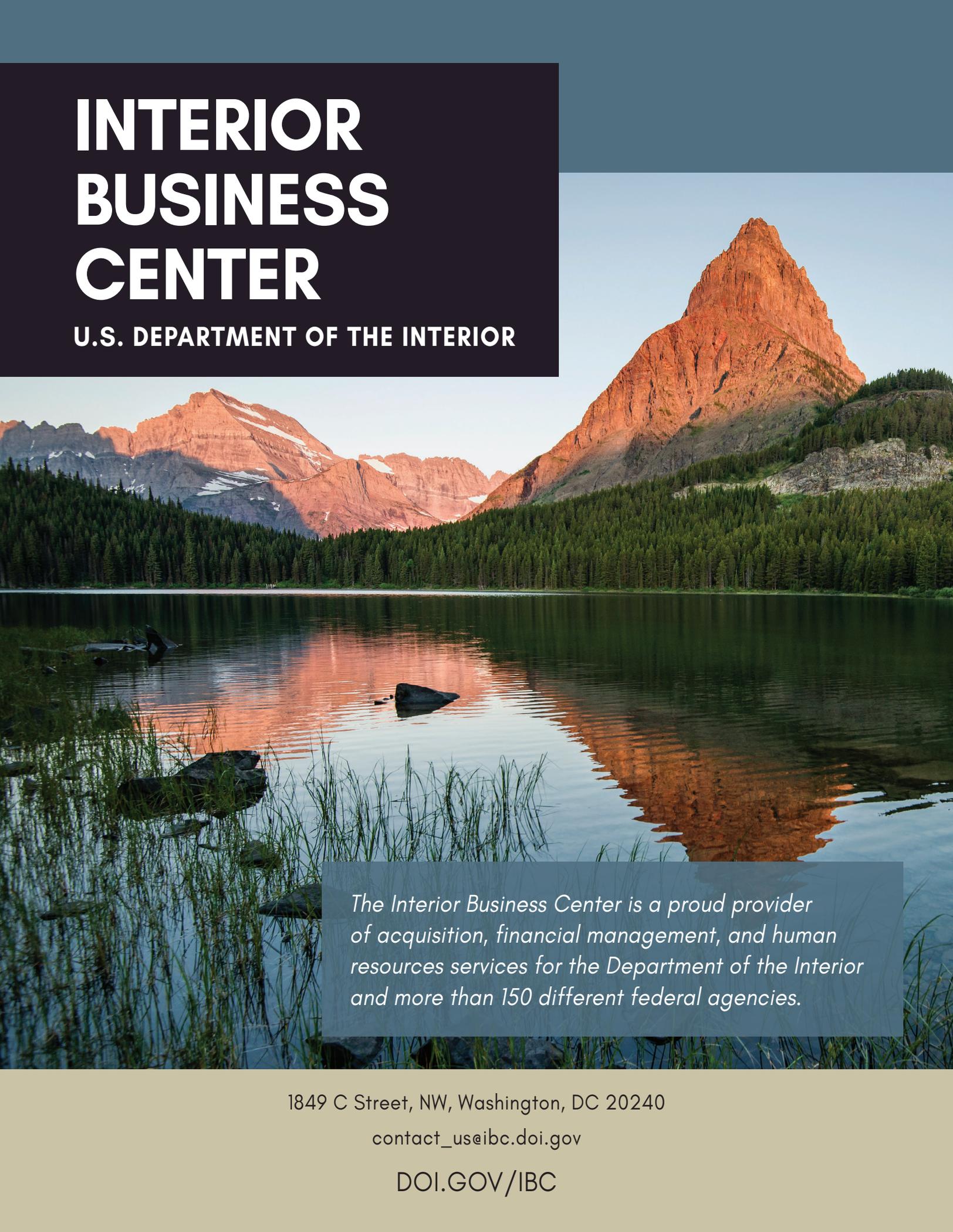


INTERIOR BUSINESS CENTER

U.S. DEPARTMENT OF THE INTERIOR



The Interior Business Center is a proud provider of acquisition, financial management, and human resources services for the Department of the Interior and more than 150 different federal agencies.

1849 C Street, NW, Washington, DC 20240

contact_useibc.doi.gov

[DOI.GOV/IBC](https://doi.gov/IBC)

MISSION SUPPORT SERVICES

The Interior Business Center delivers mission support services in the areas of acquisition services, financial management systems and services, and human resources and payroll systems and services. By offering mission support services and solutions, IBC affords our customers the ability to devote more of their time and focus to carrying out their respective missions.

IBC is a results-driven organization. We are committed to proactively measuring, assessing, and managing all aspects of delivered services as evaluated against the performance metrics established in our service-level agreements (SLAs). As a shared service provider, IBC is able to ensure compliance with new requirements with a single update, thereby shouldering the workload and responsibility for compliance for our customer agencies.

The adoption of a shared service approach to providing mission support services allows the federal government to implement new governmentwide requirements more easily. IBC works in collaboration with our federal partners and stakeholders, including OMB and GSA, to provide a consistent long-term strategy for the expansion of mission support shared services within the federal government and to support the continued operations, success and growth of the shared service business model.



OUR LINES OF BUSINESS

ACQUISITION SERVICES

Responsive, agile, compliant and mission-enabling support for contracts, grants and other financial assistance from project inception through contract closeout.

Focused on compliance, documentation and customer service, we support acquisition planning, pre-award documentation and solicitation, award negotiation and administration, and closeout. Acquisition types include professional and information technology products and services, as well as aviation acquisition support.



FINANCIAL MANAGEMENT

Financial management systems and services, which includes accounting services, core financial systems implementation, and support for Oracle® Federal Financials software.

We also provide quarters management, eTravel services and government charge card support for our federal customers. In addition, we provide contract audit services and indirect cost rate negotiations with nonfederal entities including Indian tribal governments and insular areas, state, and local governments.



HUMAN RESOURCES

Integrated Human Resources systems including personnel, payroll, time and attendance, workforce tracking, talent management and data analytics. Full suite of payroll operational services, human resources services, drug & alcohol testing and personnel security services.

Our comprehensive and integrated HR systems and services meet or exceed all government requirements and federal payroll guidelines. Each system and service is delivered according to a standard set of expectations, communicated transparently to clients in annual service level agreements, and measured quarterly with metrics posted on client-facing web pages.



FULL COST RECOVERY OPERATIONS

We operate under a fee-for-service, full cost recovery model, with no directly appropriated funds to support the organization. We are dedicated to providing high-quality mission support services to our client agencies and to providing transparency and accountability in our costing, pricing and service delivery.

IBC falls under DOI's Assistant Secretary for Policy Management and Budget (PMB), Deputy Assistant Secretary for Administrative Services. IBC's statutory authority for providing cross-agency support services is through the Department's two intragovernmental revolving fund components: the Working Capital Fund (WCF), which was established pursuant to 43 USC 1467, and the

Interior Franchise Fund (IFF), established pursuant to Pub. L. No. 104-208 and the 2008 Omnibus Appropriation bill. Congress established revolving funds as a "business type" of fund to allow federal agencies to finance a cycle of operations through amounts received by the fund. IBC is authorized to use these two revolving funds to support the business management services it provides.



THE IBC DOLLAR

Operating within the two revolving funds, IBC defines our lines of service and, utilizing the best data available, develops rates annually to ensure full cost recovery across each of our service lines. IBC operates on a three-year budget cycle, developing rates three years prior to the year of execution to ensure customers have sufficient notice to develop their budgets.

In formulation our budget, IBC completes a three-year projection to include direct and indirect

costs including software, hardware, depreciation, overhead and more. We work with customer agencies and strategic partners, including DOI's Office of the Chief Information Officer (OCIO) and Office of the Budget, OMB, and others to ensure rates charged to customer agencies are fair, verified and provide for the full cost of services provided.

We work diligently to keep our administrative costs low so that client agencies are only paying for services and support that add value.

Notes: Dollar does not include any passthrough or reserves.

Rent, Telecommunications and Utilities

IT Support Costs

Hosting, robotics, network, help desk, laptop refresh, security services, application servers

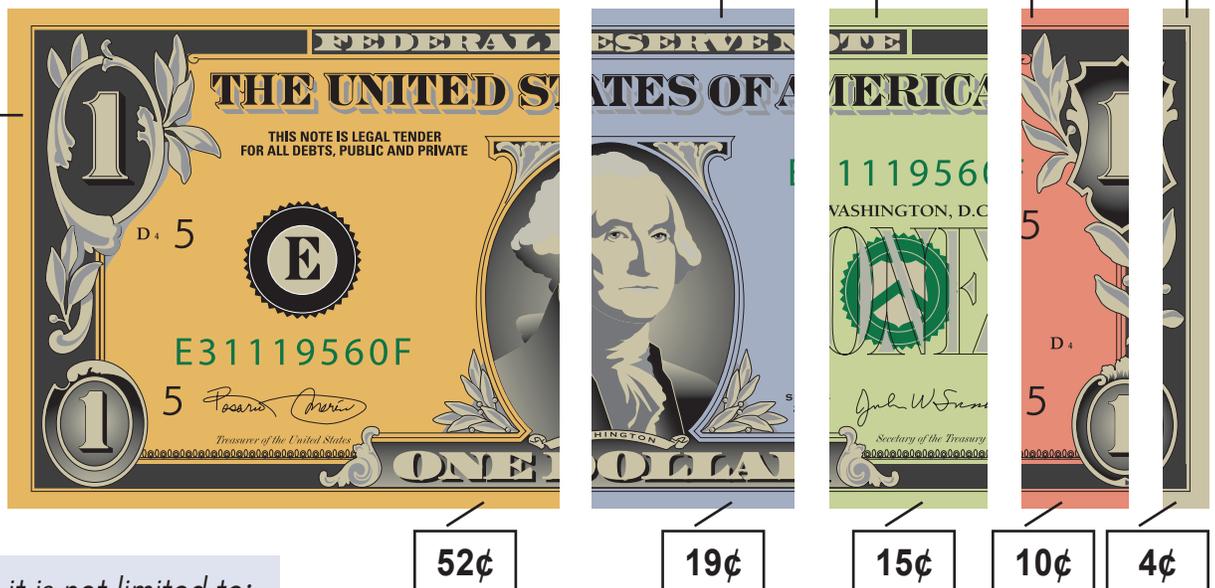
Administrative Costs

DOI services to IBC *, services IBC provides to each other internally, and leadership resources

Operating Expenses

Supplies, printing and mailing, software and licensing, third party application support, contractor support, travel and training background investigations, audit support (e.g. SSAE 18)

Personnel Compensation & Benefits

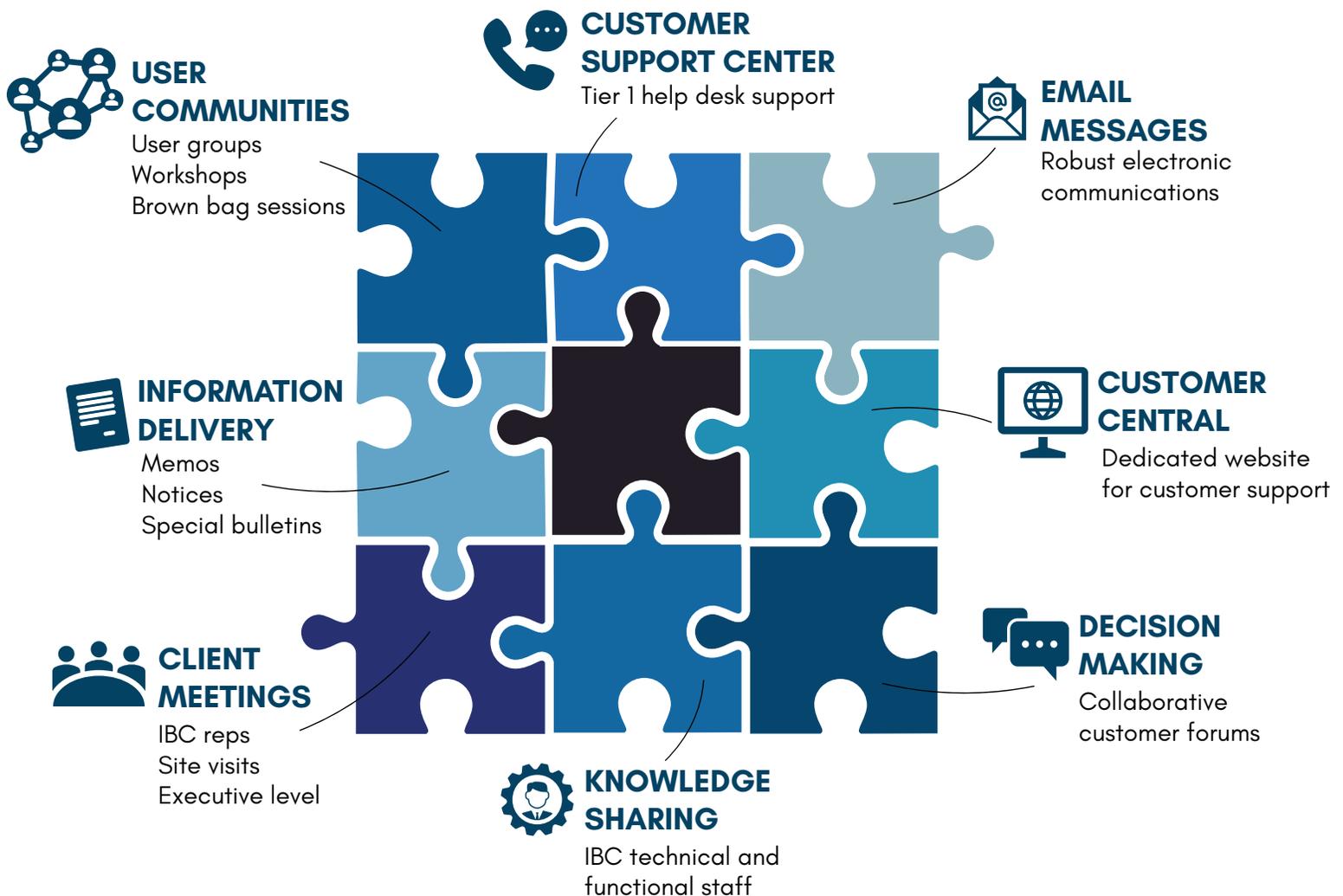


* Including, but it is not limited to: budget, financial management, human capital, and legal support.

OUR CUSTOMER FOCUS

The Interior Business Center is proud of our history of developing and maintaining strong relationships with our customers. Over the years, IBC has worked to develop these relationships through expert customer service, providing transparency into our costing and pricing, working with customers to better understand their support service needs, and providing expert implementation and

operations and maintenance support. Through our client engagement framework, we strive to develop and maintain our relationships with our customers to ensure productive interactions and enhance information sharing with agency counterparts. This engagement framework provides a tiered approach to ensure IBC is meeting the needs of all levels of our federal customer agencies.



OUR DEDICATED AND SKILLED WORKFORCE



The Interior Business Center employs over 900 highly skilled and highly dedicated federal employees.

Embracing our commitment to excellence in every task we perform, we take great pride in providing shared services to our federal agency clients in support of their efforts to carry out their missions on behalf of the American people.

At IBC, we have the distinct privilege of serving all three branches of the federal government. Every day we provide business solutions that enable over 150 federal agencies and organizations to conduct their business.

To support the scope of our service offerings, IBC's workforce includes a number of occupations, including accountants, analysts, contracting officers, human resources specialists, payroll professionals, program and project managers.

Following IBC's standard service delivery models, our employees excel in providing a consistent and reliable customer experience. The commitment to serving our clients is instilled in our employees and it is reinforced through enterprise customer service training efforts.

We strive to develop and maintain our relationships with customers to best serve their needs and provide the highest quality support services.

ABOUT THE IBC

Mission

IBC employees provide exceptional quality business solutions and customer services to our clients so they may focus on achieving their missions.

Vision

To be the shared services provider of choice for the federal government.

Values

Accountability. Being proactive, responsive and responsible for our actions.

Customer Focus. Providing accurate, courteous and timely service.

Inclusion. Creating a diverse workplace where everyone is treated with dignity and respect.

Integrity. Consistently doing the right thing.

Stewardship. Responsibly planning and managing resources in our care.

