.	TFM Part 2 Chapter 4700
Vendor	A dealer, distributor, merchant, or other seller providing goods or services that are required for the conduct of a federal program.	A-133
Write-off	An action to remove an amount from an entity's assets. A write-off of a debt occurs when an agency official determines, after all appropriate collection tools have been used, that a debt is uncollectible.	Treasury's Managing Federal Receivables

Figure A.7.1 – Summary of Terms and Definitions