



## Accounting Operations Services

The IBC provides accounting services by processing and certifying client transactions, preparing financial statements, submitting required financial reports and assisting in the establishment and compliance with financial management policies, laws and regulations. IBC delivers accounting operations services in a SSAE and A-123 compliant environment.

### Exceeding Customer Expectations

#### Accounting Services

- ▶ Accounts payable that includes vendor, permanent change of station, temporary duty and grants payments, award updates, adjustments, and recipient expenditure data
- ▶ Permanent change of station travel counseling & online/automated employee initiated PCS voucher submission/review
- ▶ General ledger analysis/reconciliations
- ▶ Financial statement and regulatory report operations (CARS/GTAS/FBWT/TROR/MDR/Financial Statements)
- ▶ Accounts Receivable/Reimbursements/Central Collections Processing
- ▶ Debt management and associated transaction processing
- ▶ **IBC MEETS EXPECTATIONS BY EXCEEDING SERVICE-LEVEL AGREEMENT METRICS**
- ▶ **IBC PROVIDES THE BENCH STRENGTH NEEDED TO ACHIEVE GOALS**
- ▶ **IBC OFFERS QUANTIFIABLE AND LONG TERM EXPERIENCE**

#### What Can IBC Do For You?

- ▶ Review and coordinate requirements, directives, and initiatives established by federal statutes and implement directives from central authorities, such as GAO, OMB and Treasury
- ▶ Establish and prepare reconciliation procedures to ensure the accuracy of financial data
- ▶ Prepare all official financial and budgetary reports to Treasury, OMB, and other government agencies
- ▶ Analyze all funds authorized to support assigned program and administrative efforts
- ▶ Process payment requests, award updates, adjustments, and recipient expenditure data by the financial system; oversee the federal payment process

#### Future Service Offering:

**Robotics Process Automation (RPA) to design, implement and maintain bots on behalf of customers.**

U.S. Department of the Interior  
Interior Business Center  
7301 W. Mansfield Ave., Denver, CO 80235  
Phone: 303-969-5416



## Contracting Officer Representative (COR) Services

IBC provides federal organizations with comprehensive global COR services. The COR function is critical to the proper management of federal contracts.

### IBC COR Services Overview

Contracting Officer Representatives (CORs) are federal employees designated by Contracting Officers (COs) to perform certain contract administration duties. As the CO's representative, they ensure proper implementation of requirements, monitor the technical efforts being performed under the contract, and are responsible for the day-to-day administration of a contract, ensuring performance issues are verified and documented.

IBC CORs work with the cognizant CO and ensure they operate within their delegated authority. Our CORs become very familiar with the requirements and communicate with the contractor to ensure satisfactory progress of the contract. They work closely with the government's program managers and contractor personnel on a daily basis to ensure all parties are consistently engaged. IBC's CORs keep the COs fully informed so that the contract delivers the goods and/or services required to ensure a successful acquisition.

### Benefits of IBC COR Services

IBC CORs have the requisite training, certification, and experience to perform all required COR activities. The proper monitoring of a contract by an IBC COR greatly reduces the level of risk and problems. This can be extremely useful to clients,

enabling them to focus on mission critical activities rather than administrative duties.

IBC COR Services can partner with IBC Acquisition Services, or work directly with a client's acquisition team, to provide a complete acquisition solution. From the market research and acquisition planning, to negotiation and award, through contract administration and close-out, IBC can provide the full spectrum of Acquisition.

### IBC'S COR SERVICES

- ▶ Ensure proper implementation of requirements
- ▶ Monitor contract performance
- ▶ Attend program management reviews
- ▶ Evaluate work as it progresses
- ▶ Exercise technical direction within the scope of the contract
- ▶ Inspect and accept completed work on behalf of the government
- ▶ Assist the CO with completion of the performance evaluations of contractors
- ▶ Review invoices and make recommendation to the CO for payment
- ▶ Assist with the required steps for contract closeout

U.S. Department of the Interior  
Interior Business Center  
381 Elden St., Suite 4000, Herndon, VA 20170  
Phone: 703-668-6957



## Charge Card Services

The Interior Business Center provides federal organizations with Charge Card program administrator/manager services.

### IBC Charge Card Services Overview

With over 25 years of experience providing Charge Card services to the Department of the Interior, IBC's team of experts is available to provide support to all federal organizations. Our services range from basic Administrator/Organization Program Coordinator (A/OPC) functions to full program management. The IBC Charge Card team has led DOI's transition to SmartPay 1, 2 and 3.

IBC offers expertise with hierarchical setups, Merchant Category Code authorizations, user entitlements, and a multitude of card products including travel, purchase, fleet, corporate, emergency management, declining balance, etc.

### OUR FOCUS

**IBC delivers both functional and technical expertise focusing on:**

- ▶ Compliance with laws, federal regulations and policies
- ▶ Reduced risk of waste, fraud and abuse
- ▶ Rebate maximization
- ▶ Bank systems configuration and maintenance
- ▶ Data standardization
- ▶ Financial system integration
- ▶ Training

**Let IBC take your charge card program to the next level:**

- ⇒ **Maximize rebate \$\$\$**
- ⇒ **Contain waste, fraud and abuse**
- ⇒ **Comply with laws, regulations, and policies**
- ⇒ **Response to audits & FOIAs**

### Benefits of IBC Charge Card Services

IBC Charge Card services elevate a charge card program from simply providing cards to employees, to a robust, invaluable tool for delivering an agency's mission. Daily reconciliation ensures accounts balance and payments issued to the bank are credited properly to maximize rebate dollars back to the agency. Use of data mining tools provide early detection and resolution of possible waste or fraudulent and abusive transactions. Expertise in extraction of transactional data simplifies and improves accuracy when responding to audits, FOIA requests and Congressional inquiries.

U.S. Department of the Interior  
Interior Business Center  
7301 W. Mansfield Ave., Denver, CO 80235  
Phone: 303-969-5050



## ETS-2 Services and Solutions

The Interior Business Center has supported eTravel initiatives for over 20 years, guiding federal customers in automating and consolidating travel processes. Choosing the IBC for eTravel provides your agency with extensive experience with electronic travel conversions, and the efficient processing of eTravel vouchers.

### eTRAVEL – FROM BOOKING TO REIMBURSEMENT

IBC maintains a strong partnership with GSA and fully supports all elements of GSA's ETS2 travel contract. This includes the ability to offer support of both travel vendors, Carlson Wagonlit Travel E2 Solutions and Concur Government Edition.

For implementations, IBC provides expertise in the acquisition, system implementation and deployment of an ETS2 travel system.

For operations and maintenance, IBC provides Tier 2 (System Administrator) level services of the travel system in support of a federal agency's overall travel program.

#### eTRAVEL SYSTEM SERVICES



- ▶ Migration Planning
- ▶ Relationship/coordination with GSA, customer agencies, and eTravel vendor(s)
- ▶ eTravel vendor acquisition and task order management
- ▶ Configuration and implementation of eTravel system for authorization and vouchering
- ▶ User profile creation/setup
- ▶ Building approval routing chains
- ▶ Constructing organizational hierarchies
- ▶ Financial system integration
- ▶ Travel system, role-specific training
- ▶ 3-Tier customer service Help Desk

#### ACCOUNTING OPERATIONS SERVICES



- IBC provides travel solutions for federal customers regardless of size, complexity or degree of travel processing automation. IBC can elevate your travel program to align with your mission goals.
- ▶ Travel voucher examination and payment preparation (CONUS and Foreign)
  - ▶ Advance payments
  - ▶ Travel voucher pre- or post- audit statistical sampling
  - ▶ Relocation and PCS support

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Phone: 303-969-5050



## Oracle Federal Financials

Coupled with a comprehensive service delivery strategy, the Interior Business Center offers reliable systems and services to assist agencies in planning, implementing, and maintaining their financial and acquisition processes and systems.

IBC's solution integrates each agency's financial and acquisition management business processes into the IBC Oracle Federal Financials R12 Shared Service environment providing reduced costs, effective process execution, and efficient use of limited agency investment dollars.

The enhanced approach uses the off the shelf functionality of Oracle as a baseline, fortified with a framework of the IBC's preconfigured federalize processes.

Monitoring of federal financial management and systems policy ensures IBC's model remains fully compliant—not only at implementation, but continually throughout the baseline's life cycle.

### IMPLEMENTATION AND CUSTOMER SERVICE EXCELLENCE

- ▶ **Cost effective model**
- ▶ **Long term cost savings**
- ▶ **Optimal system design**
- ▶ **Federal orientation and compliance**

- ▶ A secure, managed, and robust hosting environment
- ▶ Shared costs across multiple agencies, eliminating the burden of costly IT expenditures
- ▶ Production of financial statement supporting information leading to unqualified (clean) financial audits
- ▶ A business relationship with the closely regulated IBC that has no profit motive to drive hidden costs
- ▶ Standard global interfaces enabled with the Oracle Application Programming Interface to enhance interoperability for the exchange of information
- ▶ IBC's Oracle Federal Financials solution meets all Treasury government-wide accounting and DATA Act reporting requirements.

Shared services provide additional flexibility in meeting agencies' requirements leveraging the economies of scale in technical infrastructure, configuration baseline, extension, and reporting re-use.

U.S. Department of the Interior  
Interior Business Center  
381 Elden St., Suite 4000, Herndon, VA 20170  
Phone: 703-668-6978



## Oracle Federal Financials Procurement

Today's economic environment of transparency and accountability in government operations demands that federal agencies be accountable for controlling their spending within budget allocations. All agencies must be capable of reporting and substantiating mission performance with supporting financial data.

### CONTRACT LIFECYCLE MANAGEMENT

IBC helps to meet these requirements by offering Oracle Federal Financials, a commercial off the shelf enterprise solution designed to provide accurate and timely insight into an agency's financial status. To complement this financial system, IBC has elected to offer Oracle's procurement module, Contract Lifecycle Management. This provides an integrated solution with the financial system for acquisition activity. CLM delivers clear visibility into procurement contracts, helping users comply with federal mandates. By providing complete end-to-end acquisition and contract writing capabilities, CLM enables the auditing of all categories of government spending by increasing transparency and providing clear accountability.

#### CLM HIGHLIGHTS

- ▶ Fully integrated real time procure-to-pay system allows for standardized workflows and business processes
- ▶ Provides automated and auditable end to end finance and acquisition solution

#### CLM in a Shared Environment

- ▶ Security levels are controlled in the shared application through user access and responsibilities
- ▶ Customer-specific data remains segregated by operating unit

#### Comprehensive

- ▶ Provides complete flow from procurement to finance and payment
- ▶ Supports the federal regulations that define the federal business processes integrating Procurement and Finance

#### What Can IBC and CLM Do for You?

- ▶ Eliminate manual entries from external procurement systems
- ▶ Link budget to requirement to contract to entitlement and disbursement
- ▶ Real time visibility of the full spend chain
- ▶ Create and execute all types of contracts using a single system
- ▶ Trace requirement to contract to general ledger posting

U.S. Department of the Interior  
Interior Business Center  
381 Elden St., Suite 4000, Herndon, VA 20170  
Phone: 703-668-6962



## Permanent Change of Station Services

IBC provides PCS services dedicated exclusively to relocating employees, relocation managers, and agency financial organizations.

### COST-EFFECTIVE AND EFFICIENT RELOCATION SUPPORT

#### Relocation services:

- ▶ Personalized employee and agency customer service
- ▶ Review, interpretation, and application of relocation laws/regulations/policies consistently for all PCS services
- ▶ Comprehensive relocation counseling services for new and transferring employees
- ▶ Preparation of travel authorizations and amendments
- ▶ Coordination with carrier to move household goods and storage
- ▶ Assistance with preparation, submission, and payment processing of travel vouchers
- ▶ Extensive review and pre-audit of PCS vouchers
- ▶ Processing of Withholding Tax Allowance
- ▶ Processing of Relocation Income Tax Allowance vouchers and payments
- ▶ PCS payments made through on site payroll office and reflected on W-2's

#### Agency support:

- ▶ Obligation and de-obligation of funds
- ▶ Dedicated team reduces risk to Agency - avoidance of over/under payments
- ▶ Standardized PCS processes and transactions
- ▶ Agency financial management reports
- ▶ Freight services to move equipment from one location to another

#### New and Transferring Employee support:

- ▶ Single point of contact for employees throughout entire move
- ▶ Experienced staff to counsel employees regarding entitlements, discretionary items, and any special circumstances
- ▶ Assistance with preparation, submission, and payment processing of travel vouchers
- ▶ Accurate and timely voucher payment processing

**Relocation services are tailored to fit an organization's needs, making the transition to a new duty station as seamless as possible.**

U.S. Department of the Interior  
Interior Business Center  
7301 W. Mansfield Ave., Denver, CO 80235  
Phone: 303-969-5435



## Project Management Services

IBC provides project management services to support federal business and technology operations. Project management efficiency and strong communication strategies can mean the difference between success and failure when it comes to complex or high-visibility projects.

IBC's Project Management Office (PMO) provides an objective, professional approach to managing a project or program. IBC employs proven practices to a range of projects such as system implementations, business transformation, IT systems initiatives, regulatory compliance, business process redesign, and other critical business and technology issues.

IBC's experienced federal team provides project management as a service throughout your organization's project life cycle. IBC employs stringent project controls, discipline, and leadership to break down functional silos, engage stakeholders, and

ensure initiatives are completed within scope, schedule, and budget. This approach minimizes risk and improves stakeholder satisfaction. IBC will help your organization with the structure necessary to ensure effective communication flows and robust collaboration across every functional area. Examples from the PM suite of services offered by the IBC include:

- ▶ Application of the Project Management Body of Knowledge (PMBOK) and other standardized practices to manage the triple constraints of a project —scope, time, and cost
- ▶ Support throughout all project phases: initiation, planning, execution, monitoring and controlling, and closeout
- ▶ IT consulting and technical services
- ▶ Business Process Reengineering functions such as strategic blueprinting and business process documentation, gap analysis and validation
- ▶ Change management best practices to minimize organizational change impacts to people, processes and technology

### PROFESSIONAL CERTIFICATIONS

Our project management staff hold the following professional certifications:

- ▶ Project Management Professional (PMP)
- ▶ Federal Acquisition Certification for Program and Project Managers (FAC-P/PM)
- ▶ Federal Acquisition Certification for Contract Officer Representatives (FAC-COR)
- ▶ Information Technology Infrastructure Library (ITIL)
- ▶ Agile Certified Practitioner (ACP)
- ▶ Lean Six Sigma

U.S. Department of the Interior  
Interior Business Center  
381 Elden St., Suite 4000, Herndon, VA 20170  
Phone: 703-668-6969



## Contract Audit Services

The Interior Business Center performs incurred cost audits for contractors with cost reimbursable contracts on behalf of our client agencies. We also perform additional contract audit services upon request.

The Interior Business Center performs audits of claimed costs incurred and submitted by contractors for reimbursement under flexibly priced contracts. These audits are performed to determine if the costs are acceptable in accordance with contract terms, Federal Acquisition Regulation (FAR), Uniform Guidance (UG) and Cost Accounting Standard (CAS) rules and regulations.

Prior to starting an audit, the contractor must submit an adequate incurred cost proposal that meets the requirements of FAR 52.216-7(d).

Following the submission of the proposal, our auditors perform an adequacy review of the submitted proposal to verify it meets the FAR requirements and is adequate for audit.

We perform a comprehensive risk assessment that will help scope the audit to ensure we are focused on the area with the highest risk.

Then, we perform the fieldwork testing to examine the contractor's cost representations and express an opinion as to whether the claimed incurred costs are allowable, allocable, and reasonable based on contract terms and regulations.

- ▶ We recommend Contracting Officers to coordinate with our office as early as possible in order for us to meet your required deadlines (i.e., prior to starting negotiations). Every audit is unique, so it is important to contact us so we can assist you in planning and obtaining timely assistance. When the audit team is engaged early, and the contractor submits an adequate submission, the audit cycle is shortened.
- ▶ Our office should be notified of a future incurred cost audit as early as possible so that we can ensure that the appropriate audit resources are available to support contractor's incurred cost proposal audit.
- ▶ The earlier our office is engaged, the better we can allocate necessary resources, prepare for your specific audit needs, and plan the schedule for the audit to support our client agencies.

U.S. Department of the Interior  
Interior Business Center, Indirect Cost & Contract Audit Services  
650 Capitol Mall, Suite 4-300 Sacramento, CA 95814  
Phone: 916-930-3803 • Fax: 916-930-3804



## Indirect Cost Rate Negotiation Services

The Interior Business Center reviews, negotiates and approves or countersigns indirect rate agreements on behalf of our client agencies to ensure the U.S. Government pays indirect or incurred costs that are legally reasonable, allocable, and allowable.

An indirect cost rate is a tool for determining the proportion of indirect costs each program should bear. It is the ratio (expressed as a percentage) of the indirect costs to a direct cost base.

An indirect rate negotiation process begins when the non-federal entities submit an indirect cost rate proposal with supporting documentation, including audited financial statements. The indirect cost proposal is due annually and must

be submitted within six months following fiscal year closeout.

Our federal staff of accountants and auditors have years of experience negotiating indirect cost rates. As part of our support to client agencies, we offer guidance to non-federal entities for initiating a Rate Negotiation Process, and preparing and submitting an Indirect Cost Proposal.

### OUR FEDERAL PARTNERS

We serve the federal financial assistance grants and acquisition contracts community. We negotiate with organizations that receive the majority of their federal funding from the Department of the Interior – or are designated by the Office of Management and Budget to negotiate with the Department of the Interior – such as insular areas and tribal governments.

We also negotiate with various nonprofit organizations on behalf of federal agencies or departments through interagency agreements. Some agencies we support:

- ▶ Environmental Protection Agency
- ▶ Department of State
- ▶ National Science Foundation
- ▶ Department of Agriculture
- ▶ Institute of Museums and Library Services
- ▶ National Endowment for the Arts
- ▶ National Endowment for the Humanities
- ▶ Department of the Treasury
- ▶ Department of Commerce
- ▶ National Aeronautics and Space Administration
- ▶ Department of Defense
- ▶ Department of Homeland Security

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Interior Business Center, Indirect Cost & Contract Audit Services  
650 Capitol Mall, Suite 4-300 Sacramento, CA 95814  
Phone: 916-930-3803 • Fax: 916-930-3804