

**ARC QUARTERLY PERFORMANCE METRICS  
4th QUARTER FY2010**

| <b>METRICS</b>   | <b>STANDARD / TARGET</b> | <b>1ST QUARTER<br/>PERFORMANCE<br/>VALUES</b> | <b>2ND QUARTER<br/>PERFORMANCE<br/>VALUES</b> | <b>3RD QUARTER<br/>PERFORMANCE<br/>VALUES</b> | <b>4TH QUARTER<br/>PERFORMANCE<br/>VALUES</b> | <b>NOTES</b> |
|--|--------------------------|---|---|---|---|--------------|
| <b>ACCOUNTING:</b>   |                          |   |   |   |   |              |
| Prompt Pay   | 99%                      | 99.80%  | 99.83%  | 99.87%  | 99.82%  |              |
| EFT Compliance   | 99%                      | 100%  | 100%  | 99.92%  | 100.00%                                       |              |
| Erroneous Payments   | less than 1%             | 0.04%   | 0.07%   | 0.08%   | 0.02%   |              |
| Fund Balance with Treasury<br>completed within 15 calendar days<br>of month-end close        | 99%                      | 96.51%  | 100%  | 100%  | 100.00%                                       |              |
| External Reporting<br>by OMB & Treasury due dates  | 100%                     | 100%  | 100%  | 100%  | 100.00%                                       |              |
| Audit Results (4 options)<br>Unqualified opinions for financial audits<br>and SAS 70 reviews | 100%                     | 100%  | 100%  | 100%  | 100.00%                                       |              |
| Payroll<br>w/in 3 working days of receipt of payroll<br>tapes from NFC                       | 99%                      | 100%  | 100%  | 100%  | 100.00%                                       |              |
| Payroll<br>completed before month-end closing  | 100%                     | 100%  | 100%  | 100%  | 100.00%                                       |              |
| Vendor File<br>w/in 24 hours of receipt  | 99%                      | 100%  | 100%  | 100%  | 99.43%  |              |
| Month-end Closing<br>by 2nd working day of each month  | 100%                     | 88.90%  | 100%  | 100%  | 100.00%                                       |              |

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| <b>TRAVEL:</b>   |                          |   |   |   |   |              |
| <b>TEMPORARY DUTY PROCESSING</b>   |                          |   |   |   |   |              |
| Travel sampling turnaround time w/in 30 days from last day of month of travel voucher paid date                                | 98%                      | 100%  | 100%  | 100%  | 99.67%  |              |
| Travel voucher submitted for payment w/in 2 business day from the approved date  | 95%                      | 96.29%  | 99.63%  | 99.68%  | 99.73%  |              |
| Travel centrally billed account reconciliation w/in 30 days of receipt   | 98%                      | 100%  | 100%  | 100%  | 100%  |              |
| <b>RELOCATION PROCESSING</b>   |                          |   |   |   |   |              |
| Initial Relocation contact w/in 1 business day after receipt of complete & approved relocation request from agency             | 90%                      | 100%  | 98.60%  | 100%  | 100%  |              |
| Contact Relocatee for counseling session 1-3 business days after receipt of complete & approved relocation request from agency | 90%                      | 100%  | 99.10%  | 100%  | 97.89%  |              |
| Submit Relocation Voucher to employee within 10 days   | 90%                      | 98.48%  | 98.61%  | 99.25%  | 98.66%  |              |
| Third Party Vendor Vouchers processed within 25 days   | 98%                      | 100%  | 99.08%  | 99.33%  | 98.33%  |              |
|  |                          |   |   |   |   |              |

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|---|--------------------------|---|---|---|---|--|
| <b>HUMAN RESOURCES:</b>   |                          |   |   |   |   |  |
| <b>CLASSIFICATION</b>   |                          |   |   |   |   |  |
| Classification of new positions w/in 1-15 business days   | 85%                      | 94%   | 93%   | 92%   | 94.00%  | *Excludes time for customer review and decision making.  |
| Minor pen and ink changes to position descriptions w/in 1-3 business days   | 85%                      | 100%  | 100%  | 92%   | 100.00%                                       |  |
| Signed position description issued to customer w/in 1-2 business days   | 85%                      | 97.80%  | 96%   | 99%   | 97.00%  |  |
| <b>STAFF ACQUISITION</b>  |                          |   |   |   |   |  |
| Posting vacancy announcements w/in 1-3 business days  | 90%                      | 99%   | 99%   | 98%   | 97.00%  |  |
| Screening and selection process w/in 1-45 business days   | 75%                      | 79%   | 77%   | 74%   | 70%   | *Screening and selection process begins the day the vacancy announcement closes. **Includes customer time spent in the rating and selection process.               |
| Screening & selection (ARC time) w/in 1-13 business days  | 80%                      | 84%   | 88%   | 79%   | 78.00%  |  |
| <b>PROCESSING OPERATIONS</b>  |                          |   |   |   |   |  |
| Resolve complex pay issues that are within ARC's control to resolve (e.g., administrative debts and waivers) w/in 30-45 calendar days     | 80%                      | 100%  | 100%  | 100%  | 100.00%                                       |  |
| Provide tickler notices (e.g., supervisory and regular probationary periods, within-grades) 30-90 calendar days before the effective date | 90%                      | 99%   | 83.70%  | 100%  | 98.00%  | Note for 2Q- There was a technical problem that resulted in tickler notices for some Treasury customers not being printed by ARC's automated system during the 2nd |
| <b>OFFICIAL PERSONNEL FOLDER (OPF) MAINTENANCE</b>  |                          |   |   |   |   |  |
| Provide a copy of OPF (maximum of 6 OPFs per request) 1-3 business days from request date   | 90%                      | 100.00%                                       | 96.70%  | 96.60%  | 100.00%                                       |  |
|   |                          |   |   |   |   |  |

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| <b>PAY AND LEAVE ADMINISTRATION</b>  |                          |   |   |   |   |              |
| Notify potential leave recipients in the Voluntary Leave Transfer Program of approval/disapproval of application 1-10 business days after receipt of all necessary documentation | 95%                      | 96%   | 100%  | 100%  | 100.00%                                       |              |
| Release lump-sum payment for unused annual leave to separated employees (assumes all issues are within ARC's control to resolve)   | 80%                      | 98%   | 97%   | 100%  | 99.00%  |              |
| <b>W/C</b>   |                          |   |   |   |   |              |
| File CA-1/CA-2 claim forms with Department of Labor  | 90%                      | 100%  | 100%  | 98%   | 100.00%                                       |              |
| File CA-7 claim forms with Department of Labor   | 90%                      | 100%  | 100%  | 95%   | 93.00%  |              |
| <b>EMPLOYEE BENEFITS</b>   |                          |   |   |   |   |              |
| Process properly documented awards w/in 1 pay period   | 90%                      | 100%  | 99.97%  | 100%  | 100.00%                                       |              |
| Retirement packages submitted to payroll office (for retirement requests received at least two weeks before the proposed effective date of the retirement)                       | 80%                      | 100%  | 100%  | 100%  | 100.00%                                       |              |
| <b>REPORT WRITING</b>  |                          |   |   |   |   |              |
| Provide HR reports, as requested 1-3 business days from initial or revised request   | 85%                      | 97.73%  | 99.18%  | 98.25%  | 98.51%  |              |
|  |                          |   |   |   |   |              |

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| <b>PROCUREMENT:</b>   |                   |                                |                                |                                |                                |   |
| <b>Open Market Acquisitions Under \$100K and Delivery Orders Under Existing Contracts</b>   |                   |                                |                                |                                |                                |   |
| NOTE: All Simplified Acquisition Standards begin upon receipt of: 1. a complete acquisition package (procurement request, description of item or performance work statement, evaluation factors (if other than technically acceptable, low price)); 2. the timely review of revised description of items or performance work statement and revised evaluation factors, received; and 3. a timely and complete evaluation of technical proposals.  |                   |                                |                                |                                |                                |   |
| <b>PURCHASE ORDERS, DELIVERY ORDERS AND BLANKET PURCHASE AGREEMENT (BPA) SET UP</b>   |                   |                                |                                |                                |                                |   |
| Less Than \$25,000.00<br>1-15 business days   | 80%               | 82.86%                         | 70.37%                         | 68.98%                         | 50.00%                         | Due to end-of-year processing, Procurement set an early cut-off date for all PR's to be submitted. This caused the PR to be assigned early to the Specialist, however; the work didn't begin as the higher dollar PR's were deemed high priority. |
| Greater than \$25,000.00<br>15-45 business days   | 85%               | 100%                           | 92.36%                         | 84.29%                         | 99.15%                         |   |
| <b>CONTRACT ACTIONS</b>   |                   |                                |                                |                                |                                |   |
| NOTE: All Contract Action Standards begin upon receipt of: 1. a complete acquisition package (procurement request, description of item or performance work statement, evaluation factors (if other than technically acceptable, low price)). 2. the timely review of revised description of items or performance work statement and revised evaluation factors, received, 3. the number and quality of proposals/quotes received, and 4. a timely and complete evaluation of technical proposals. |                   |                                |                                |                                |                                |   |
| Large Schedule Orders<br>30-90 business days  | 90%               | 100%                           | 100%                           | 96.61%                         | 100.00%                        |   |
| Commercial Items<br>45-120 business days  | 90%               | 100%                           | 100%                           | 93.33%                         | 94.12%                         |   |
| Uniform Contract Format (UCF)<br>Contracts except Cost Reimbursement<br>90-180 business days  | 90%               | N/A                            | 100%                           | 100%                           | 100.00%                        |   |
| Administrative Modifications (Includes<br>COTR Changes, Funding Changes,<br>and Address Changes)<br>1-15 business days  | 90%               | 100%                           | 85.71%                         | 95.65%                         | 58.82%                         | Due to end-of-year processing, the Administrative Mods were not deemed high priority. Average number of days to complete was 14.  |
| Other than Administrative Modification<br>(Excludes contractor name changes<br>and novations)<br>1-30 business days   | 85%               | 98.86%                         | 94.29%                         | 98.27%                         | 86.38%                         |   |
| Claims/Ratifications<br>14-60 calendar days   | 85%               | N/A                            | N/A                            | 100%                           | N/A                            |   |

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| <b>PURCHASE / FLEET CARDS</b>  |                          |   |   |   |   |              |
| NOTE: For application standards to be met, complete and accurate information must be provided on each individual application. The CitiBank application processing time frame of 7-10 business days is in addition to BPD's 1-5 business day standard. Cardholders can normally expect to receive their card within 15 business days from the date their application is submitted to BPD. |                          |   |   |   |   |              |
| Application Processing<br>1-5 business days  | 90%                      | 100%  | 100%  | 100%  | 100.00%                                       |              |
| A/OPC Customer Support (Phone/E-<br>mail Inquiries)<br>1-3 business days   | 90%                      | 100%  | 100%  | 97.56%  | 100.00%                                       |              |
| Urgent Requests (Examples include<br>card declinations, lost/stolen cards,<br>etc...) 1 business day   | 90%                      | 94.00%  | 100%  | 98.15%  | 94.95%  |              |
| Non-Urgent Requests (Examples<br>include non-urgent limit increases,<br>normal account closures, etc...)<br>1-3 business days  | 90%                      | 100%  | 100%  | 97.62%  | 97.30%  |              |

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| <b>SYSTEMS AND HELP DESK:</b>                                      |                                       |                                |                                |                                |                                |  |
| <b>HELP DESK</b>   |                                       |                                |                                |                                |                                |  |
| Average call abandonment rate                                      | 5% or less                            | 2.52%                          | 2.81%                          | 4.31%                          | 4.89%                          |  |
| Average call abandonment time                                      | 60 seconds or less                    | 42.36                          | 42.85 Seconds                  | 55.87 Seconds                  | 53.75 Seconds                  |  |
| Average time to answer call  | 30 seconds or less                    | 7.12                           | 7.45 Seconds                   | 9.36 Seconds                   | 10.08 Seconds                  |  |
| <b>SYSTEMS</b>   |                                       |                                |                                |                                |                                |  |
| System Availability (during normal business hours)                 |                                       |                                |                                |                                |                                |  |
| Prism  | 99% (excluding scheduled maintenance) | 99.86%                         | 99.76%                         | 99.82%                         | 99.91%                         |  |
| Oracle   | 99% (excluding scheduled maintenance) | 99.88%                         | 99.81%                         | 99.76%                         | 99.96%                         |  |
| Discoverer   | 99% (excluding scheduled maintenance) | 99.83%                         | 99.82%                         | 99.77%                         | 99.96%                         |  |
| Timely notice of scheduled system outages                          | Contractually agreed notice met       | N/A                            | N/A                            | N/A                            | N/A                            |  |
| Timely recovery from hardware component failure in 4 hours or less | 100%                                  | N/A                            | N/A                            | N/A                            | N/A                            |  |
| Month-end Closing by 2nd working day of each month                 | 100%                                  | 89%                            | 100%                           | 100%                           | 100%                           | November PYA journal did not complete for one customer |
| Discoverer   |                                       |                                |                                |                                |                                |  |
| Run time for standard Discoverer Reports created by ARC:           |                                       |                                |                                |                                |                                |  |
| % in less than 5 Minutes   | Greater than 95%                      | 99.66%                         | 99.64%                         | 99.85%                         | 99.85%                         |  |
| % in less than 2 Minutes   | Greater than 90%                      | 98.80%                         | 98.89%                         | 99.42%                         | 99.44%                         |  |
| % in less than 1 Minute  | Greater than 75%                      | 96.34%                         | 97.32%                         | 98.76%                         | 98.65%                         |  |