

Outsourcing Relocation Services to the Government: A Look at Relocation Centers of Excellence

Presenters:

Henry Maury, Relocation Policy Director, GSA
OGP

Gina Bettale, Financial Specialist / Relocation
Coordinator, Accounting Operations Division

Diana Bonnell, Director, Bureau of the Public
Debt, ARC Travel Services Division





U.S. General Services Administration

Office of Governmentwide Policy

Relocation: Outsourcing Relocation Services to the Government: A Look at Relocation Centers of Excellence

Henry Maury

Relocation Policy Director

GSA Office of Governmentwide Policy
National Travel Forum 2010

- Introduction to Relocation Resource Centers
- New GSA Relocation Handbooks
- Two examples of Relocation Resource Centers:
 - Treasury Bureau of Public Debt
 - Interior National Business Center

Handbooks and Glossary

GSA has developed two new handbooks and a glossary for relocation:

- Relocation Policy Guide for Federal Civilian Agencies
- Handbook for Relocating Federal Employees
- Glossary of Acronyms and Terms for Federal Civilian Relocation

See: www.gsa.gov/relocationhandbook

Goals of the Relocation Resource Center Project

1. Achieve cost efficiencies and increased program effectiveness by encouraging Federal agencies with small numbers of relocating employees to enter into cooperative ventures with high volume agencies;
2. Provide a framework for high volume agencies that might highlight ways to fine tune their processes; and
3. Provide government relocation managers with information needed to make informed and improved business decisions.

Relocation Resource Centers

GSA surveyed all of the Federal agencies that are providing relocation services to other agencies.

Six agencies responded:

- Department of Health and Human Services
- Environmental Protection Agency
- General Services Administration's Federal Acquisition Service
- Department of Veterans Affairs
- Department of Interior National Business Center
- Department of Treasury's Bureau of the Public Debt

All RRC input is posted at: www.gsa.gov/relopolicy.

GSA - Employee Relocation - Windows Internet Explorer provided by General Services Administration

http://www.gsa.gov/Portal/gsa/ep/channelView.do?pageTypeld=17113&channelId=-24648

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GSA - Employee Relocation

Home | Regions | Staff Directory | Careers | Forms | e-Tools | QuickLinks

WHAT GSA OFFERS: Buildings & Real Estate, Products & Services, Policy & Regulations

DOING BUSINESS WITH GSA: Purchasing Programs, Real Estate Services

LEARN MORE: How We Help, About GSA, Newsroom

Employee Relocation Home > Policy & Regulations > Travel, Transportation, & Relocation > Employee Relocation

Overview

- Executive Relocation Steering Committee
- Relocation Advisory Board
- Relocation Handbooks
- RIT Allowance Tables
- Relocation Resource Centers

Employee Relocation Management Policy

Notice: See which Federal agencies are providing employee relocation services by visiting the [Relocation Resource Centers](#) for a list of agencies and the services offered.

GSA published a proposed bulletin on the collection of relocation data and received extensive comments on the data dictionary and a [revised version](#) is now available.

GSA's relocation management policy seeks to improve the effectiveness and efficiency of the federal government in providing or obtaining "best value" relocation services through the implementation of governmentwide policies and tools. The Relocation Management Policy's goal is to improve management of the federal government by effectively developing policies in the following areas:

These efforts involve:

- Implementation of the Governmentwide Relocation Advisory Board's Findings and Recommendations;
- Continuous evaluation of relocation programs and policies; and
- Analyzing the impact of current and proposed regulations, laws executive orders.

Mileage Reimbursement Rates for Using a Privately Owned Vehicle (POV) for Relocation

GSA is responsible for the mileage reimbursement rate for using a POV for relocation purposes. The GSA mileage rate for using a POV in relocation will be equal to the Internal Revenue Service (IRS) Standard Mileage Rate for moving purposes. Any change to the IRS rate will be made to the GSA rate and be valid for the same time span.

Current Privately Owned Vehicle Reimbursement Rates		
	Effective Date	Rate per mile
Personally Owned Vehicle (POV)	January 1, 2010	\$0.165
	July 1, 2008	\$0.24
	January 1, 2008	\$0.19
	September 25, 2007	\$0.20

CONTACTS

Henry L. Maury
 (202) 208-7928
henry.maury@gsa.gov
[View Contact Details](#)

Find Child Care in Your Region

RELATED GSA TOPICS

- Household Goods Transportation
- Transportation Links
- Travel Training

GOVERNMENT LINKS

- Federal Travel Regulation (FTR) Relocation Allowance
- Civilian Board of Contract Appeals
- Ask a Travel or Relocation Question

Trusted sites 100%



Contact Information

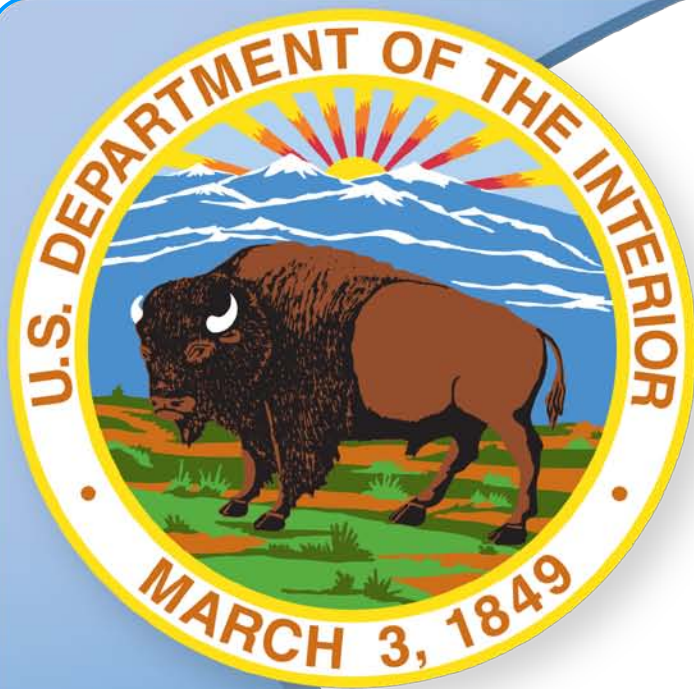
U. S. General Services Administration
Office of Governmentwide Policy

Henry Maury

202-208-7928

Henry.Maury@gsa.gov

www.gsa.gov/relopolicy



U.S. Department of the Interior National Business Center (NBC) Relocation Resource Center

Gina Bettale
Financial Specialist / Relocation Coordinator
Accounting Operations Division
June 30, 2010





About the NBC

- ▶ Located within the Department of the Interior
- ▶ Over 30 years of experience
- ▶ Servicing more than 150 Federal agencies in seven lines of business
- ▶ Designated by OMB as a Shared Service Provider for the financial management, human resources, and information systems security lines of business
- ▶ Operating as a full cost recovery provider of services





One Stop Shop Seven Lines of Business

Providing **Efficiencies** through the use of shared resources and standards, and **Effectiveness** through expertise and best practices.

Financial Management Services

Human Resources Services

Information Technology Services

**Enterprise
Services**

Consulting Services

Acquisition Services

**Program
Services**

Aviation Management Services

Administrative Operation Services

**Specialized
Services**





NBC Financial Management Line of Business

- ▶ Serving the Federal community since 1988
- ▶ Authorized by OMB in 2004 to be a shared services provider in the Financial Management Line of Business
- ▶ NBC FMLoB is supported by a mix of full-time Federal employees and Contractors, bringing our clients the right set of skills
- ▶ NBC FMLoB currently supports 58 customers in both the Department of the Interior and external agencies

Our FMLoB Mission

To meet our customer's Federal financial managements needs and exceed their expectations with integrity, quality and efficiency.





NBC Relocation Resource Center

The NBC offers services that can be specifically tailored to fit your organization's needs. We provide as much or as little support as your agency requires.





Services Offered

- ▶ Comprehensive relocation counseling
- ▶ Preparation of travel authorizations and amendments
- ▶ Coordination of shipment of household goods
- ▶ Home sale assistance
- ▶ Obligation and de obligation of funds
- ▶ Assistance in the preparation of travel vouchers
- ▶ Auditing and payment processing of travel vouchers
- ▶ Calculation of withholding tax allowance
- ▶ Processing of relocation income tax allowance payments
- ▶ Preparation of relocation handbook
- ▶ On site payroll services and issuance of W-2's
- ▶ Relocation budgetary reports





Advantages

- ▶ Single location for all relocation and/or payroll services
- ▶ Extensive knowledge and experience in relocation
- ▶ Comprehensive employee counseling
- ▶ Consistency within organizations regarding relocation (use of standardized processes)
- ▶ Accurate and timely voucher processing
- ▶ Compliance with government relocation rules and regulations
- ▶ Fewer staff to support relocation activities in your agency





Benefits To the Agency

- ▶ Due to economy of scale, the NBC can save your agency money in relocating employees
- ▶ Option of three different financial systems to process payments for the transferring employee
- ▶ Single point of contact for agency hiring and human resource officials





Benefits

To the Transferring Employee

- ▶ Experienced and knowledgeable relocation experts to counsel employees regarding entitlements, discretionary items, and special circumstances
- ▶ Manage the shipping and storage of household goods and home sale program
- ▶ Assist in the preparation of travel voucher claims
- ▶ Accurate and timely voucher processing
- ▶ A single point of contact for the employee to help reduce the stress of moving





Our Client Base

We currently provide PCS coordination and/or voucher processing to the following organizations within the U.S. Department of the Interior:

Organization	Service Provided
Office of the Secretary (OS)	Full service
Office of the Special Trustee (OST)	Full service
National Park Service (NPS) – Intermountain Region	PCS Coordinating
U.S. Fish and Wildlife Service (FWS)	Voucher processing





Non-DOI Client Base

Organization	Service Provided
Equal Employment Opportunity Commission (EEOC)	Full service
Federal Labor Relations Authority (FLRA)	Full service
Federal Trade Commission (FTC)	Full service
Millennium Challenge Corporation (MCC)	Full service
National Transportation Safety Board (NTSB)	Full service
Nuclear Regulatory Commission (NRC)	Full service
Small Business Administration (SBA)	Full service





Wrap-up

Your Business is Ours

We provide proven financial management solutions to support your agency, allowing you to focus time and resources on what you do best: ***your core mission.***





Contact Information

▶ **Cindy Osif**

- Section Chief / Relocation Services
- 303-969-7436
- Cynthia_M_Osif@NBC.Gov

▶ **Gina Bettale**

- Financial Specialist / Relocation Coordinator
- 303-969-7219
- Regina_L_Bettale@NBC.Gov

- ▶ <http://www.nbc.gov/finance/rrc.html>





Administrative Resource Center

Bureau of the Public Debt

U.S. Department of the Treasury Bureau of the Public Debt Administrative Resource Center Relocation Resource Center



ARC's mission is to aid in improving overall government effectiveness by delivering responsive and cost effective administrative support to its customers, thereby improving the customers' ability to effectively discharge their mission.

Diana Bonnell
Director – ARC Travel Services Division
National Travel Forum - June 2010



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Bureau of the Public Debt

ARC's Business Model

- 6 Primary Business Lines – Financial Management, Travel (TDY and Relocation), Procurement, Human Resources, Information Technology, Investment Accounting
- ARC is a member of the Treasury Franchise Fund
- ARC receives no appropriated funds - Self sufficient revolving fund
- Our business model operates like the private industry, but we are held to all government rules, regulations, etc
- Established service provider since 1997 with over 69 customers
- Utilization of COTS (Commercial Off The Shelf) functionality
- Standard business processes for our customers
- Interfaces/Full Integration
- Efficient processes
- Customer websites
- Performance metrics and customer survey's
- Bureau of the Public Debt's values culture



ARC's Relocation Services

- 28 Relocation Customers (11 Treasury, 17 Non Treasury)
- 1300+ relocations (160 international) per year
- 30 Employees (full and part time) / 15 Employees with 5-19 years of experience
- Low employee turnover
- Compliance with government regulations and guidance
- Effective Internal Control Structure - Annual SAS 70
- Staff specialized by type of relocation
- Relocating employee assigned a primary and backup counselor – employee advocate through the entire process
- Flexible service offerings



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End to End Relocation Services

- Counsel employee
- Prepare travel order/authorization
- Arrange for third party services
- Use GSA CHAMPS TMSS
- Transportation of household goods
- Temporary and extended storage of household goods
- Shipment of POV(s)
- Guaranteed home sale and home sale assistance
- Prepare travel vouchers
- Process employee and third party payments
- Perform pre-audits for house hold goods in-house
- Tax preparation and processing (State, Federal, W-2, RITA)
- Reporting



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Customer Website

Centers for Disease Control and Prevention
CUSTOMER PAGE

ARC Relocation Travel Services: 304-480-8469
Schedule A - TFM Consolidated Accounting Transaction Schedule

Domestic Relocations	International Relocations	Contacts/References
Commissioned Corps	Commissioned Corps	Email Mail/Parcel/FAX
Fellowship	Fellowship	ABC Contacts
New Hire	New Hire	Notices/References
Transfer	Transfer	News/Travels - Travel Newsletter
		Year End Guidance

Our Services | Strategic Plan | Customer Access Pages | ARC Meeting Center | Visiting ARC | Monthly Bulletins | Printable Version

Bureau of the Public Debt's
Administrative Resource Center (ARC)
Parkersburg, WV 26106

If you need help reading or finding information on our website, please contact arcsupportdesk@bpd.treas.gov for assistance.

Updated August 21, 2009

Centers for Disease Control and Prevention
CUSTOMER PAGE

Relocation Services - Domestic - Commissioned Corps

GENERAL INFORMATION	FORMS REQUIRED PRIOR TO RELOCATION - EMPLOYEE
Joint Federal Travel Regulations Retirement Guide (CCPM No.24) Separation Guide (CCPM No.32) Shipment of Household Goods Guide for Commissioned Officers (CCPM Pamphlet No. 11)	ACH Form Commissioned Corps Questionnaire Household Goods Application (CDC 9-4013) Request for Employee Relocation - Commissioned Corps
FORMS FOR REIMBURSEMENT PROCESSING - EMPLOYEE	FORMS TO BE SUBMITTED AFTER MOVE - EMPLOYEE
Expense Worksheet for EnRoute Self Shipment of Household Goods Temporary Lodging Expense Worksheet	Household Goods Carrier Evaluation Report (GSA 3080) Record of Address PCS Employee Survey

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Updated February 24, 2010



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Types of Relocations

- Locations
 - CONUS
 - OCONUS Non-Foreign
 - OCONUS Foreign
- New Appointee
- Transfers
- Uniformed Services – Commissioned Officers
- Specific Authority Employees (ex. Fellowships)
- TCS and Group moves
- Regulation and guidance includes: FTR, JFTR, DSSR, FAM, specific legislation and CBCA cases



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System and Interface

- moveLINQ - A COTS GSA Federal Supply Schedule software solution developed by mLINQS, llc
- Meets GSA reporting requirements and customer needs
- Implemented moveLINQ in 2004
- Hosted, maintained and accessed by ARC
- Dedicated system administrator and backup
- Custom reports for internal and external needs
- Separate system environments for production, training, testing and contingency
- Contingency plan and off-site backups
- Certification & Accreditation (C&A) performed
- Interface from moveLINQ to Oracle - Obligations and Vouchers are electronically interfaced daily



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3 Levels of Service

1. Financial Management Services customers (Oracle)
2. Non-Financial Management Services customers
 - ARC processes relocation payments including taxes
 - Customer setup in Oracle for payment processing
 - Customer uses Discoverer, a web based reporting tool to access payment data processed in Oracle
3. Non accounting customers - Customer uses relocation documents prepared by RSB for posting and processing payments including taxes in their own financial management system



Agreements and Pricing

- Annual Interagency Agreement – with Service Level Agreement
- Start-up fees (one-time cost)
- Variable fee per move based on type of relocation
- If ARC does payments - Annual fixed fee based on estimated number of relocation payments per year
- Pricing transparency
- Negotiation of fees with vendors leads to lower cost passed on to customer



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Regulatory and User Group Involvement & Future Services

- Government wide Relocation Advisory Board (GRAB) recommendations
- Executive Relocation Steering Committee (ERSC)
 - Attend meetings
 - Participated in 2 work groups
- Government wide Transportation Policy Council (GTPC)
 - Participating in Transportation Training/Obligating Authority Workgroup
- Attend semi-annual mLINQS User Conference
- Attend annual National Relocation Conference (ERC)
- Future services include: Mortgage lender and extended stay lodging



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Customer Care

“I wish to let you know what a fantastic job “ARC” did as my Relocation Coordinator. This is my third government move and by far the best relocation I have experienced. “ARC” handled everything in a very professional manner, kept me informed of deadlines and was always courteous on the phone and with e-mail response. Whenever we had correspondence “ARC” always made me feel like they **cared about me and that I wasn’t just another case to work. This is the first time in my 30 year career that I have worked with someone on the phone and actually enjoyed the experience from start to finish. Based on my experience, “ARC” is a great asset to your department and to the overall workforce.**”

Treasury Employee



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Jason Hill
Franchise Services Manager

Jason.Hill@bpd.treas.gov
(304) 480-7249

Diana Bonnell
Director, Travel Services Division

Diana.Bonnell@bpd.treas.gov
(304) 480-5573

Lee Buckingham
Manager, Relocation Services Branch

Lee.Buckingham@bpd.treas.gov
(304) 480-8420

Link to our website

- <https://arc.publicdebt.treas.gov/fshome.htm>

Link to a list of our customers

- https://arc.publicdebt.treas.gov/our_customers.htm

Link to our franchise legislation

- <http://www.ustreas.gov/offices/management/franchising/legislative-history.pdf>

QUESTIONS

