

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1 CONTRACT ID CODE	PAGE OF PAGES 1 4
2 AMENDMENT/MODIFICATION NO. 0035	3 EFFECTIVE DATE See Block 16C	4 REQUISITION/PURCHASE REQ NO. REQ-2400-14-0187	5 PROJECT NO (if applicable)
6 ISSUED BY CONSUMER PRODUCT SAFETY COMMISSION DIV OF PROCUREMENT SERVICES 4330 EAST WEST HWY ROOM 523 BETHESDA MD 20814	CODE FMPS	7 ADMINISTERED BY (if other than item 6)	CODE
8 NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code) INTERIOR UNITED STATES DEPT OF NATIONAL BUSINESS CENTER 7301 WEST MANSFIELD AVENUE D2920 DENVER CO 80235-2230		(x) 9A AMENDMENT OF SOLICITATION NO	
CODE 090311247 FACILITY CODE		X 10A MODIFICATION OF CONTRACT/ORDER NO. CPSC-I-02-1369	
		10B DATED (SEE ITEM 13) 09/24/2002	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers  is extended  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required) Net Increase: \$47,374.41  
0100A15DSE 2015 9995400000 EXIT002400 253P0

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A
	B THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14 PURSUANT TO THE AUTHORITY OF FAR 43.103(b)
	C THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF
X	D OTHER (Specify type of modification and authority) BILATERAL MODIFICATION, SECTION V(b)

E. IMPORTANT: Contractor  is not  is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible)

DUNS Number: 090311247  
COR: Donna Simpson  
PHONE: (301) 504-7218  
EMAIL: dsimpson@cpsc.gov

Modification No. 0035 is a continuation of agreement CPSC-I-02-1369 for FY-2015.

Add and fund Line Items 0178 through 0190 (see page 2).

Modification No. 0035 is being incrementally funded in the amount of \$47,374.41 for the period October 1, 2014 through December 31, 2014. Additional funding will be provided, by Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect

15A NAME AND TITLE OF SIGNER (Type or print) <i>Michelle English Program Manager</i>	15B CONTRACT/OFFEROR <i>[Signature]</i>	15C DATE SIGNED 10/22/14	16A NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Donna Hutton	16B UNITED STATES OF AMERICA <i>[Signature]</i>	16C DATE SIGNED 10/21/2014
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NSN 7540-01-152-6070  
Previous edition unusable

STANDARD FORM 30 (REV 10-83)  
Prescribed by GSA  
FAR (48 CFR) 53.243

NAME OF OFFEROR OR CONTRACTOR  
INTERIOR UNITED STATES DEPT OF

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	modification, when funds become available.				
	TOTAL AMOUNT FOR FY 2015: \$47,374.41				
	Add Item 0178 as follows:				
0178	Personnel/Payroll Operations & Maintenance - Base-level FPPS and Payroll Operations support as stated in the SLA based on 600 W-2s at \$196.00 per year.	1	LO	29,400.00	29,400.00
	Add Item 0179 as follows:				
0179	Employee Express - Services provided through the OPM Employee Express program based on 600 W-2s at \$6.30 per year.	1	LO	945.00	945.00
	Add Item 0180 as follows:				
0180	Leave and Earning Statement (LES) - LES printing and mailing costs based on 0% of 600 W-2s mailed at \$11.00 per W-2 per year.	1	LO	0.00	0.00
	Add Item 0181 as follows:				
0181	Training - provide one training class	1	EA	100.00	100.00
	Add Item 0182 as follows:				
0182	WebTA - Operations and Maintenance based on 600 W-2s at \$35.00 per W-2 per year (\$21,000) NOTE: \$22,050 O&M paid in FY13. Credit reduced by FY14 prorated O&M (\$5,065.23), leaving \$16,985.77 Remaining credit used in full to offset FY15 O&M, leaving 4,014.23 due.	1	LO	1,003.56	1,003.56
	Add Item 0183 as follows:				
0183	WebTA Smart Time License - Smart Time License Maintenance - 630 licenses @ \$2.18/license	1	LO	343.35	343.35
	Add Item 0184 as follows:				
	Continued ...				

NAME OF OFFEROR OR CONTRACTOR  
INTERIOR UNITED STATES DEPT OF

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0184	Human Integration - Resources Management System (HRMS) based on 600W-2s at \$9.00 per W-2 per year.  Add Item 0185 as follows:	1	LO	1,350.00	1,350.00
0185	Workforce Tracking and Transformation System/Entrance On Duty System (WTTS/EODS)- Operations and Maintenance based on 600 W-2s at \$10.50 per W-2 per year.  Add Item 0186 as follows:	1	LO	1,575.00	1,575.00
0186	MGS Hiring Management Enterprise - MGS Hiring Management Enterprise subscriptions, covers 11/1/2014-10/31/2015 (12 months) based on 545 Fedscope FTEs  Add Item 0187 as follows:	1	LO	4,420.00	4,420.00
0187	IBC Administration - MGS - IBC administration fee charged each year  Add Item 0188 as follows:	1	LO	1,625.00	1,625.00
0188	MGS Certification and Accreditation - IBC charges to cover MGS System Certification and Accreditation on behalf of customers charged each year. Included in IBC administration fee starting FY15  Add Item 0189 as follows:	1	LO	0.00	0.00
0189	Talent Management System - O&M charges for 600 employee users at \$17.00/user (\$10,200) LM license maintenance - 600 licenses at \$2.23/license(\$1,338).  Add Item 0190 as follows:	1	LO	2,884.50	2,884.50
0190	Data Network Services - Annual recurring costs, CPSC-T1, Annual Circuit Service, Annual Router Maintenance, Annual O&M  ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED Continued ...	1	LO	3,728.00	3,728.00

CONTINUATION SHEET	REFERENCE NO. OF DOCUMENT BEING CONTINUED	PAGE	OF
	CPSC-I-02-1369/0035	4	4

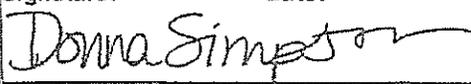
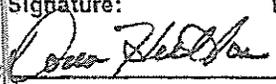
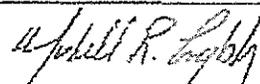
NAME OF OFFEROR OR CONTRACTOR  
 INTERIOR UNITED STATES DEPT OF

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	AND IN FULL FORCE AND EFFECT.				

Interior Business Center  
Inter/Intra Agency Agreement

1. Agreement Number: 15-6420-PPS-CPS-48		2. Action Type: New	
3. Period of Performance: Start Date: 10/01/2014 End Date: 09/30/2015 4. FY: 2015			
5. Customer Information		6. IBC Information	
5a. Customer: CONSUMER PRODUCT SAFETY COMMISSION 4330 EAST-WEST HIGHWAY ROOM 522 BETHESDA, MD 20814-4408		5a. Directorate/Division: HUMAN RESOURCES DIRECTORATE Interior Business Center 7301 W. Mansfield Ave. Attn: Mishell English Denver, CO 80235-2230	
5b. Customer Reference Number:		5b. Product Line: See Description of Services	
5c. Project Coordinator: Donna Simpson Phone: (301) 504-7218 Fax: (301) 504-0432 Email: dsimpson@cpsa.gov		5c. Project Coordinator: Mishell R. English Phone: 303-969-5193 Fax: 303-969-7151 Email: mishell_r_english@ibc.doi.gov	
5d. Customer Agency Location Code: 61-00-0001		5d. IBC Agency Location Code: 14-01-0001	
5e. Customer Appropriation Code/ Treasury Account Symbol: 61150100		5e. IBC Appropriation Code: 14X4523	
5f. Customer Account Number: 61-0100		5f. Agreement Type: Fixed Price	
5g. Customer Obliging Doc Number: See Block 12 CPSC-I-02-1369; MOD #35 of SF 30		5g. IBC DUNS Number: 608957460	
5h. Customer DUNS Number: 069287522			
7. Description			
Tasks:	Original Amount	Modification Amount	Total
A. HR Application Services. Personnel and Payroll Operations	\$127,167.63		\$127,167.63
B. HR Application Services. E- Gov Initiatives	\$47,418.00		\$47,418.00
C. HR Application Services. Personnel and Payroll Operations	\$14,912.00		\$14,912.00
<b>Total Price</b>	<b>\$189,497.63</b>		<b>\$189,497.63</b>
8. Purpose of Agreement The purpose of this Agreement is to document the terms of providing personnel, payroll, human resources and related services to the Consumer Products Safety Commission. Services to be performed are described in the Service Level Agreement (SLA). <i>Total amt obligated by this mod is \$47,374.40.</i>			

Form NBC-IA-01  
(August 2002)

Agreement Number: 15-6420-PPS-CPS-48	
9. Authority: Economy Act, 31 USC 1535 Working Capital Fund 43 USC 1467, 1468 Other	
10. Termination Provisions: (Please check the appropriate block) See Item 11 - This agreement may be terminated before the end performance date by written notice from either party, followed by mutual agreement between the parties. The customer will be billed for all costs incurred at the time of the termination.	
11. Billing Provisions: (Please check the appropriate blocks and fill in IPAC contact information) The customer will be billed <i>Quarterly</i> . Bill Format: <i>IPAC</i> IBC IPAC Contact Person Name: <i>Janet Whittet</i> Telephone Number: <i>303-969-5379</i>	
12. Other Terms and Conditions/Miscellaneous: <i>No legal liability on the part of your agency (CPSC) arises until your appropriation is made available within your agency to fund this obligation/IA. Revisions to the terms of this agreement by either party will require a written modification to this agreement. Subject to availability of FY 2015 funding. Under a Continuing Resolution, billing will be at the prescribed CR daily rate with reconciliation to occur upon passage of a full year appropriation.</i>	
13. Approvals	
13a. Customer Approval	13b. IBC Approval
Signature:  Date: _____	Signature:  Date: 07/28/2014
Name: _____ Title: _____	Name: Lonalee Picardo Title: HRD Business Mgmt Ofc
Signature:  Date: 10/21/2014	Signature:  Date: 07/30/2014
Name: Donna Hutton Title: CPSC Contracting Officer	Name: Mishell R. English Title: Program Manager
13c. For IBC Internal Use Only	
	Signature: _____ Date: _____
	Name: Jorge A Loa Title: Budget Analyst

## Description of Services

15-6420-PPS-CPS-48

### Service A - HR Application Services, Personnel and Payroll Operations

- HR Application Services, Personnel and Payroll Operations

Activity	Hours/Units	Amount
<b>PERSONNEL/PAYROLL OPERATIONS &amp; MAINTENANCE</b>	Fixed	\$117,600.00
<ul style="list-style-type: none"> <li>• Base-level FPPS and Payroll operations support as stated in the SLA, Based on 600 W-2s at \$196.00 per W-2 per year.</li> </ul>		
<b>EMPLOYEE EXPRESS</b>	Fixed	\$3,780.00
<ul style="list-style-type: none"> <li>• Services provided through the OPM Employee Express program. Based on 600 W-2s at \$6.30 per W-2 per year.</li> </ul>		
<b>LEAVE AND EARNINGS STATEMENT (LES)</b>	Fixed	\$0.00
<ul style="list-style-type: none"> <li>• LES printing and mailing costs. Based on 0% of 600 W-2s mailed at \$11.50 per W-2 per year.</li> </ul>		
<b>TRAINING</b>	Fixed	\$400.00
<ul style="list-style-type: none"> <li>• Provide one training class</li> </ul>		
<b>WEB TA</b>	Fixed	\$4,014.23
<ul style="list-style-type: none"> <li>• Operations and Maintenance based on 600 W-2s at \$35.00 per W-2 per year (\$21,000)</li> <li>• NOTE: \$22,050 O&amp;M paid in FY13. Credit reduced by FY14 prorated O&amp;M (\$5,064.23), leaving \$16,985.77. Remaining credit used in full to offset FY15 O&amp;M, leaving \$4,014.23 due.</li> </ul>		
<b>WEB TA SMART TIME LICENSES</b>	Fixed	\$1,373.40
<ul style="list-style-type: none"> <li>• Smart Time License Maintenance - 630 licenses @ \$2.18/license</li> </ul>		
<b>Service A - Total</b>		<b>\$127,167.63</b>

## Description of Services

15-6420-FPS-CPS-48

Service B - HR Application Services, E-Gov Initiatives

- HR Application Services, E-Gov Initiatives

Activity	Hours/Units	Amount
<b>HRMS INTEGRATION</b>	Fixed	\$5,400.00
<ul style="list-style-type: none"> <li>• Human Resources Management System (HRMS) integration. Based on 600 W2-s at \$9.00 per W-2 per year.</li> </ul>		
<b>WORKFORCE TRACKING AND TRANSFORMATION SYSTEMS/ENTRANCE ON DUTY SYSTEM (WTTTS/EODS)</b>	Fixed	\$8,300.00
<ul style="list-style-type: none"> <li>• Operations and Maintenance based on 600 W-2s at \$10.50 per W-2 per year.</li> </ul>		
<b>MGS HIRING MANAGEMENT ENTERPRISE</b>	Fixed	\$17,680.00
<ul style="list-style-type: none"> <li>• MGS Hiring Management Enterprise subscriptions, covers 11/01/14 - 10/31/15 (12 months) based on 545 Fedscope FTEs</li> </ul>		
<b>IBC ADMINISTRATION - MGS</b>	Fixed	\$6,500.00
<ul style="list-style-type: none"> <li>• IBC administration fee charged each year</li> </ul>		
<b>MGS CERTIFICATION AND ACCREDITATION</b>	Fixed	\$0.00
<ul style="list-style-type: none"> <li>• IBC charges to cover MGS system Certification and Accreditation on behalf of customers charged each year</li> <li>• Included in IBC administration fee starting in FY15</li> </ul>		
<b>TALENT MANAGEMENT SYSTEM</b>	Fixed	\$11,538.00
<ul style="list-style-type: none"> <li>• O&amp;M charges for 600 employee users @ \$17.00/user (\$10,200)</li> <li>• LM license maintenance - 600 licenses @ \$2.23/license (\$1,338)</li> </ul>		
<b>Service B - Total</b>		<b>\$47,418.00</b>

## Description of Services

15-6420-PPS-CPS-48

Service C - HR Application Services, Personnel and Payroll Operations

- IT Services

Activity	Hours/Units	Amount
<b>DATA NETWORK SERVICES</b>	Fixed	\$14,912.00
<ul style="list-style-type: none"><li>• Annual recurring costs</li><li>• CPSC - T1</li><li>• Annual Circuit Service</li><li>• Annual Router Maintenance</li><li>• Annual O&amp;M</li></ul>		
<b>Service C - Total</b>		<b>\$14,912.00</b>



**SERVICE LEVEL AGREEMENT**

**BETWEEN THE  
HUMAN RESOURCES DIRECTORATE  
INTERIOR BUSINESS CENTER  
DEPARTMENT OF THE INTERIOR**

**AND**

**CONSUMER PRODUCT SAFETY COMMISSION**

**FOR FISCAL YEAR: 2015**

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## **I. STATEMENT OF LEGAL AUTHORITY**

The Interior Business Center (IBC), Office of the Secretary, Department of the Interior agrees to provide services and/or product support as outlined below to the Consumer Product Safety Commission (CPSC) pursuant to the Government Management Reform Act (GMRA) of 1994 and under authority of the Interior Franchise Fund legislation: Pub. L. No. 104-208, div. A, § 101(d) [§ 113], as amended, which established the Department of the Interior Franchise Fund. Other authorities under which the IBC operates include the Economy Act, 31 U.S.C. 1535.

## **II. PURPOSE**

The purpose of this document is to identify the services and support provided to the customer by the IBC's Human Resources Directorate (HRD). See Section IV below for the specific services to be provided. This standard Service Level Agreement (SLA) also establishes service levels, metrics, monitoring methods, and organizational responsibilities as applicable.

## **III. PERIOD OF PERFORMANCE**

This SLA becomes effective upon signature by all parties of the corresponding Interagency Agreement (IA). The IA is issued to fund the specific services identified in this document. This SLA will remain in effect until the IA is amended, replaced, or terminated by signed, mutual agreement of both organizations. The IA that provides funding for the services must be renewed annually to ensure continuation of services. In advance of each fiscal year, service listings and cost figures will be sent to each customer for confirmation and budget planning.

## **IV. LIST OF SERVICES**

The IBC provides an array of payroll and personnel processing applications and services, and human resources services. Personnel and payroll applications and services are delivered in compliance with the Financial Systems Integration Office, OPM's Enterprise Human Resources Integration (EHRI), and Human Resources and Payroll Systems Requirements for payroll management activities. Human Resources Operations programs meet all OPM and Office of Management and Budget (OMB) policies and regulations with regard to human resources practices. All Human Resources and Payroll systems and services are delivered in conjunction with guidance from OPM's Human Resources Line of Business (HRLoB) program.

Each service is provided specifically at the request of the customer and is costed separately. Upon purchase of additional services, the IA and SLA will be modified to reflect the new services provided.

IBC Payroll and Personnel Processing Applications and Services

X	Federal Personnel and Payroll System (FPPS) - FPPS Time & Attendance System - FPPS Training Database - HRMS Integration - LES Printing and Mailing - DataMart
	Human Resources Cross-Servicing Support
	Personnel Security/HSPD-12 Processing
X	OPM's Employee Express Self-Service
	Quicktime Time & Attendance System
X	webTA Time & Attendance System/Kronos
X	webTA Smart Time licenses/Kronos
X	Workforce Transformation Tracking/Entry on Duty System
	eCStaffing Contractor Tracking System
X	Talent Management System: Learning Management Module/SAP
	Talent Management System: Performance Management Module/SAP
	Skillsoft licenses/Skillsoft
	USA Staffing Licenses/OPM
X	Monster Government Solutions: Hiring Management subscriptions/MGS-ATS
	Monster Government Solutions: Position Classification subscriptions/MGS-PC
	Monster Government Solutions: Entry On Duty subscriptions/MGS-EODS
	Exit Interview System
	Historical Data Storage
	HR LoB Application Training, after initial implementation
	Labor Cost System Processing and Support
	Client-Specific Special Project – additional Payroll Support
	Client-Specific Special Project – webTA Test Environment
	Client-Specific Auxiliary Systems
	Client-Specific Interface Development/Implementation/Maintenance
	Client-Specific Software Modifications
X	Client-Specific Data Network Services
	Client-Specific Data Network Services, Disaster Recovery Site

*The services purchased by the client under the IA and supporting SLA are indicated by a checkmark*

**A. FPPS BASE LEVEL SERVICES**

For Federal Personnel and Payroll System customers, the following FPPS and Payroll Operations Services are included as baseline services:

FPPS General System

- Integrated personnel and payroll system
- Online editing
- Real-time updates
- Table-driven Order of Precedence
- Ticklers sent through a customer's e-mail system
- Help desk support for end users

### Security & Performance

- Maintenance of security and integrity of the database and client data, and management of system-level user IDs, passwords, and access authorities
- Mainframe Security Access
- Security Access profiles
- Audit trail capabilities
- Route Path Maintenance Process allows the paths to be established for routing of SF-52, WGI notifications, and probationary notifications
- Database server software and physical database installation and upgrades
- Database performance optimization
- Database backup and recovery
- Provision and management of a Disaster Recovery program, including: development and maintenance of a Contingency of Operations Plan (COOP) that covers FPPS and T&A system production environments; provision and management of an off-site storage; provision and management of a hot site facility; performing disaster recovery backups; and scheduling, coordination, and support of a disaster recovery testing process. The results can be made to the client after the test has been completed. The Disaster Recovery Plan can be made available to the client on request.
- Provision of and management of a “health and well-being” monitoring system for FPPS and T&A system environments.
- Management of a monitoring and reporting system of FPPS and T&A activity and performance levels
- Provision of and management of a physically secure hosting facility, meeting federal government policies and standards for both physical and logical security

### Personnel Processing

- Processing for SF-52/50 personnel actions. Allows capability for managers to initiate and route SF-52s
- Capability to set up routing of SF-52/50 for specific types of action within the Requesting Office (RO) and Servicing Personnel Office (SPO)
- Command-driven system that combines data elements for the specific personnel function being processed
- System allows individuals to sign off on SF-52 as a concurren, like budget or Equal Employment Opportunity (EEO) directors
- System allows individuals limited view-only access
- System allows a RO or SPO to send an automated courtesy copy of SF-52s to other individuals in an office
- Capability for SPO to put a SF-52 on hold with comments as to why System sends notification to requestor/authorizer that action is on hold
- Users within the same office may reassign SF-52s to another in their office
- SPO has the capability of fast copying multiple SF-52s when hiring large number of individuals for same type of position.
- On-line help function for commands and field level help

- Data element definitions and processing actions assistance on each screen. Majority of FPPS data elements are contained in tables for easy update.
- Ability to enter Health Benefit information function for Standard Form 2809 (SF-2809) Employee Health Benefits Election Form and Standard Form 2810 (SF-2810) Notice of Change in Health Benefits.
- SF-50s generate the payments for Administratively Uncontrollable Overtime, Availability Pay, Awards, Relocation Incentives, Recruitment Incentives, Retention incentive and Separation Incentives.
- Annual Pay Raise processed by FPPS
- Generation of ticklers based on nature of actions processed
- Generation of Probationary Certifications and Within-Grade Certifications. Notifies user through email when the certification has been forwarded to their queue.
- Generation of WGI nature of actions once time period has been met. FPPS also adjusts waiting period based on any excess Leave Without Pay.
- Generation of Career Tenure nature of action
- Capability to view an employee record on-line for verification. This also includes history information.
- Capability to view completed and pending SF-50 actions on-line
- Ability to track the SF-52/50 transactions which allows RO and SPO to determine who has signed the SF-52 and where it currently is located
- View an employee's history on-line
- Interfaces daily to the retirement system
- Interfaces daily to eOPF
- Accommodation of dual positions (employee has two different positions simultaneously in the same or different agencies)
- Mass change capability, such as reorganizations, realignments, and awards
- Automatic accumulation of non-paid hours for Leave Without Pay, Within Grade Weeks, or Appointment Limits (day, weeks, or dollars)
- Electronic generation of standard reports (Standard Form 113A and G, Monthly Report of Fulltime Equivalent/Work Year Civilian Employment), OPM's eOPF, Central Personnel Data File (CPDF), and EHRI
- Generation of Work Year and Personnel Cost Report (A93).
- Users are alerted of important information from IBC through Message of the Day command.
- On-line CPDF edits are run against the SF-52/50

#### Pay Processing

- Pay processing, including all calculations of gross-to-net pay; processing of pay and leave adjustments; government additives; applying hourly, bi-weekly, and annual limitations; maintenance of data for current and future reporting; and production and distribution of reports.
- Automatic deferral of payments that exceed the aggregate pay limitation, and automatic generation of those payments in the following year or upon the employee's separation

- Entitlements for items, such as uniform allowance, fringe benefits, recruitment and relocation incentives, and bonuses
- Entitlements and allowances for employees in foreign duty stations
- Prior pay period re-computations resulting from changes in T&A data, personnel actions, or retroactive regulatory changes. Changes within the last 26 pay periods are automated; older changes are calculated manually and then processed through FPPS as one-time adjustments
- Computation and disbursement of back pay provisions of settlement cases, including payment and Form 1099 reporting of interest, as authorized
- Leave buy back related to periods of Office of Worker's Compensation Program (OWCP) are computed, collected, and the records adjusted accordingly
- Supplemental payments via a Pay Daily process
- Physician Comparability Allowance payments
- Administratively Uncontrollable Overtime payments
- Law Enforcement Availability Pay payments
- Standby payments
- Student Loan repayments as hiring incentives
- Automated processing of Transportation pre-tax deductions and Fringe Benefits
- Computation, deduction, disbursement and reporting for federal, state, and local taxes, as well as Old Age Survivor's Disability Insurance (OASDI) and Medicare. Perform all tax accounting, reconciliation, 941, W2, W2c as well as 1099 reporting for interest and beneficiaries. Maintain separate tracking and reporting of prior year OASDI and Medicare transactions.
- Accounting, disbursement, reconciliation, and reporting of deductions and government contributions, as applicable, for Civil Service Retirement System (CSRS) and Federal Employee Retirement System (FERS), life insurance, health insurance, TSP, thrift loans, and military service credit deposits
- Disbursement of net pay via electronic funds transfer and Treasury checks; accounting and disbursement of deductions, including savings allotments, discretionary allotments, quarters deductions, savings bonds, charities, union dues, association dues, commercial garnishments, child support, alimony, bankruptcies, education loans, Long-Term Care premiums, Flexible Spending Account deductions, Health Savings Account deductions, and Dental and Vision Care premiums
- Union deductions based on flat amounts, table lookups, or percentages of gross or base pay
- Payment of union dues and distribution of detailed union deduction information to unions and, if requested, labor relations officials
- Government Quarters Housing deductions, including appropriate tax treatment for required Quarters occupancy
- Separation processing; generation of lump sum payment based on Nature of Action (NOA) code; issuance and certification of Standard Form 1150 (SF-1150) Record of Leave Data report; submission of retirement packages; closeout of retirement cards and automated severance pay, if applicable

- Processing of taxable wage information from client finance offices for inclusion on the employees W2 (e.g., taxable travel payments, Permanent Change of Station reimbursements)
- Automated W2 processing, including ability to update W2 information after the final pay period for the year; automated W2c processing; and on-line generation of duplicate W2s
- Association and fitness dues deduction processing
- Automated deceased employee beneficiary pay

#### Time and Attendance Processing

- FPPS T&A Module provides for collection of leave and work hours, information on shift, overtime, and other premiums, exceptions to bi-weekly and hourly limits, project numbers, comprehensive editing at time of input, on-line help, and table look-ups. Timesheet processing includes on-line storage of timesheet data, and an on-line audit trail of changes.
- Continuous T&A editing once T&As have been submitted to FPPS, and proactive interactions with timekeepers, personnel offices, and supervisors to resolve T&A errors before payroll calculation. An on-line error correction process used by the Payroll Office allows for cleaner T&A data to be sent to FPPS pay calculation.
- Automated leave processing of all regulatory leave types, including annual, sick, restored, military, leave under the Family and Medical Leave Act (FMLA), bone marrow/organ donations, administrative, and numerous agency-unique leave types. FPPS also supports credit hours, compensatory time, time-off awards, home leave, and shore leave. Leave processing includes applying accruals, maintaining balances, applying regulatory maximums, and reporting.
- Automated leave share and leave bank programs, including donations and receipts, accrual of special leave accounts per regulations, automated return of unused donations upon case closure.
- Automated support for worker's compensation and continuation of pay cases with quarterly reporting.
- Certification of SF 1150s for separated employees, performing summary leave audits, performed by Payroll Operations staff
- Providing advice and guidance on premium pay and leave administration matters to supervisors, timekeepers, and/or employees in accordance with regulation
- Audit and correct employee leave records in the event that there is an error
- Develop and distribute updates on OPM leave and attendance policy changes
- Transfer in new employee leave. Communicates with User Group member regarding various pay and leave issues during the leave year or as needed
- Inactivate separating employee profiles through the appropriate system

#### DataMart

- Comprehensive HR/Payroll system data warehouse for analytics and reporting
- On-line query
- Library of standard queries as a baseline for customized queries
- Ad hoc and modifiable queries
- EEO and MD-715 reporting

- User-friendly query software and DataMart
- Available for export to many applications
- Help desk support for end users

#### Debt Processing

- Management of salary-related debts, including issuing bills, providing due process, and issuing collection notices in accordance with the Debt Collection Improvement Act; negotiating repayment schedules; initiating involuntary collections; accruing interest; establishing amortization schedules; and adjudicating waiver requests. Monthly reports to serviced agencies are produced to assist them in tracking their debt status and activity. Names and phone numbers of payroll contacts are printed on each bill to assist employees when questions arise.
- Processing collections for other debts, providing employee notice and enforcing regulatory maximums for collection of other agency debts, child support, bankruptcies, commercial garnishments, education loans, alimony and tax levies. Support of the Treasury Offset Program and Delinquent Credit Card Offset program. Deducting travel advances or other non-salary related internal debts at the request of the employing agency.

#### Payroll Accounting

- Creation of labor cost file for interface to client labor cost system or accounting system. Creation of detail and summary accounting reports. Reconciliation of labor cost file with payroll disbursements. Assistance to client accounting offices on payroll accounting issues.
- Collection, deposit, reporting, and crediting of employee records for check and cash receipts, including receipts for bills, military service credit deposits, OWCP buyback, and advance payments of health benefit premiums.
- Collection Subsystem that tracks and accounts for receipts of cash or checks.
- Tracking, accounting and re-issue of returned payments, and Treasury credits, including Limited Payability credits. Resolution of lost/stolen paychecks and other post-issuance problems. Issue replacement checks and track the status of funds.
- Reissue/Re-certification process provides replacement payments to employees within a day.

#### Benefits Support

- Maintenance of retirement records (both service history and fiscal data), military service credit deposit records and providing for check payment or payroll deduction of military service credit deposits.
- Health Benefit submissions to carriers and quarterly reconciliation program
- Automated Retirement and Insurance Transfer System (RITS) reporting with capability to include external transactions
- Thrift Lost Earnings pass-through from the TSP record keeper to client agency via labor cost file.

### Miscellaneous

- Duplicate Leave and Earning Statements (LES) can be issued immediately upon request. LES' can include broadcast messages and individual messages, such as expiration of compensatory time and restored leave, update of Within Grade Increases (WGI), and changes in pay.
- Supports necessary interface files with government and vendor entities
- Employment verification via The Work Number by the TALX Corporation
- Unemployment reporting via the TALX Corporation's UC-Express
- Imaging of documents to eliminate the need for stored paper documents and allow for imaged document retrieval.
- Medicare Data Match
- Payroll Operations Employee Hotline

### **B. webTA BASE LEVEL SERVICES**

For webTA system customers, the following services are included as baseline services:

#### webTA General System

- Web enabled time and attendance system
- Online editing
- Real-time updates
- Ticklers sent through a customer's e-mail system
- Automated file interface to FPPS
- Help desk support

#### Security & Performance

- Maintenance of security and integrity of the database and client data, and management of system-level user IDs, passwords, and access authorities
- Mainframe Security Access
- Security Access profiles
- Audit trail capabilities
- Database server software and physical database installation and upgrades
- Database performance optimization
- Database backup and recovery
- Provision and management of a Disaster Recovery program, including: development and maintenance of an Information System Contingency Plan that covers the T&A system production environment; provision and management of an off-site storage; provision and management of a hot site facility; performing disaster recovery backups; and scheduling, coordination, and support of a disaster recovery testing process.
- Provision of and management of a "health and well-being" monitoring system for the webTA system environment.
- Management of a monitoring and reporting system webTA activity and performance levels
- Provision of and management of a physically secure hosting facility, meeting federal government policies and standards for both physical and logical security
- Host and maintain the required infrastructure for the time and attendance system.

- Communicate system unavailability in a timely manner

#### Time and Attendance Processing

- webTA provides for collection of leave and work hours, information on shift, overtime, and other premiums, Telework, exceptions to bi-weekly and hourly limits, project numbers, comprehensive editing at time of input, on-line help, and table look-ups. Timesheet processing includes on-line storage of timesheet data, and an on-line audit trail of changes.
- Continuous T&A editing once T&As have been submitted to FPPS, and proactive interactions with timekeepers, personnel offices, and supervisors to resolve T&A errors before payroll calculation. An on-line error correction process used by the Payroll Office allows for cleaner T&A data to be sent to FPPS pay calculation.
- Automated leave processing of all regulatory leave types, including annual, sick, restored, military, leave under the Family and Medical Leave Act (FMLA), bone marrow/organ donations, administrative, and numerous agency-unique leave types. The webTA system also supports credit hours, compensatory time, time-off awards, home leave, and shore leave. Leave processing includes applying accruals, maintaining balances, applying regulatory maximums, and reporting.
- Automated leave share and leave bank programs, including donations and receipts, accrual of special leave accounts per regulations, automated return of unused donations upon case closure.
- Automated support for worker's compensation and continuation of pay cases with quarterly reporting.
- Provide ongoing updates to employee profiles, T&A profiles, location information, leave balances, etc. via daily and bi-weekly feeds.
- Review Vendor test plans and scripts and utilize formal change management process, installation and testing changes to the system
- Biweekly transfer of timecard data the FPPS system
- Initial population of the database, including master accounting data table and employee information
- Ongoing updates to the database of employee profile, T&A profile, and locator information via daily interface feeds, and leave balances via a bi-weekly interface feed
- Update leave balances after calculate
- Update employee status
- Process changes in work schedule and organization code
- Provide link to vendor created User Manuals
- Provide Release Description Documents and website help with each software release

#### Payroll Processing

Payroll processing is part of the FPPS base level service, found in section IV A, and is the same regardless of T&A system used.

#### Miscellaneous

- Supports necessary interface files with government and vendor entities

- Imaging of documents to eliminate the need for stored paper documents and allow for imaged document retrieval.

### C. HUMAN RESOURCES CROSS-SERVICING SUPPORT

Human Resources Cross-Servicing Support is priced and delivered as a complete service package, allowing IBC to achieve professional, consistent, and efficient service delivery.

**PLEASE NOTE:** Human Resources Cross-Servicing Support is not an ala carte service offering.

- While some agencies may not require support in all Human Resources Cross-Servicing Support identified functional areas (i.e. labor relations), there is no modification of price or method of service delivery.
- The Human Resources Cross-Servicing Support model mandates the use of a wide range of HR automated systems (i.e. WTTS and USA Staffing) that have business process impact for both IBC and the client agency. Exceptions to full systems usage will not be granted.
- Human Resources Cross-Servicing Support does not support Time and Attendance activities. Agencies must have internal Timekeepers, Certifiers, and back-up capability.

For Human Resources Cross-Servicing Support customers, the following functional area services are included as baseline services:

	<b>Organization and Position Management</b>
	<b>Position Classification</b> – Supports the creation or revision of position descriptions, the evaluation of job requirements against classification standards, and administration of the classification appeal process.
	<b>Position Management</b> – Supports the assignment of work and establishment of positions to carry out the organization’s mission or program and maintenance of the agency’s inventory of positions.
	<b>Staff Acquisition (including Executive Resources recruitment)</b>
	<b>Recruiting</b> – Executes the Staff Acquisition Plan by engaging in marketing, advertising, personal contact, and other outreach activity aimed at building a pool of quality candidates that have potential for meeting the human capital needs of the agency.
	<b>Assessment Model</b> – Identifies or develops assessment tools and criteria, used in conjunction with USA Staffing, to determine the best-qualified candidates for a particular job or job group.
	<b>Staffing</b> – Fulfills government wide and agency-specific regulatory requirements to effect a hiring action for specific position(s). Applies assessment tools and methods, used in conjunction with USA Staffing, to evaluate candidates against requirements of the job for which they are being considered.
	<b>Delegated Examining Unit (DEU) Establishment &amp; Compliance</b> – Assists agency in establishing and/or maintaining a DEU and subsequently, delegating authority to IBC to perform delegated hiring. Complies with annual requirement for DEU audits of agency’s DE hiring activity. Processes utilized are in relation to hiring activities supported by USA Staffing.

	<p><b>Application Management &amp; Hiring</b>– Accepts employment applications/captures application information via electronic means in USA Staffing. Manages and communicates application status. Analyzes and assesses application information to determine applicant eligibility for employment. Issues selection certificates to hiring managers via USA Staffing. Processes new hire selections including making job offers, gathering pre-employment paperwork, and establishing Entry on Duty date via electronic means in WTTS/EODS.</p>
	<p><b>Performance Management</b> – Provides consultative support on the implementation and evaluation of performance management programs. Provides support to managers and supervisors on individual performance management processes and issues.</p>
	<p><b>Compensation Management</b></p>
	<p><b>Pay Administration</b> – Determines eligibility and calculates values for pay and leave and other compensation.</p>
	<p><b>Benefits Management</b> – Designs, develops, and implements benefit programs that attract, retain, and support current and former agency employees.</p>
	<p><b>Benefits Counseling</b> – Advises individuals on a wide range of benefit options, eligibility and impacts. Provides information, counseling, assistance, and advocacy to employees regarding their benefits and entitlements.</p>
	<p><b>Benefits Processing</b> – Captures, validates, and processes benefits elections and actions for new hires. (Note: Existing employees utilize an automated employee election system, Employee Express, to process their own ongoing benefits changes.</p>
	<p><b>Benefits Reporting</b> – Provides the capability to report employee participation in benefits programs.</p>
	<p><b>Retirement Counseling</b> – Advises individuals on retirement benefits and steps required to prepare for retirement. Calculates annuity estimates.</p>
	<p><b>Workers Compensation</b> – Provides comprehensive workers compensation services including adjudication, case management, and counseling.</p>
	<p><b>Employee Relations</b> – Provides support to management for a variety of employee relations matters including disciplinary action, adverse action, administrative action, action related to unacceptable performance, alternative dispute resolution, grievance, third-party decisions and appeals, suitability, reasonable accommodation, and termination.</p>
	<p><b>Labor Relations</b> – Provides support to management and/or agency on a variety of labor relations matters including term, mid-term and ad-hoc negotiations; mediation; arbitration; alternative dispute resolution; filings; and compliance with statutory labor-management relations obligations.</p>
	<p><b>Personnel Action Processing &amp; Electronic Official Personnel Folder Maintenance</b> – Initiates, validates, approves, updates, and documents select personnel actions and data in FPPS. Maintains employee Official</p>

	Personnel Folders in the automated Electronic Official Personnel Folder (eOPF) system.
	<b>FPPS Security</b> – Serves as Security Administrator and Security Point of Contact for FPPS. Establishes and maintains offices and organizations; oversees user-related authorities; and establishes personnel action workflow/routing paths.
	<b>Personnel Security and Homeland Security Presidential Security 12 (HSPD-12) Processing</b>
	<b>Fingerprint and Background Investigation (BI) Processing</b> – Coordinates and processes fingerprints and BIs for employees, applicants, and contractors for non-sensitive low risk positions, Public Trust positions and for National Security Clearances through the Electronic Questionnaire for Investigation Processing (e-QIP) system. Adjudicates BI results for suitability determination and issuance of National Security Clearances per agency and OPM regulations and policies. Advises agency on application of OPM or agency Personnel Security regulations, policies and procedures.
	<b>Homeland Security Presidential Directive (HSPD-12) Processing</b> Serves as Initiator, Sponsor, and Adjudicator for issuance of HSPD-12 credentials in USA Access on behalf of the agency. Serves as agency Liaison with General Services Administration (GSA) on all card or system issues.

## V. RESPONSIBILITIES

### A. GENERAL IBC RESPONSIBILITIES

- Protect client agency data in accordance with the IBC's and the client's security requirements, as well as other laws, regulations and guidelines. The IBC will only disclose client data to authorized personnel.
- Provide Records Management retention and disposal of client records, regardless of format (i.e., electronic, paper, microfilm, microfiche) in accordance with the client's System of Records Notice (Privacy Act of 1974 – System of Records) as published in the Federal Register or in accordance with the appropriate General Records Schedule (specific to the record type) issued by the Archivist of the United States, and disposed of in accordance with National Archives and Records Administration Regulations, 36 CFR, Chapter XII, Sub-chapter B.
- Accomplish Payroll and personnel processing following the end of the pay period in sufficient time to meet the established payday. In the event processing is delayed, it will be rescheduled as soon as practical, consistent with the client agency's payday and appropriate client personnel will be notified.
- Provide support to client agency staff in their use of the IBC services and systems.
- In the event that network/telecommunications is or becomes a service provided by the IBC, the IBC responsibilities are:
  - Plan, analyze, and implement network connectivity and Windows server environment solutions.

- Provide direct computer services to the client in support of specific applications, if requested.
  - Install, configure, and administer telecommunications hardware/software in support of the client.
  - Monitor and manage the security of IBC's network resources.
  - Administer network servers supporting application, database, E-mail and Web services.
  - Provide user support, problem determination and problem resolution through the IBC's Network Operations Center.
- Provide for business recovery and continuity of operations of IBC business units in the event of a disaster or long-term service interruption to clients. Specifically the IBC will.
  - Prepare and maintain the following three plans:
    - Business Recovery Plan that identifies how IBC business units will resume operations of critical business functions in the event of a disaster.
    - Data Center Continuity of Operations Plan (COOP) that specifically addresses how the Data Center environment, i.e. General Support Systems, will resume operations.
    - Application Continuity of Operations (COO) that specifically addresses how each critical business application will recover.
  - Furnish copies of the Business Recovery Plan, Data Center COOP and Application COO upon request. IBC-sensitive information will be excluded from these copies. Requests made by contractors or auditors representing the client will not be honored.
  - Perform periodic testing of these plans. Clients shall be afforded the opportunity to test their application(s) on an annual basis.
  - Provide for a business recovery work site facility for IBC personnel to conduct business resumption operations and provide for one or more Data Center hot site facilities for IBC to restore its General Support Systems. These facilities shall be available within 24 hours following a disaster or long-term service interruption.
- Provide support to the client agency in response to audit findings related to IBC provided services
- Liaison between the client agency and any vendor(s) with which IBC maintains a contract and the client agency has purchased products or services through the IBC. Please note: IBC does not own COTS product code.
- Provide notification of the separation or long-term absence of their respective points of contact. In addition, IBC will provide notification of any changes in points of contact information or changes in job responsibilities.
- Assure that the security for systems hosted by the IBC are compliant with Federal Information Technology (IT) security requirements, including assessment and authorization (A&A), and Federal Information Security Management Act (FISMA) reporting. IBC will ensure that a A&A is performed as required every three years and/or when major changes/upgrades are conducted. IBC will also make the redacted A&A documentation available to clients for review at a designated IBC location.

- Provide a copy of the A&A letters for systems hosted at the IBC from the IBC Designated Approving Authority.
- Report any incident involving personally identifiable information (PII) as outlined in Section VII A below.
- The A&A can be reviewed by authorized client representatives in Denver Colorado at 7301 Mansfield Avenue, Lakewood Colorado or at the Main Interior Building in Washington DC.

## **B. GENERAL CUSTOMER RESPONSIBILITIES**

- Ownership and control of your agency's data
- The Privacy Act requires the owner of information in a system of records to publish a System of Records Notice (SORN) in the Federal Register to cover their own data in FPPS and DataMart.
- Notify IBC of any Litigation or Records Holds affecting records maintained for the client by IBC.
- Designate a representative(s) to participate in System User Group meetings, notifications, and decisions according to systems used.
- Designate principal contacts in the finance, human resources, security, and information technology areas.
- Acquire remote (peripheral) hardware and communications. This would be any routers necessary to maintain dedicated connection with the Interior Business Center Denver Data Center or specific printer equipment that may be required for FPPS.
- Provide for the transmission of input data to the IBC computer facility according to the Personnel/Payroll System Biweekly Processing Schedule. Both parties must agree to any changes to this schedule.
- Prepare and maintain a Business Recovery Plan that identifies how the client will resume operations of its business functions should a disaster at the client facility occur. The Plan should specifically address where the client will be relocated and replacement of client-provisioned network circuits to IBC and the IBC hot site.
- Participate, as mutually agreed upon, in annual testing of the Business Recovery Plan at the IBC hot site.
- Provide notification of the separation or long-term absence of their respective points of contact. In addition, client will provide notification of any changes in points of contact information or changes in job responsibilities.
- Report any incident involving personally identifiable information (PII) as outlined in Section VII A below.
- For all time and attendance submissions:
  - Monitor client-used time and attendance system each pay period to ensure all timecards are validated and certified in the system and transmitted to FPPS in a timely manner.
  - Monitor all timecard corrections in the system to ensure they are transmitted to FPPS in a timely manner.
  - Reset time and attendance system passwords and unlock user accounts
  - Release timecards in time to meet IBC biweekly pay calculation deadlines

- Assign and maintain roles within time and attendance solution.
- Respond to employee time and attendance policy questions.

### **C. IBC RESPONSIBILITIES FOR HUMAN RESOURCES CROSS SERVICING SUPPORT**

- Protect client agency data in accordance with applicable laws, regulations, guidelines, and Department of the Interior security requirements.
- Disclose the client's human resources data only to authorized personnel
- Be readily available for scheduled and, as schedule permits, for unscheduled meetings.
- Provide support to the client in response to audit findings related to IBC-provided services.
- Prepare and maintain a Business Recovery and Continuity of Operations plan and perform annual testing of the plan.
- Notify clients by telephone and/or email within 4 hours in the event of a disaster or other contingency that disrupts the normal operation of any service.
- Provide operations points of contact and escalation point of contact.
- Ensure all actions are in accordance with Merit System Principles (MSPs), Federal Laws, Federal regulations, and agency policy and standard operating policies (SOPs).
- Utilize automated systems in accordance with applicable policies, regulations, and laws to ensure proper safeguarding of data, system security, and internal controls.

### **D. CUSTOMER RESPONSIBILITIES FOR HUMAN RESOURCES CROSS SERVICING SUPPORT**

- Provide knowledgeable contacts to respond to questions related to services provided by the IBC.
- Follow IBC guidance to ensure compliance with the aforementioned MSPs, Federal laws, Federal regulations, agency policy and SOPs. Failure by client to maintain compliance with aforementioned laws, regulations and policies may constitute grounds for immediate termination of services by IBC.
- Provide agency documentation necessary to allow IBC to execute its responsibilities under this agreement, e.g. Strategic Plan, Documentation of Delegated Authorities from the Office of Personnel Management, position descriptions, human resources policies, etc.
- Provide access to agency data in the Federal Personnel and Payroll System (FPPS).
- Provide management assistance and involvement when necessary to coordinate and resolve human resources-related issues.
- Provide an escalation point of contact.
- Use required automated systems in accordance with applicable policies, regulations, and laws to ensure proper safeguarding of data, system security, and internal controls.

## **VI. PERFORMANCE MEASUREMENT**

Measures of performance have been identified for customer service, personnel systems, payroll operations, and human resources services. These metrics are identified in this SLA. They have been identified as the IBC's planned service levels to ensure high quality services to customers. See Attachment A for the performance measures and service levels applicable for personnel systems and payroll operations and Attachment B for optional human resources cross servicing. Metrics will be reported to customers on a quarterly basis.

## **VII. SECURITY**

Security roles, responsibilities, and procedures related to this document are defined in the Security Services Advisory (SSA) that is embedded within the accompanying Interagency Agreement.

An Interconnection Security Agreement (ISA) is established between the IBC Information Technology Services Line of Business and non-DOI clients having a computer system or network interconnected with the IBC. The technical details of the interconnection are documented in the ISA. The parties agree to work together to develop the ISA, which must be signed by both parties before the interconnection is activated. Proposed changes to either the system or interconnecting medium by either the client or IBC must be reviewed and evaluated to determine the potential impact on the interconnection. The ISA will be renegotiated before such changes are implemented.

### **A. PERSONALLY IDENTIFIABLE INFORMATION (PII)**

#### **Incident Reporting and notification of PII Breach**

The IBC or Client, upon discovering an incident involving personally identifiable information (PII) in electronic or physical form shall report it to the U.S. Computer Emergency Readiness Team (CERT) within one hour of discovery. The reportable incidents shall not distinguish between suspected and confirmed breaches.

Additionally, the IBC or Client, upon discovering a system-related security incident, shall report it in accordance with its agency-specific incident reporting procedures and shall notify the IBC Help Desk (888) 367-1622 within two hours. IBC will follow incident response procedures, currently based on the *IBC Computer Security Incident Response Team Handbook*, Version 2.2.6a, dated December 23, 2008, which follows DOI Computer Incident Reporting Capability (CIRC) procedures.

IBC staff shall immediately notify the designated Client counterpart by telephone or e-mail upon discovering an incident involving personally identifiable information (PII) in electronic or physical form or when a system-related security incident(s) is detected, so their counterpart may take steps to determine whether a system has been compromised and to take appropriate action. The designated client counterpart shall investigate as necessary and coordinate remediation activities for their agency.

If the origin of the incident is with the IBC, IBC staff shall keep the designated Client counterpart informed of workarounds, corrective actions, and final resolution.

## **VIII. FUTURE SYSTEMS PLANNING**

IBC will work with OPM, the Shared Service Center Advisory Council (SSCAC), and clients to determine the future direction of payroll/personnel systems and the Federal Enterprise Architecture (FEA) at the IBC. This includes schedule, funding and migration planning.

## **IX. FUNDING**

Under the provisions of the Working Capital Fund, the IBC is required to recover all direct and indirect costs for services provided. The official funding document that supports this SLA is the IA. IBC will notify the customer of upcoming fiscal year costs by sending an annual budget estimate notification within the customer's budget cycle. Customer budgets are established by distributing total estimated IBC cost to all clients on the basis of number of W2s. Any optional services provided to the customer will be billed on a fixed cost estimate basis. Annually, both parties will approve funding to ensure continuation of services by signing an IA. Failure to sign and fund the IA in a timely manner may result in a discontinuation of services by the IBC. The IBC will bill the customer on a quarterly basis for fixed price agreements unless otherwise specified in the IA.

This SLA is neither a fiscal nor a funds obligation document. Nothing in this SLA authorizes nor is intended to obligate either the customer or the IBC to expend, exchange, or reimburse funds, services, or supplies; transfer or receive anything of value; or enter into any contract, assistance agreement, interagency agreement, or other financial obligation. This SLA is strictly for the IBC and the customer's internal management purposes. This SLA is not legally enforceable and shall not be construed to create any legal obligation on the part of either party. This SLA shall not be construed to provide a private right of action for or by any person or entity.

## **X. TERMINATION CLAUSE**

Termination provisions are included in Block 10 of the IA. The IA and SLA may be terminated before the end of the performance period by providing advance written notice as outlined in the IA from either party or by mutual agreement between the parties. The customer is responsible and will be billed for all costs incurred until the time of transition is completed. If either or both parties terminate the IA pursuant to Block 10, this SLA shall be considered to be terminated automatically on the date that the IA is terminated.

## **XI. DISPUTE RESOLUTION**

Issues unable to be resolved informally between the IBC and the customer will be handled as follows:

- Either party may submit a formal request in writing to the other party, this can be in the form of an email or hard copy letter. The formal request will be elevated internally to the appropriate management level for review/concurrence. The parties then have 60 days to reach an agreed upon resolution to the dispute. If the issue

warrants immediate attention such as for security incidents or events impacting sensitive or personally identifiable information (PII), it will be resolved with urgency.

- In the event those officials cannot resolve the dispute within 60 days, they will designate a mutually acceptable, independent third party to review the facts and recommend a fair resolution. This independent third party must define the recommended resolution within 60 days, which both disputing parties agree to accept, with a suggested timeframe for implementation of said resolution. The costs for the third party review will be paid equally by the IBC and customer.

## XII. POINTS OF CONTACT

IBC maintains a communication process that is used for day-to-day operating issues and questions using established contacts. In the case where an issue or concern needs to be escalated, the following contacts should be used. At that time, it can be determined what appropriate course of action needs to be taken for problem resolution.

NAME	TITLE	ADDRESS	EMAIL	PHONE
Karen Roper	Client Liaison, System Migration and Services Division	Atrium Bldg Reston, VA	karen_roper@ibc.doi.gov	703 964-3581
Linda Kelly	Client Liaison, System Migration and Services Division	7301 W. Mansfield Ave. Denver, CO 80235	linda_kelly@ibc.doi.gov	303 969-7176
Mishell English	Client Liaison, System Migration and Services Division	7301 W. Mansfield Ave. Denver, CO 80235	mishell_english@ibc.doi.gov	303 969-5193
Rich Ortiz	Chief, System Migration and Services Division	7301 W. Mansfield Ave. Denver, CO 80235	richard_ortiz@ibc.doi.gov	303 969-7200
LC Williams	Associate Director, Human Resources Directorate	7301 W. Mansfield Ave. Denver, CO 80235	lc_williams@ibc.doi.gov	303 969-7200

Attachment A

**PAYROLL AND PERSONNEL SYSTEMS AND  
PAYROLL OPERATIONS SERVICES  
PERFORMANCE MEASUREMENTS**

The measures below apply to FPPS, T&A, WTTS, and TMS customers

MEASURE	PERFORMANCE METRIC
<p><u>Implementing New Federal Pay and Personnel Regulatory Requirements</u></p> <ul style="list-style-type: none"> <li>▪ Requirements received with sufficient lead time</li> <li>▪ Requirements with a retroactive effective date or when sufficient lead time not provided</li> </ul>	<ul style="list-style-type: none"> <li>▪ 100% implementation of all changes within timeframe mandated or work-around solutions mutually agreed to as an interim</li> <li>▪ 100% implementation of all changes scheduled for an upcoming FPPS Release with work-around solutions mutually agreed to as an interim</li> </ul>
<p><u>Payroll Accuracy</u></p> <ul style="list-style-type: none"> <li>▪ Pay and leave processed accurately</li> </ul>	<ul style="list-style-type: none"> <li>▪ 99.8% accuracy based on information received and in IBC's control</li> </ul>
<p><u>Disbursements</u></p> <ul style="list-style-type: none"> <li>▪ Disbursements are made on or before the scheduled process date</li> </ul>	<ul style="list-style-type: none"> <li>▪ 99.9% timely payroll disbursements</li> </ul>
<p><u>Reports</u></p> <ul style="list-style-type: none"> <li>▪ External reports/interfaces completed by scheduled due dates</li> </ul>	<ul style="list-style-type: none"> <li>▪ 99% timely reports/interfaces</li> <li>▪ 99% accuracy based on information provided</li> </ul>

MEASURE	PERFORMANCE METRIC
<u>Benefits Updates</u> <ul style="list-style-type: none"> <li>▪ Transmission of employee update files to external benefit providers within established timeframes. Includes: Long Term Care, Flexible Spending Account, Dental/Vision Benefit, Federal Employee Health Benefit files.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 98% timely file submissions</li> </ul>
<u>Hours of Operation</u> <ul style="list-style-type: none"> <li>▪ Payroll staff available Monday through Friday, 7:30am – 4:00pm Mountain Time (MT); excluding Federal holidays.</li> <li>▪ Employee and end-user help desks available Monday through Friday, 6:00am – 5:30pm MT; excluding Federal holidays. Interactive Voice Response available 24x7.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 99% available</li> <li>▪ 99% available</li> </ul>
<u>Help Desks</u> <ul style="list-style-type: none"> <li>▪ Employee calls returned within 2 hours.</li> <li>▪ Employee issues resolved or escalated to next Tier Help within 24 hours</li> <li>▪ End-user calls returned within 4 hours</li> <li>▪ End-user issues resolved or escalated to next Tier Help within 48 hour</li> </ul>	<ul style="list-style-type: none"> <li>▪ 95% returned within 2 hours or less</li> <li>▪ 95% issues resolved or escalated within 24 hours or less</li> <li>▪ 95% returned within 4 hours or less</li> <li>▪ 95% issues resolved or escalated within 48 hours or less</li> </ul>
<u>System Availability-FPPS</u> <ul style="list-style-type: none"> <li>▪ Production system available Monday through Friday, 5:00am – 6:00pm MT; Saturday 5:00am – 3:00pm MT; excluding Federal holidays, and during payroll processing or other regularly scheduled outages. Additional hours available upon request for special circumstances</li> </ul>	<ul style="list-style-type: none"> <li>▪ 97% available</li> </ul>

MEASURE	PERFORMANCE METRIC
<u>System Availability-Quicktime</u> <ul style="list-style-type: none"> <li>▪ Production system available Monday through Friday, 4:00am – 12:00am MT; Saturday 4:00am – 9:00pm MT; Sunday 12:00pm – 8:00pm Bureau of Land Management and DOI Office of the Secretary only. Excluding Federal holidays and other regularly scheduled outages. Scheduled maintenance may be performed after 6:00 pm MT as necessary with prior notification.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 97% available</li> </ul>
<u>System Availability-webTA</u> <ul style="list-style-type: none"> <li>▪ Production system available Monday through Friday, 4:00am – 12:00am MT; Saturday 4:00am – 9:00pm MT; Excluding Federal holidays and other regularly scheduled outages. Scheduled maintenance may be performed after 6:00 pm MT as necessary with prior notification.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 97% available</li> </ul>
<u>System Availability-Workforce Transformation Tracking System</u> <ul style="list-style-type: none"> <li>▪ Production system available Monday through Friday, 5:00am – 6:00pm MT; Saturday 5:00am – 3:00pm MT. Excluding Federal holidays and other regularly scheduled outages.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 97% available</li> </ul>
<u>System Availability-Talent Management System</u> <ul style="list-style-type: none"> <li>▪ Production system available 24x7 excluding regularly scheduled outages, including each Sunday from 2 AM to 1:30 PM.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 97% available</li> </ul>
<u>System Performance</u> <ul style="list-style-type: none"> <li>▪ Internal system response time within established parameters.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 95% available</li> </ul>

MEASURE	PERFORMANCE METRIC
<u>System Operations</u> <ul style="list-style-type: none"> <li>▪ User access granted within 72 hours of request.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 98% access granted within 72 hours or less</li> </ul>
<u>Retirement submissions to OPM</u> <ul style="list-style-type: none"> <li>▪ Submission of retirement records to OPM within 30 days of separation.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 85% timely submission to OPM of retirement records within 30 days of separation.</li> </ul>

**Attachment B**

**HUMAN RESOURCES CROSS-SERVICING SUPPORT  
PERFORMANCE MEASUREMENTS**

The measures below apply to Human Resources Cross-Servicing Support customers. Performance metrics are based on a normal human resources operating environment and unusual situations, e.g. Reduction in Force, staffing of newly funded organization, may result in deviations from established metrics that will be discussed and agreed to with agency management.

	<b>Measure</b>	<b>Performance Metric</b>
	<p><b><u>Organization and Position Management</u></b></p> <p>Positions are classified in accordance with OPM published classification standards.</p>	<p>95% of all positions are classified in accordance with OPM published classification standards within 14 calendar days of receiving all appropriate materials from client management *</p> <p>*If major classification activity is taking place, e.g. reorganization, management will prioritize work with the understanding that metric will be impacted by the special project</p>
	<p><b><u>Staff Acquisition</u></b></p> <p>Posting of vacancy announcement, reviewing applicants, issuing certificates and making tentative job offer.</p>	<p>90% of vacancy announcements will be posted within 7 calendar days of receipt of completed recruitment package, including approved SF 52, Request for Eligible, and final job analyses</p> <p>92% of the time upon receipt of properly documented selection certificate, Human Resources Representative will make tentative job offer within 4 calendar days.</p>
	<p><b><u>Benefits Management</u></b></p> <p>Retirement annuity estimates will be provided.</p>	<p>Retirement annuity estimates will be provided within 14 calendar days of request from employee 90% of the time.*</p> <p>*Metric may be impacted if IBC does not have complete employee record, e.g. waiting for OPF from National Records Center or former agency.</p>

	Measure	Performance Metric
	<p><b><u>Employee Relations</u></b></p> <p>Draft corrective action documents (Letters of Counseling/Warning, Letters of Reprimand) will be provided to management.</p>	<p>Draft corrective action documents (Letters of Counseling/Warning, Letters of Reprimand) will be provided to management within 7 calendar days of agreement on course of action 95% of the time.</p>
	<p><b><u>Employee Relations</u></b></p> <p>Draft disciplinary, adverse and performance action documents (proposal and decision documents for suspensions, demotions, and removals) will be provided to management. IBC will coordinate with general/legal counsel, union, and or employee representative as necessary, which may impact metric time. Special attention will be given to critical employee relations issues.</p>	<p>Draft disciplinary, adverse and performance action documents (proposal and decision documents for suspensions, demotions, and removals) will be provided to management within 14 calendar days of agreement on course of action 95% of the time.</p>
	<p><b><u>Personnel Action Processing</u></b></p> <p>SF-50 personnel actions and other actions, such as benefit processing, will be processed for proposed allowable effective date</p>	<p>SF-50 personnel actions and other actions, such as benefit processing, will be processed for proposed allowable effective date 95% of the time.</p>
	<p><b><u>FPPS Security</u></b></p> <p>User profiles will be established or changed</p>	<p>User profiles will be established or changed within 7 calendar days of receiving completed user access request 90% of the time.</p>

**PERSONNEL SECURITY**

	Measurement	Metrics
	<p><b><u>Background Investigation Processing</u></b></p> <p>Initiation and processing of Fingerprints and Background</p>	<p>Background Investigations initiated and submitted to OPM within 14 (Calendar) days of receipt of fingerprint results 80% of the time  ** Metric will be impacted if packets are incomplete or applicants do not complete enrollment within 14 days</p>

	Measurement	Metrics
	Investigations (BI) for Internal and External Clients	Background Investigations adjudicated within 14 (Calendar) days of receipt from the date the BI is received from OPM to the date completed 80% of the time.
	<u>HSPD-12 Card Processing</u> Completion of HSPD-12 Card Initiation, Sponsorship and Enrollment	HSPD-12 Card Initiation, Sponsorship and Enrollment completed within 14 (Calendar) days of receipt of initiation in DOI Access 80% of the time <i>** Metric will be impacted if packets are incomplete or applicants do not complete enrollment within 14 days</i>