



ADMINISTRATIVE SERVICES

FY 2026 PRICING TRANSPARENCY

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PURPOSE:

Provide our Administrative Services customers greater price transparency to include insight into our budget, cost model methodology, direct FTE distribution and ultimately pricing by each of our administrative services.

HOW TO USE:

DATA SOURCE AND PRESENTATION:

Data provided allows FY 2025 and FY 2026 budget comparison. This version of Transparency file is abridged due to how FY26 allocations were handled. With having many government wide budget environment unknowns (particularly sizeable budget cuts including up to cessation of customers as named in earlier OMB document), adjustments were made to usual allocations. Since FY26 modeling stabilized at the previous FY25 volume levels while instituting an overall 8% price reduction year over year (nominal overall IAA 8% reduction; not necessarily 8% reduction within each service), variability by service would have been portrayed. Variability is further compounded due to each service budgeted with varying degrees of reduction while ARC adjusted labor levels reflecting the government incentives for individuals to vacate their role (i.e. DRP). ARC has roughly decreased labor counts by 20% year over year. To limit any misperception, customer allocation tables are not being portrayed like years past.

The presentation of data is provided.

- **Budget Table:** For each service you first have vision into the budget that makes up that service. We also provide you with details into the operational (direct) labor breakdown that supports that service.

Definitions:

- **Shared:** Costs that are allocated to all customers based upon their ratio of drivers compared to the grand total of all customer driver volume.
- **Customer Specific:** FTEs and/or costs that are directly attributed to a customer and not based on the ratio of drivers. While not prevalent, there are some services for which this is the case.
- **Direct:** Operational costs that can be directly ascribed to a service.
- **Overhead:** Costs other than direct costs such as space, IT support, security, etc.

TABLE WALKTHROUGH:

1. The budget tables for each service include:

- 100% of the dollars associated with that service
 - Broken down by Shared and Customer Specific FTEs and dollars
 - Also broken down by Direct (FTEs and dollars) and Overhead (dollars only)
- Further breakdown of both labor and non-labor dollars by object class
- Further breakdown of total direct FTEs and full performance grade totals

Note: A significant portion of our overhead costs are attributable to “25.0 Other Services” that we are charged by Fiscal Service for services such as space, security, and IT support. See below for the breakdown of these overhead costs.

"25.0 Other Services"	2026
Admin Support Services (e.g. rent, personnel and physical security, legal)	26,293,361
IT Support	14,971,655
Workflow Tools	1,763,986
Other	4,380,273

Budget Table sample:

2025 Service . . . Cash Services

Fiscal Year & Service

Object Class Breakdown

Dollars that equate to "Allocation" column on Customer Driver table

Dollars that equate to "Cust Specific" column on Customer Driver table

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Navigation link

FTEs Direct		\$ Dollars	Shared		Customer Specific		
			Direct	Overhead	Direct	Overhead	
Shared							
Direct	13.524	1,678,980.67					
Overhead		860,858.00					
Shared Total	13.524	2,539,838.67					
Customer Specific							
Direct	4.312	528,766.39					
Overhead		281,107.61					
Customer Specific Total	4.312	809,874.00					
Grand Total	17.837	3,349,712.67					
Full Performance Grades							
	FTEs						
7	3.950						
12	11.199						
13	1.783						
14	0.894						
15	0.011						
Grand Total	17.837						

		Shared		Customer Specific		
		Direct	Overhead	Direct	Overhead	
Labor						
11.0	Full time permanent	1,154,581.82	242,303.21	364,071.93	78,624.32	1,839,581.28
11.5	Other personnel compensation	37,523.91	7,874.85	11,832.34	2,555.30	59,786.40
12.0	Personnel benefits	480,767.87	100,895.05	151,599.55	32,739.16	766,001.63
Labor Total		1,672,873.60	351,073.11	527,503.82	113,918.78	2,665,369.30
Non-Labor						
21.0	Travel and transportation of people	1,576.14	1,067.45	473.47	349.63	3,466.69
22.0	Transportation of things	497.09	0.78		0.26	498.13
25.0	Other services	1,307.12	507,985.19		166,607.17	675,899.48
25.1	Commercial training	2,393.11	621.26	683.90	195.71	3,893.97
26.0	Supplies and materials	333.62	88.81	105.21	28.95	556.59
31.0	Equipment		21.40		7.11	28.51
Non-Labor Total		6,107.07	509,784.89	1,262.58	167,188.83	684,343.37
Grand Total		1,678,980.67	860,858.00	528,766.39	281,107.61	3,349,712.67

Direct FTEs in total and by grade

Total Budget

**FINANCIAL MANAGEMENT
SERVICES**

2025 Service. . . Budget Processing

	FTEs Direct	\$ Dollars
Shared		
Direct	8.213	746,157.75
Overhead		499,299.75
Shared Total	8.213	1,245,457.50
Grand Total	8.213	1,245,457.50

Full Performance Grades	FTEs
7	3.981
9	2.625
12	1.056
13	0.477
14	0.059
15	0.015
Grand Total	8.213

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	511,860.00	141,683.56	653,543.56
11.5 Other personnel compensation	16,635.45	4,604.71	21,240.16
12.0 Personnel benefits	213,138.50	58,997.05	272,135.55
Labor Total	741,633.96	205,285.32	946,919.28
Non-Labor			
21.0 Travel and transportation of people	993.76	616.65	1,610.41
22.0 Transportation of things		0.44	0.44
25.0 Other services	1,740.85	292,956.79	294,697.64
25.1 Commercial training	1,590.49	376.79	1,967.28
26.0 Supplies and materials	198.69	51.61	250.30
31.0 Equipment		12.15	12.15
Non-Labor Total	4,523.79	294,014.43	298,538.22
Grand Total	746,157.75	499,299.75	1,245,457.50

2026 Service. . . Budget Processing

	FTEs Direct	\$ Dollars
Shared		
Direct	6.303	737,752.32
Overhead		430,497.46
Shared Total	6.303	1,168,249.78
Grand Total	6.303	1,168,249.78

Full Performance Grades	FTEs
7	2.389
9	2.318
12	0.989
13	0.495
14	0.090
15	0.022
Grand Total	6.303

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	466,980.59	98,967.75	565,948.34
11.5 Other personnel compensation	15,176.87	3,216.46	18,393.33
12.0 Personnel benefits	194,450.72	41,210.17	235,660.89
Labor Total	676,608.18	143,394.38	820,002.56
Non-Labor			
21.0 Travel and transportation of people	391.31	163.11	554.42
22.0 Transportation of things		0.43	0.43
25.0 Other services	60,066.36	286,792.95	346,859.31
25.1 Commercial training	600.14	109.01	709.15
26.0 Supplies and materials	86.34	23.68	110.02
31.0 Equipment		13.90	13.90
Non-Labor Total	61,144.15	287,103.08	348,247.23
Grand Total	737,752.32	430,497.46	1,168,249.78

2025 Service. . . Budget Reporting

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	FTEs Direct	\$ Dollars
Shared		
Direct	17.595	2,425,994.90
Overhead		1,145,488.36
Shared Total	17.595	3,571,483.26
Grand Total	17.595	3,571,483.26

Full Performance Grades	FTEs
9	0.920
12	9.975
13	5.700
14	1.000
Grand Total	17.595

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	1,670,884.28	320,387.06	1,991,271.34
11.5 Other personnel compensation	54,303.74	10,412.58	64,716.32
12.0 Personnel benefits	695,756.21	133,409.17	829,165.38
Labor Total	2,420,944.23	464,208.81	2,885,153.04
Non-Labor			
21.0 Travel and transportation of people	1,894.00	1,424.74	3,318.74
22.0 Transportation of things		1.05	1.05
25.0 Other services		678,909.27	678,909.27
25.1 Commercial training	2,735.78	797.55	3,533.33
26.0 Supplies and materials	420.89	117.99	538.88
31.0 Equipment		28.95	28.95
Non-Labor Total	5,050.67	681,279.55	686,330.22
Grand Total	2,425,994.90	1,145,488.36	3,571,483.26

2026 Service. . . Budget Reporting

	FTEs Direct	\$ Dollars
Shared		
Direct	15.052	2,238,763.64
Overhead		1,151,249.86
Shared Total	15.052	3,390,013.50
Grand Total	15.052	3,390,013.50

Full Performance Grades	FTEs
9	1.227
12	8.550
13	4.275
14	1.000
Grand Total	15.052

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	1,543,766.16	251,130.96	1,794,897.12
11.5 Other personnel compensation	50,172.40	8,161.77	58,334.17
12.0 Personnel benefits	642,824.23	104,570.93	747,395.16
Labor Total	2,236,762.79	363,863.66	2,600,626.45
Non-Labor			
21.0 Travel and transportation of people	800.34	431.40	1,231.74
22.0 Transportation of things		1.22	1.22
25.0 Other services		786,608.66	786,608.66
25.1 Commercial training	1,000.43	243.06	1,243.49
26.0 Supplies and materials	200.09	62.70	262.79
31.0 Equipment		39.16	39.16
Non-Labor Total	2,000.85	787,386.20	789,387.05
Grand Total	2,238,763.64	1,151,249.86	3,390,013.50

2025 Service. . . Cash Services

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	FTEs Direct	\$ Dollars
Shared		
Direct	13.524	1,678,980.67
Overhead		860,858.00
Shared Total	13.524	2,539,838.67
Customer Specific		
Direct	4.312	528,766.39
Overhead		281,107.61
Customer Specific Total	4.312	809,874.00
Grand Total	17.837	3,349,712.67

Full Performance Grades	FTEs
7	3.950
12	11.199
13	1.783
14	0.894
15	0.011
Grand Total	17.837

	Shared		Customer Specific		
	Direct	Overhead	Direct	Overhead	
Labor					
11.0 Full time permanent	1,154,581.82	242,303.21	364,071.93	78,624.32	1,839,581.28
11.5 Other personnel compensation	37,523.91	7,874.85	11,832.34	2,555.30	59,786.40
12.0 Personnel benefits	480,767.87	100,895.05	151,599.55	32,739.16	766,001.63
Labor Total	1,672,873.60	351,073.11	527,503.82	113,918.78	2,665,369.30
Non-Labor					
21.0 Travel and transportation of people	1,576.14	1,067.45	473.47	349.63	3,466.69
22.0 Transportation of things	497.09	0.78		0.26	498.13
25.0 Other services	1,307.12	507,985.19		166,607.17	675,899.48
25.1 Commercial training	2,393.11	621.26	683.90	195.71	3,893.97
26.0 Supplies and materials	333.62	88.81	105.21	28.95	556.59
31.0 Equipment		21.40		7.11	28.51
Non-Labor Total	6,107.07	509,784.89	1,262.58	167,188.83	684,343.37
Grand Total	1,678,980.67	860,858.00	528,766.39	281,107.61	3,349,712.67

2026 Service. . . Cash Services

	FTEs Direct	\$ Dollars
Shared		
Direct	9.990	1,592,233.34
Overhead		743,453.89
Shared Total	9.990	2,335,687.23
Customer Specific		
Direct	3.176	501,743.04
Overhead		243,249.61
Customer Specific Total	3.176	744,992.65
Grand Total	13.166	3,080,679.88

Full Performance Grades	FTEs
7	1.620
12	8.755
13	1.785
14	0.995
15	0.011
Grand Total	13.166

	Shared		Customer Specific		
	Direct	Overhead	Direct	Overhead	
Labor					
11.0 Full time permanent	1,024,321.48	164,702.49	322,371.63	53,061.90	1,564,457.50
11.5 Other personnel compensation	33,290.45	5,352.84	10,477.08	1,724.52	50,844.89
12.0 Personnel benefits	426,527.47	68,582.12	134,235.55	22,094.97	651,440.10
Labor Total	1,484,139.40	238,637.45	467,084.25	76,881.39	2,266,742.49
Non-Labor					
21.0 Travel and transportation of people	612.39	279.49	185.53	91.15	1,168.57
22.0 Transportation of things	497.11	0.78		0.26	498.15
25.0 Other services	106,016.13	504,304.62	34,194.96	166,203.93	810,719.64
25.1 Commercial training	820.94	166.01	231.92	51.36	1,270.22
26.0 Supplies and materials	147.36	40.62	46.38	13.25	247.62
31.0 Equipment		24.92		8.27	33.19
Non-Labor Total	108,093.94	504,816.44	34,658.79	166,368.22	813,937.39
Grand Total	1,592,233.34	743,453.89	501,743.04	243,249.61	3,080,679.88

2025 Service. . . Commercial Payables - IPP

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	FTEs Direct	\$ Dollars
Shared		
Direct	11.857	1,394,935.04
Overhead		757,041.53
Shared Total	11.857	2,151,976.57
Grand Total	11.857	2,151,976.57

Full Performance Grades	FTEs
7	1.125
9	6.025
12	3.257
13	1.102
14	0.337
15	0.010
Grand Total	11.857

	Shared Direct	Overhead	
Labor			
11.0 Full time permanent	882,442.04	212,024.79	1,094,466.83
11.5 Other personnel compensation	28,679.37	6,890.78	35,570.15
12.0 Personnel benefits	367,448.86	88,287.12	455,735.98
Labor Total	1,278,570.27	307,202.69	1,585,772.96
Non-Labor			
21.0 Travel and transportation of people	1,212.42	939.58	2,152.00
22.0 Transportation of things		0.68	0.68
25.0 Other services	113,048.53	448,256.08	561,304.61
25.1 Commercial training	1,848.24	546.06	2,394.30
26.0 Supplies and materials	255.58	77.57	333.15
31.0 Equipment		18.87	18.87
Non-Labor Total	116,364.77	449,838.84	566,203.61
Grand Total	1,394,935.04	757,041.53	2,151,976.57

2026 Service. . . Commercial Payables - IPP

	FTEs Direct	\$ Dollars
Shared		
Direct	9.978	1,311,923.82
Overhead		747,272.87
Shared Total	9.978	2,059,196.69
Grand Total	9.978	2,059,196.69

Full Performance Grades	FTEs
4	0.300
7	0.025
9	6.025
12	2.182
13	1.104
14	0.332
15	0.010
Grand Total	9.978

	Shared Direct	Overhead	
Labor			
11.0 Full time permanent	825,850.51	164,510.19	990,360.70
11.5 Other personnel compensation	26,840.14	5,346.59	32,186.73
12.0 Personnel benefits	343,884.15	68,502.04	412,386.19
Labor Total	1,196,574.81	238,358.82	1,434,933.63
Non-Labor			
21.0 Travel and transportation of people	495.56	280.74	776.30
22.0 Transportation of things		0.79	0.79
25.0 Other services	114,072.65	508,401.96	622,474.61
25.1 Commercial training	661.23	164.83	826.06
26.0 Supplies and materials	119.57	40.57	160.14
31.0 Equipment		25.16	25.16
Non-Labor Total	115,349.01	508,914.05	624,263.06
Grand Total	1,311,923.82	747,272.87	2,059,196.69

2025 Service. . . Commercial Payables - NIPP

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	FTEs Direct	\$ Dollars
Shared		
Direct	11.889	1,251,009.98
Overhead		758,716.18
Shared Total	11.889	2,009,726.16
Grand Total	11.889	2,009,726.16

Full Performance Grades	FTEs
7	6.000
9	2.000
12	2.332
13	1.111
14	0.437
15	0.009
Grand Total	11.889

	Shared Direct	Overhead	
Labor			
11.0 Full time permanent	860,433.05	213,479.81	1,073,912.86
11.5 Other personnel compensation	27,964.07	6,938.10	34,902.17
12.0 Personnel benefits	358,284.32	88,893.00	447,177.32
Labor Total	1,246,681.45	309,310.91	1,555,992.36
Non-Labor			
21.0 Travel and transportation of people	1,183.75	940.96	2,124.71
22.0 Transportation of things		0.69	0.69
25.0 Other services	1,088.77	447,820.00	448,908.77
25.1 Commercial training	1,806.81	546.48	2,353.29
26.0 Supplies and materials	249.20	78.26	327.46
31.0 Equipment		18.88	18.88
Non-Labor Total	4,328.53	449,405.27	453,733.80
Grand Total	1,251,009.98	758,716.18	2,009,726.16

2026 Service. . . Commercial Payables - NIPP

	FTEs Direct	\$ Dollars
Shared		
Direct	10.184	1,256,318.58
Overhead		763,334.64
Shared Total	10.184	2,019,653.22
Grand Total	10.184	2,019,653.22

Full Performance Grades	FTEs
4	0.400
7	4.000
9	2.000
12	2.225
13	1.113
14	0.438
15	0.009
Grand Total	10.184

	Shared Direct	Overhead	
Labor			
11.0 Full time permanent	817,021.93	168,622.72	985,644.65
11.5 Other personnel compensation	26,553.21	5,480.24	32,033.45
12.0 Personnel benefits	340,207.93	70,214.51	410,422.44
Labor Total	1,183,783.08	244,317.47	1,428,100.55
Non-Labor			
21.0 Travel and transportation of people	492.39	286.80	779.19
22.0 Transportation of things		0.80	0.80
25.0 Other services	71,262.99	518,493.51	589,756.50
25.1 Commercial training	661.82	168.72	830.54
26.0 Supplies and materials	118.30	41.68	159.98
31.0 Equipment		25.66	25.66
Non-Labor Total	72,535.50	519,017.17	591,552.67
Grand Total	1,256,318.58	763,334.64	2,019,653.22

2025 Service. . . Commercial Receivables

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	FTEs Direct	\$ Dollars
Shared		
Direct	12.290	1,121,056.21
Overhead		808,474.62
Shared Total	12.290	1,929,530.83
Grand Total	12.290	1,929,530.83

Full Performance Grades	FTEs
7	9.000
9	0.350
12	1.420
13	1.140
14	0.380
Grand Total	12.290

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	771,436.74	226,126.10	997,562.84
11.5 Other personnel compensation	25,071.69	7,349.09	32,420.78
12.0 Personnel benefits	321,226.26	94,158.91	415,385.17
Labor Total	1,117,734.69	327,634.10	1,445,368.79
Non-Labor			
21.0 Travel and transportation of people	1,245.57	1,005.57	2,251.14
22.0 Transportation of things		0.74	0.74
25.0 Other services		479,167.60	479,167.60
25.1 Commercial training	1,799.16	562.90	2,362.06
26.0 Supplies and materials	276.79	83.28	360.07
31.0 Equipment		20.43	20.43
Non-Labor Total	3,321.52	480,840.52	484,162.04
Grand Total	1,121,056.21	808,474.62	1,929,530.83

2026 Service. . . Commercial Receivables

	FTEs Direct	\$ Dollars
Shared		
Direct	8.678	1,151,307.32
Overhead		662,275.89
Shared Total	8.678	1,813,583.21
Grand Total	8.678	1,813,583.21

Full Performance Grades	FTEs
7	1.000
9	4.725
12	1.779
13	0.785
14	0.385
15	0.004
Grand Total	8.678

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	697,836.75	145,311.60	843,148.35
11.5 Other personnel compensation	22,679.69	4,722.62	27,402.31
12.0 Personnel benefits	290,579.22	60,507.74	351,086.96
Labor Total	1,011,095.66	210,541.96	1,221,637.62
Non-Labor			
21.0 Travel and transportation of people	469.70	248.47	718.17
22.0 Transportation of things		0.70	0.70
25.0 Other services	139,020.76	451,283.40	590,304.16
25.1 Commercial training	605.68	142.84	748.52
26.0 Supplies and materials	115.51	36.11	151.62
31.0 Equipment		22.41	22.41
Non-Labor Total	140,211.65	451,733.93	591,945.58
Grand Total	1,151,307.32	662,275.89	1,813,583.21

2025 Service. . . Debt Collections

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	FTEs Direct	\$ Dollars
Shared		
Direct	11.094	1,320,356.61
Overhead		729,078.32
Shared Total	11.094	2,049,434.93
Grand Total	11.094	2,049,434.93

Full Performance Grades	FTEs
9	5.370
12	4.000
13	1.300
14	0.424
Grand Total	11.094

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	907,404.35	203,919.36	1,111,323.71
11.5 Other personnel compensation	29,490.64	6,627.39	36,118.03
12.0 Personnel benefits	377,843.17	84,912.02	462,755.19
Labor Total	1,314,738.16	295,458.77	1,610,196.93
Non-Labor			
21.0 Travel and transportation of people	1,177.04	906.82	2,083.86
22.0 Transportation of things		0.67	0.67
25.0 Other services		432,110.92	432,110.92
25.1 Commercial training	1,700.16	507.62	2,207.78
26.0 Supplies and materials	2,741.25	75.09	2,816.34
31.0 Equipment		18.43	18.43
Non-Labor Total	5,618.45	433,619.55	439,238.00
Grand Total	1,320,356.61	729,078.32	2,049,434.93

2026 Service. . . Debt Collections

	FTEs Direct	\$ Dollars
Shared		
Direct	7.617	951,005.18
Overhead		587,991.06
Shared Total	7.617	1,538,996.24
Grand Total	7.617	1,538,996.24

Full Performance Grades	FTEs
9	3.779
12	2.629
13	1.140
14	0.070
Grand Total	7.617

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	653,958.24	128,263.00	782,221.24
11.5 Other personnel compensation	21,253.64	4,168.55	25,422.19
12.0 Personnel benefits	272,308.21	53,408.71	325,716.92
Labor Total	947,520.09	185,840.26	1,133,360.35
Non-Labor			
21.0 Travel and transportation of people	382.19	220.33	602.52
22.0 Transportation of things		0.62	0.62
25.0 Other services		401,753.69	401,753.69
25.1 Commercial training	477.74	124.14	601.88
26.0 Supplies and materials	2,625.15	32.02	2,657.17
31.0 Equipment		20.00	20.00
Non-Labor Total	3,485.08	402,150.80	405,635.88
Grand Total	951,005.18	587,991.06	1,538,996.24

2025 Service. . . Grants, Loans, and Foreign Payments

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	FTEs Direct	\$ Dollars
Shared		
Direct	29.868	3,410,678.58
Overhead		1,951,951.58
Shared Total	29.868	5,362,630.16
Customer Specific		
Direct	1.675	236,620.82
Overhead		110,269.79
Customer Specific Total	1.675	346,890.61
Grand Total	31.543	5,709,520.77

Full Performance Grades	FTEs
7	10.000
9	6.000
12	11.233
13	3.227
14	1.076
15	0.006
Grand Total	31.543

	Shared		Customer Specific		
	Direct	Overhead	Direct	Overhead	
Labor					
11.0 Full time permanent	2,278,319.43	546,839.17	162,946.70	30,841.88	3,018,947.18
11.5 Other personnel compensation	74,045.38	17,772.27	5,295.77	1,002.37	98,115.79
12.0 Personnel benefits	948,692.21	227,703.83	67,851.01	12,842.57	1,257,089.62
Labor Total	3,301,057.02	792,315.27	236,093.48	44,686.82	4,374,152.59
Non-Labor					
21.0 Travel and transportation of people	3,018.08	2,425.90	197.75	137.16	5,778.89
22.0 Transportation of things		1.79		0.10	1.89
25.0 Other services	101,482.26	1,155,586.56		65,354.81	1,322,423.63
25.1 Commercial training	4,427.22	1,371.80	285.64	76.77	6,161.43
26.0 Supplies and materials	693.99	201.13	43.94	11.35	950.42
31.0 Equipment		49.13		2.78	51.91
Non-Labor Total	109,621.56	1,159,636.31	527.34	65,582.97	1,335,368.18
Grand Total	3,410,678.58	1,951,951.58	236,620.82	110,269.79	5,709,520.77

2026 Service. . . Grants, Loans, and Foreign Payments

	FTEs Direct	\$ Dollars
Shared		
Direct	22.795	3,263,651.03
Overhead		1,748,133.55
Shared Total	22.795	5,011,784.58
Customer Specific		
Direct	1.554	240,865.24
Overhead		120,147.57
Customer Specific Total	1.554	361,012.81
Grand Total	24.348	5,372,797.40

Full Performance Grades	FTEs
7	4.000
9	6.000
12	10.054
13	3.212
14	1.076
15	0.007
Grand Total	24.348

	Shared		Customer Specific		
	Direct	Overhead	Direct	Overhead	
Labor					
11.0 Full time permanent	2,058,519.25	382,808.44	166,080.32	26,208.71	2,633,616.71
11.5 Other personnel compensation	66,901.88	12,441.28	5,397.61	851.78	85,592.55
12.0 Personnel benefits	857,167.41	159,401.44	69,155.84	10,913.31	1,096,638.01
Labor Total	2,982,588.54	554,651.16	240,633.77	37,973.80	3,815,847.27
Non-Labor					
21.0 Travel and transportation of people	1,211.04	655.60	92.59	45.02	2,004.24
22.0 Transportation of things		1.85		0.13	1.98
25.0 Other services	277,988.79	1,192,296.04		82,092.62	1,552,377.45
25.1 Commercial training	1,546.13	374.35	115.74	25.36	2,061.58
26.0 Supplies and materials	316.54	95.30	23.15	6.55	441.54
31.0 Equipment		59.25		4.09	63.34
Non-Labor Total	281,062.50	1,193,482.39	231.47	82,173.77	1,556,950.13
Grand Total	3,263,651.03	1,748,133.55	240,865.24	120,147.57	5,372,797.40

2025 Service. . . Intragovernmental Payables

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	FTEs Direct	\$ Dollars
Shared		
Direct	24.343	2,589,806.26
Overhead		1,562,999.41
Shared Total	24.343	4,152,805.67
Grand Total	24.343	4,152,805.67

Full Performance Grades	FTEs
7	12.600
9	0.100
12	7.331
13	3.177
14	1.104
15	0.031
Grand Total	24.343

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	1,781,375.44	436,451.69	2,217,827.13
11.5 Other personnel compensation	57,894.70	14,184.69	72,079.39
12.0 Personnel benefits	741,764.74	181,738.49	923,503.23
Labor Total	2,581,034.88	632,374.87	3,213,409.75
Non-Labor			
21.0 Travel and transportation of people	2,545.89	1,939.13	4,485.02
22.0 Transportation of things		1.41	1.41
25.0 Other services	1,740.85	927,340.69	929,081.54
25.1 Commercial training	3,959.12	1,145.58	5,104.70
26.0 Supplies and materials	525.51	158.95	684.46
31.0 Equipment		38.78	38.78
Non-Labor Total	8,771.38	930,624.54	939,395.92
Grand Total	2,589,806.26	1,562,999.41	4,152,805.67

2026 Service. . . Intragovernmental Payables

	FTEs Direct	\$ Dollars
Shared		
Direct	17.609	2,462,119.17
Overhead		1,312,821.73
Shared Total	17.609	3,774,940.90
Grand Total	17.609	3,774,940.90

Full Performance Grades	FTEs
7	7.320
9	0.120
12	5.794
13	3.245
14	1.095
15	0.035
Grand Total	17.609

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	1,496,068.64	290,722.52	1,786,791.16
11.5 Other personnel compensation	48,622.23	9,448.48	58,070.71
12.0 Personnel benefits	622,962.98	121,056.87	744,019.85
Labor Total	2,167,653.85	421,227.87	2,588,881.72
Non-Labor			
21.0 Travel and transportation of people	938.05	494.35	1,432.40
22.0 Transportation of things		1.37	1.37
25.0 Other services	291,992.01	890,682.75	1,182,674.76
25.1 Commercial training	1,315.55	300.86	1,616.41
26.0 Supplies and materials	219.72	70.70	290.42
31.0 Equipment		43.83	43.83
Non-Labor Total	294,465.32	891,593.86	1,186,059.18
Grand Total	2,462,119.17	1,312,821.73	3,774,940.90

2025 Service. . . Intragovernmental Receivables

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	FTEs Direct	\$ Dollars
Shared		
Direct	22.861	1,574,701.85
Overhead		908,513.18
Shared Total	22.861	2,483,215.03
Grand Total	22.861	2,483,215.03

Full Performance Grades	FTEs
7	8.600
9	0.100
12	10.100
13	3.000
14	1.045
15	0.016
Grand Total	22.861

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	1,084,144.19	252,443.43	1,336,587.62
11.5 Other personnel compensation	35,234.69	8,204.41	43,439.10
12.0 Personnel benefits	451,437.64	105,117.43	556,555.07
Labor Total	1,570,816.52	365,765.27	1,936,581.79
Non-Labor			
21.0 Travel and transportation of people	1,432.32	1,129.67	2,561.99
22.0 Transportation of things		0.83	0.83
25.0 Other services		540,852.74	540,852.74
25.1 Commercial training	2,145.69	649.63	2,795.32
26.0 Supplies and materials	307.32	92.23	399.55
31.0 Equipment		22.81	22.81
Non-Labor Total	3,885.33	542,747.91	546,633.24
Grand Total	1,574,701.85	908,513.18	2,483,215.03

2026 Service. . . Intragovernmental Receivables

	FTEs Direct	\$ Dollars
Shared		
Direct	17.016	1,441,901.98
Overhead		792,918.95
Shared Total	17.016	2,234,820.93
Grand Total	17.016	2,234,820.93

Full Performance Grades	FTEs
7	4.920
9	0.120
12	7.920
13	3.020
14	1.020
15	0.016
Grand Total	17.016

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	914,201.90	173,044.84	1,087,246.74
11.5 Other personnel compensation	29,711.56	5,623.95	35,335.51
12.0 Personnel benefits	380,673.67	72,055.89	452,729.56
Labor Total	1,324,587.14	250,724.68	1,575,311.82
Non-Labor			
21.0 Travel and transportation of people	532.64	297.68	830.32
22.0 Transportation of things		0.84	0.84
25.0 Other services	115,955.78	541,653.73	657,609.51
25.1 Commercial training	696.43	172.59	869.02
26.0 Supplies and materials	129.99	42.59	172.58
31.0 Equipment		26.84	26.84
Non-Labor Total	117,314.84	542,194.27	659,509.11
Grand Total	1,441,901.98	792,918.95	2,234,820.93

2025 Service. . . Investment Accounting

	FTEs Direct	\$ Dollars
Customer Specific		
Direct	20.527	6,696,386.81
Overhead		1,352,615.62
Customer Specific Total	20.527	8,049,002.43
Grand Total	20.527	8,049,002.43

Full Performance Grades	FTEs
12	17.100
13	2.213
14	1.004
15	0.210
Grand Total	20.527

	Customer Specific		
	Direct	Overhead	
Labor			
11.0 Full time permanent	2,024,897.11	377,957.87	2,402,854.98
11.5 Other personnel compensation	65,809.16	12,283.63	78,092.79
12.0 Personnel benefits	843,167.16	157,381.66	1,000,548.82
Labor Total	2,933,873.43	547,623.16	3,481,496.59
Non-Labor			
21.0 Travel and transportation of people	2,654.04	1,682.29	4,336.33
22.0 Transportation of things		1.25	1.25
25.0 Other services	3,755,417.00	802,190.27	4,557,607.27
25.1 Commercial training	3,855.71	945.47	4,801.18
26.0 Supplies and materials	586.63	139.03	725.66
31.0 Equipment		34.15	34.15
Non-Labor Total	3,762,513.39	804,992.46	4,567,505.85
Grand Total	6,696,386.81	1,352,615.62	8,049,002.43

2026 Service. . . Investment Accounting

	FTEs Direct	\$ Dollars
Customer Specific		
Direct	15.200	6,085,710.57
Overhead		1,175,346.71
Customer Specific Total	15.200	7,261,057.28
Grand Total	15.200	7,261,057.28

Full Performance Grades	FTEs
12	12.000
13	2.200
14	1.000
Grand Total	15.200

	Customer Specific		
	Direct	Overhead	
Labor			
11.0 Full time permanent	1,663,587.68	256,387.40	1,919,975.08
11.5 Other personnel compensation	54,066.60	8,332.59	62,399.19
12.0 Personnel benefits	692,717.91	106,759.71	799,477.62
Labor Total	2,410,372.19	371,479.70	2,781,851.89
Non-Labor			
21.0 Travel and transportation of people	964.15	440.43	1,404.58
22.0 Transportation of things		1.25	1.25
25.0 Other services	3,672,928.00	803,073.18	4,476,001.18
25.1 Commercial training	1,205.19	248.14	1,453.33
26.0 Supplies and materials	241.04	64.03	305.07
31.0 Equipment		39.98	39.98
Non-Labor Total	3,675,338.37	803,867.01	4,479,205.38
Grand Total	6,085,710.57	1,175,346.71	7,261,057.28

2025 Service. . . OBI Services

	FTEs Direct	\$ Dollars
Shared		
Direct	10.714	2,270,686.63
Overhead		799,283.88
Shared Total	10.714	3,069,970.51
Grand Total	10.714	3,069,970.51

Full Performance Grades	FTEs
9	1.150
12	7.033
13	2.030
14	0.310
15	0.191
Grand Total	10.714

	Shared Direct	Overhead	
Labor			
11.0 Full time permanent	990,723.05	193,713.34	1,184,436.39
11.5 Other personnel compensation	32,198.50	6,295.69	38,494.19
12.0 Personnel benefits	412,537.08	80,662.24	493,199.32
Labor Total	1,435,458.63	280,671.27	1,716,129.90
Non-Labor			
21.0 Travel and transportation of people	2,589.27	987.97	3,577.24
22.0 Transportation of things		0.64	0.64
25.0 Other services	826,597.11	516,682.16	1,343,279.27
25.1 Commercial training	5,753.93	866.30	6,620.23
26.0 Supplies and materials	287.70	58.08	345.78
31.0 Equipment		17.46	17.46
Non-Labor Total	835,228.00	518,612.61	1,353,840.61
Grand Total	2,270,686.63	799,283.88	3,069,970.51

2026 Service. . . OBI Services

	FTEs Direct	\$ Dollars
Shared		
Direct	8.838	2,240,491.81
Overhead		775,747.43
Shared Total	8.838	3,016,239.24
Grand Total	8.838	3,016,239.24

Full Performance Grades	FTEs
9	0.100
12	6.022
13	2.211
14	0.304
15	0.201
Grand Total	8.838

	Shared Direct	Overhead	
Labor			
11.0 Full time permanent	953,037.37	171,604.76	1,124,642.13
11.5 Other personnel compensation	30,973.71	5,577.14	36,550.85
12.0 Personnel benefits	396,844.76	71,456.22	468,300.98
Labor Total	1,380,855.84	248,638.12	1,629,493.96
Non-Labor			
21.0 Travel and transportation of people	964.79	305.93	1,270.72
22.0 Transportation of things		0.71	0.71
25.0 Other services	856,328.10	526,446.87	1,382,774.97
25.1 Commercial training	2,205.24	307.32	2,512.56
26.0 Supplies and materials	137.83	25.70	163.53
31.0 Equipment		22.78	22.78
Non-Labor Total	859,635.97	527,109.31	1,386,745.28
Grand Total	2,240,491.81	775,747.43	3,016,239.24

2025 Service. . . Payroll Accounting

	FTEs Direct	\$ Dollars
Shared		
Direct	3.012	484,718.39
Overhead		170,679.58
Shared Total	3.012	655,397.97
Grand Total	3.012	655,397.97

Full Performance Grades	FTEs
12	0.399
13	2.083
14	0.519
15	0.011
Grand Total	3.012

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	332,768.65	49,263.95	382,032.60
11.5 Other personnel compensation	10,814.98	1,601.07	12,416.05
12.0 Personnel benefits	138,564.86	20,513.50	159,078.36
Labor Total	482,148.49	71,378.52	553,527.01
Non-Labor			
21.0 Travel and transportation of people	436.11	209.01	645.12
22.0 Transportation of things		0.14	0.14
25.0 Other services	1,307.12	98,929.51	100,236.63
25.1 Commercial training	746.40	140.72	887.12
26.0 Supplies and materials	80.28	17.72	98.00
31.0 Equipment		3.96	3.96
Non-Labor Total	2,569.90	99,301.06	101,870.96
Grand Total	484,718.39	170,679.58	655,397.97

2026 Service. . . Payroll Accounting

	FTEs Direct	\$ Dollars
Shared		
Direct	2.120	397,799.41
Overhead		142,710.18
Shared Total	2.120	540,509.59
Grand Total	2.120	540,509.59

Full Performance Grades	FTEs
12	0.202
13	1.401
14	0.509
15	0.008
Grand Total	2.120

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	272,699.09	33,027.28	305,726.37
11.5 Other personnel compensation	8,862.72	1,073.39	9,936.11
12.0 Personnel benefits	113,551.90	13,752.55	127,304.45
Labor Total	395,113.71	47,853.22	442,966.93
Non-Labor			
21.0 Travel and transportation of people	147.39	54.15	201.54
22.0 Transportation of things		0.14	0.14
25.0 Other services	2,279.87	94,753.32	97,033.19
25.1 Commercial training	225.90	36.92	262.82
26.0 Supplies and materials	32.54	7.85	40.39
31.0 Equipment		4.58	4.58
Non-Labor Total	2,685.70	94,856.96	97,542.66
Grand Total	397,799.41	142,710.18	540,509.59

2025 Service. . . Payroll Transactions

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	FTEs Direct	\$ Dollars
Shared		
Direct	6.425	862,630.14
Overhead		420,803.13
Shared Total	6.425	1,283,433.27
Grand Total	6.425	1,283,433.27

Full Performance Grades	FTEs
12	6.425
Grand Total	6.425

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	593,950.40	117,696.42	711,646.82
11.5 Other personnel compensation	19,303.39	3,825.12	23,128.51
12.0 Personnel benefits	247,320.95	49,008.79	296,329.74
Labor Total	860,574.74	170,530.33	1,031,105.07
Non-Labor			
21.0 Travel and transportation of people	770.78	523.39	1,294.17
22.0 Transportation of things		0.39	0.39
25.0 Other services		249,402.05	249,402.05
25.1 Commercial training	1,113.34	292.98	1,406.32
26.0 Supplies and materials	171.28	43.35	214.63
31.0 Equipment		10.64	10.64
Non-Labor Total	2,055.40	250,272.80	252,328.20
Grand Total	862,630.14	420,803.13	1,283,433.27

2026 Service. . . Payroll Transactions

	FTEs Direct	\$ Dollars
Shared		
Direct	5.257	776,447.74
Overhead		404,418.56
Shared Total	5.257	1,180,866.30
Grand Total	5.257	1,180,866.30

Full Performance Grades	FTEs
12	5.257
Grand Total	5.257

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	535,331.10	88,218.93	623,550.03
11.5 Other personnel compensation	17,398.26	2,867.11	20,265.37
12.0 Personnel benefits	222,911.87	36,734.36	259,646.23
Labor Total	775,641.23	127,820.40	903,461.63
Non-Labor			
21.0 Travel and transportation of people	322.60	151.54	474.14
22.0 Transportation of things		0.43	0.43
25.0 Other services		276,325.02	276,325.02
25.1 Commercial training	403.26	85.38	488.64
26.0 Supplies and materials	80.65	22.03	102.68
31.0 Equipment		13.76	13.76
Non-Labor Total	806.51	276,598.16	277,404.67
Grand Total	776,447.74	404,418.56	1,180,866.30

2025 Service. . . Pension Payroll Project

	FTEs Direct	\$ Dollars
Customer Specific		
Direct	5.699	876,201.71
Overhead		373,132.66
Customer Specific Total	5.699	1,249,334.37
Grand Total	5.699	1,249,334.37

Full Performance Grades	FTEs
9	1.000
12	3.607
13	0.911
14	0.180
15	0.001
Grand Total	5.699

	Customer Specific		
	Direct	Overhead	
Labor			
11.0 Full time permanent	498,651.99	104,490.67	603,142.66
11.5 Other personnel compensation	16,206.19	3,395.96	19,602.15
12.0 Personnel benefits	207,638.69	43,509.91	251,148.60
Labor Total	722,496.87	151,396.54	873,893.41
Non-Labor			
21.0 Travel and transportation of people	657.44	463.82	1,121.26
22.0 Transportation of things		0.34	0.34
25.0 Other services	150,313.17	220,962.50	371,275.67
25.1 Commercial training	959.31	261.62	1,220.93
26.0 Supplies and materials	1,774.91	38.44	1,813.35
31.0 Equipment		9.40	9.40
Non-Labor Total	153,704.84	221,736.12	375,440.96
Grand Total	876,201.71	373,132.66	1,249,334.37

2026 Service. . . Pension Payroll Project

	FTEs Direct	\$ Dollars
Customer Specific		
Direct	4.512	869,106.78
Overhead		346,848.69
Customer Specific Total	4.512	1,215,955.47
Grand Total	4.512	1,215,955.47

Full Performance Grades	FTEs
12	3.596
13	0.911
14	0.004
15	0.001
Grand Total	4.512

	Customer Specific		
	Direct	Overhead	
Labor			
11.0 Full time permanent	507,165.21	75,869.03	583,034.24
11.5 Other personnel compensation	16,482.87	2,465.73	18,948.60
12.0 Personnel benefits	211,183.60	31,591.85	242,775.45
Labor Total	734,831.68	109,926.61	844,758.29
Non-Labor			
21.0 Travel and transportation of people	295.70	130.04	425.74
22.0 Transportation of things		0.37	0.37
25.0 Other services	132,583.10	236,687.01	369,270.11
25.1 Commercial training	374.18	73.98	448.16
26.0 Supplies and materials	1,022.11	18.91	1,041.02
31.0 Equipment		11.77	11.77
Non-Labor Total	134,275.10	236,922.08	371,197.18
Grand Total	869,106.78	346,848.69	1,215,955.47

2025 Service. . . Purchase/Fleet Card Accounting

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	FTEs Direct	\$ Dollars
Shared		
Direct	7.671	936,356.30
Overhead		493,219.95
Shared Total	7.671	1,429,576.25
Grand Total	7.671	1,429,576.25

Full Performance Grades	FTEs
7	1.000
9	2.000
12	3.133
13	1.044
14	0.490
15	0.004
Grand Total	7.671

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	644,189.55	138,460.75	782,650.30
11.5 Other personnel compensation	20,936.16	4,500.00	25,436.16
12.0 Personnel benefits	268,240.53	57,655.06	325,895.59
Labor Total	933,366.24	200,615.81	1,133,982.05
Non-Labor			
21.0 Travel and transportation of people	945.03	612.37	1,557.40
22.0 Transportation of things		0.45	0.45
25.0 Other services	436.69	291,577.42	292,014.11
25.1 Commercial training	1,403.89	350.71	1,754.60
26.0 Supplies and materials	204.46	50.84	255.30
31.0 Equipment		12.35	12.35
Non-Labor Total	2,990.07	292,604.14	295,594.21
Grand Total	936,356.30	493,219.95	1,429,576.25

2026 Service. . . Purchase/Fleet Card Accounting

	FTEs Direct	\$ Dollars
Shared		
Direct	5.568	817,303.74
Overhead		419,336.55
Shared Total	5.568	1,236,640.29
Grand Total	5.568	1,236,640.29

Full Performance Grades	FTEs
7	1.000
12	3.363
13	0.712
14	0.490
15	0.004
Grand Total	5.568

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	562,772.31	92,317.37	655,089.68
11.5 Other personnel compensation	18,290.10	3,000.32	21,290.42
12.0 Personnel benefits	234,338.39	38,440.96	272,779.35
Labor Total	815,400.80	133,758.65	949,159.45
Non-Labor			
21.0 Travel and transportation of people	349.51	157.44	506.95
22.0 Transportation of things		0.44	0.44
25.0 Other services	1,012.53	285,291.44	286,303.97
25.1 Commercial training	455.44	91.56	547.00
26.0 Supplies and materials	85.46	22.88	108.34
31.0 Equipment		14.14	14.14
Non-Labor Total	1,902.94	285,577.90	287,480.84
Grand Total	817,303.74	419,336.55	1,236,640.29

2025 Service. . . Receivable Reporting

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	FTEs Direct	\$ Dollars
Customer Specific		
Direct	14.331	1,878,649.39
Overhead		918,613.27
Customer Specific Total	14.331	2,797,262.66
Grand Total	14.331	2,797,262.66

Full Performance Grades	FTEs
9	2.280
12	9.846
13	1.649
14	0.550
15	0.007
Grand Total	14.331

	Customer Specific		
	Direct	Overhead	
Labor			
11.0 Full time permanent	1,293,195.48	257,947.32	1,551,142.80
11.5 Other personnel compensation	42,028.85	8,383.29	50,412.14
12.0 Personnel benefits	538,486.60	107,409.26	645,895.86
Labor Total	1,873,710.94	373,739.87	2,247,450.81
Non-Labor			
21.0 Travel and transportation of people	1,500.57	1,140.37	2,640.94
22.0 Transportation of things		0.84	0.84
25.0 Other services	870.43	542,960.34	543,830.77
25.1 Commercial training	2,245.09	654.15	2,899.24
26.0 Supplies and materials	322.37	94.72	417.09
31.0 Equipment		22.98	22.98
Non-Labor Total	4,938.45	544,873.40	549,811.85
Grand Total	1,878,649.39	918,613.27	2,797,262.66

2026 Service. . . Receivable Reporting

	FTEs Direct	\$ Dollars
Customer Specific		
Direct	12.166	1,764,630.64
Overhead		916,043.63
Customer Specific Total	12.166	2,680,674.27
Grand Total	12.166	2,680,674.27

Full Performance Grades	FTEs
9	1.496
12	8.862
13	1.210
14	0.590
15	0.008
Grand Total	12.166

	Customer Specific		
	Direct	Overhead	
Labor			
11.0 Full time permanent	1,215,357.54	201,512.17	1,416,869.71
11.5 Other personnel compensation	39,499.12	6,549.14	46,048.26
12.0 Personnel benefits	506,074.88	83,909.67	589,984.55
Labor Total	1,760,931.53	291,970.98	2,052,902.51
Non-Labor			
21.0 Travel and transportation of people	659.03	343.87	1,002.90
22.0 Transportation of things		0.97	0.97
25.0 Other services	2,018.36	623,447.47	625,465.83
25.1 Commercial training	860.79	199.45	1,060.24
26.0 Supplies and materials	160.93	49.98	210.91
31.0 Equipment		30.91	30.91
Non-Labor Total	3,699.11	624,072.65	627,771.76
Grand Total	1,764,630.64	916,043.63	2,680,674.27

2025 Service. . . Reporting

	FTEs Direct	\$ Dollars
Customer Specific		
Direct	122.620	16,903,979.93
Overhead		7,990,044.70
Customer Specific Total	122.620	24,894,024.63
Grand Total	122.620	24,894,024.63

Full Performance Grades	FTEs
7	2.069
9	0.455
12	92.500
13	23.308
14	3.288
15	1.000
Grand Total	122.620

	Customer Specific		
	Direct	Overhead	
Labor			
11.0 Full time permanent	11,638,212.15	2,234,773.38	13,872,985.53
11.5 Other personnel compensation	378,241.89	72,630.16	450,872.05
12.0 Personnel benefits	4,846,151.54	930,559.62	5,776,711.16
Labor Total	16,862,605.58	3,237,963.16	20,100,568.74
Non-Labor			
21.0 Travel and transportation of people	15,965.51	9,937.90	25,903.41
22.0 Transportation of things		7.34	7.34
25.0 Other services		4,735,548.24	4,735,548.24
25.1 Commercial training	22,021.00	5,563.06	27,584.06
26.0 Supplies and materials	3,387.85	823.04	4,210.89
31.0 Equipment		201.96	201.96
Non-Labor Total	41,374.35	4,752,081.54	4,793,455.89
Grand Total	16,903,979.93	7,990,044.70	24,894,024.63

2026 Service. . . Reporting

	FTEs Direct	\$ Dollars
Customer Specific		
Direct	100.845	15,474,912.73
Overhead		7,717,190.41
Customer Specific Total	100.845	23,192,103.14
Grand Total	100.845	23,192,103.14

Full Performance Grades	FTEs
7	0.991
9	0.455
12	76.489
13	19.950
14	2.959
Grand Total	100.845

	Customer Specific		
	Direct	Overhead	
Labor			
11.0 Full time permanent	10,476,758.39	1,683,409.95	12,160,168.34
11.5 Other personnel compensation	340,494.65	54,710.82	395,205.47
12.0 Personnel benefits	4,362,522.19	700,971.89	5,063,494.08
Labor Total	15,179,775.23	2,439,092.66	17,618,867.89
Non-Labor			
21.0 Travel and transportation of people	6,096.82	2,891.84	8,988.66
22.0 Transportation of things		8.19	8.19
25.0 Other services	279,895.46	5,272,885.55	5,552,781.01
25.1 Commercial training	7,621.02	1,629.26	9,250.28
26.0 Supplies and materials	1,524.20	420.39	1,944.59
31.0 Equipment		262.52	262.52
Non-Labor Total	295,137.50	5,278,097.75	5,573,235.25
Grand Total	15,474,912.73	7,717,190.41	23,192,103.14

2025 Service. . . Robotic Processing Automation

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	FTEs Direct	\$ Dollars
Shared		
Direct	2.786	406,986.81
Overhead		211,941.42
Shared Total	2.786	618,928.23
Grand Total	2.786	618,928.23

Full Performance Grades	FTEs
12	1.893
13	0.631
14	0.210
15	0.053
Grand Total	2.786

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	274,976.24	51,320.31	326,296.55
11.5 Other personnel compensation	8,936.73	1,667.92	10,604.65
12.0 Personnel benefits	114,500.11	21,369.77	135,869.88
Labor Total	398,413.07	74,358.00	472,771.07
Non-Labor			
21.0 Travel and transportation of people	710.59	262.04	972.63
22.0 Transportation of things		0.17	0.17
25.0 Other services	6,205.11	137,071.83	143,276.94
25.1 Commercial training	1,579.09	229.35	1,808.44
26.0 Supplies and materials	78.95	15.39	94.34
31.0 Equipment		4.64	4.64
Non-Labor Total	8,573.74	137,583.42	146,157.16
Grand Total	406,986.81	211,941.42	618,928.23

2026 Service. . . Robotic Processing Automation

	FTEs Direct	\$ Dollars
Shared		
Direct	1.689	295,528.17
Overhead		151,154.99
Shared Total	1.689	446,683.16
Grand Total	1.689	446,683.16

Full Performance Grades	FTEs
12	0.989
13	0.494
14	0.165
15	0.041
Grand Total	1.689

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	196,115.92	33,397.24	229,513.16
11.5 Other personnel compensation	6,373.77	1,085.42	7,459.19
12.0 Personnel benefits	81,662.67	13,906.61	95,569.28
Labor Total	284,152.36	48,389.27	332,541.63
Non-Labor			
21.0 Travel and transportation of people	196.54	59.59	256.13
22.0 Transportation of things		0.14	0.14
25.0 Other services	10,701.98	102,636.79	113,338.77
25.1 Commercial training	449.23	59.76	508.99
26.0 Supplies and materials	28.08	5.00	33.08
31.0 Equipment		4.44	4.44
Non-Labor Total	11,375.82	102,765.72	114,141.54
Grand Total	295,528.17	151,154.99	446,683.16

2025 Service. . . System Services (FM)

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	FTEs Direct	\$ Dollars
Shared		
Direct	64.114	8,525,739.20
Overhead		4,503,749.33
Shared Total	64.114	13,029,488.53
Customer Specific		
Direct	12.678	12,366,123.34
Overhead		846,951.47
Customer Specific Total	12.678	13,213,074.81
Grand Total	76.792	26,242,563.34

Full Performance Grades	FTEs
7	2.914
9	3.686
12	47.297
13	16.213
14	5.608
15	1.073
Grand Total	76.792

	Shared		Customer Specific		
	Direct	Overhead	Direct	Overhead	
Labor					
11.0 Full time permanent	5,848,261.58	1,092,610.61	1,025,699.76	211,180.81	8,177,752.76
11.5 Other personnel compensation	190,068.50	35,509.84	33,335.24	6,863.37	265,776.95
12.0 Personnel benefits	2,435,216.12	454,963.06	427,101.38	87,935.69	3,405,216.25
Labor Total	8,473,546.21	1,583,083.51	1,486,136.38	305,979.87	11,848,745.97
Non-Labor					
21.0 Travel and transportation of people	15,265.76	5,565.29	2,680.81	1,037.77	24,549.63
22.0 Transportation of things		3.57		0.64	4.21
25.0 Other services	1,307.12	2,909,781.09	10,871,050.92	538,887.14	14,321,026.27
25.1 Commercial training	33,923.92	4,890.06	5,957.36	965.28	45,736.61
26.0 Supplies and materials	1,696.20	327.59	297.87	63.16	2,384.81
31.0 Equipment		98.22		17.61	115.83
Non-Labor Total	52,192.99	2,920,665.82	10,879,986.95	540,971.60	14,393,817.37
Grand Total	8,525,739.20	4,503,749.33	12,366,123.34	846,951.47	26,242,563.34

2026 Service. . . System Services (FM)

	FTEs Direct	\$ Dollars
Shared		
Direct	56.047	8,250,310.97
Overhead		4,681,161.60
Shared Total	56.047	12,931,472.57
Customer Specific		
Direct	9.411	12,252,554.17
Overhead		726,481.29
Customer Specific Total	9.411	12,979,035.46
Grand Total	65.458	25,910,508.03

Full Performance Grades	FTEs
7	0.463
9	4.463
12	39.042
13	16.058
14	4.358
15	1.074
Grand Total	65.458

	Shared		Customer Specific		
	Direct	Overhead	Direct	Overhead	
Labor					
11.0 Full time permanent	5,678,597.63	1,036,579.26	910,045.03	168,176.27	7,793,398.19
11.5 Other personnel compensation	184,554.42	33,688.82	29,576.46	5,465.74	253,285.45
12.0 Personnel benefits	2,364,568.05	431,631.61	378,942.75	70,028.60	3,245,171.01
Labor Total	8,227,720.11	1,501,899.69	1,318,564.24	243,670.61	11,291,854.65
Non-Labor					
21.0 Travel and transportation of people	5,779.31	1,846.37	923.42	288.55	8,837.65
22.0 Transportation of things		4.29		0.64	4.93
25.0 Other services	2,776.08	3,175,261.25	10,930,823.92	482,167.07	14,591,028.31
25.1 Commercial training	13,209.86	1,857.41	2,110.67	308.91	17,486.85
26.0 Supplies and materials	825.62	155.28	131.92	25.13	1,137.94
31.0 Equipment		137.31		20.38	157.69
Non-Labor Total	22,590.86	3,179,261.91	10,933,989.92	482,810.68	14,618,653.37
Grand Total	8,250,310.97	4,681,161.60	12,252,554.17	726,481.29	25,910,508.03

2025 Service. . . System Services (FM) - Help Desk

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	FTEs Direct	\$ Dollars
Shared		
Direct	8.447	1,026,431.48
Overhead		583,092.68
Shared Total	8.447	1,609,524.16
Grand Total	8.447	1,609,524.16

Full Performance Grades	FTEs
7	1.808
9	1.101
12	3.997
13	1.060
14	0.411
15	0.071
Grand Total	8.447

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	702,443.86	145,191.82	847,635.68
11.5 Other personnel compensation	22,829.43	4,718.73	27,548.16
12.0 Personnel benefits	292,497.62	60,457.88	352,955.50
Labor Total	1,017,770.91	210,368.43	1,228,139.34
Non-Labor			
21.0 Travel and transportation of people	1,835.14	714.76	2,549.90
22.0 Transportation of things		0.44	0.44
25.0 Other services	2,543.42	371,290.48	373,833.90
25.1 Commercial training	4,078.10	662.98	4,741.08
26.0 Supplies and materials	203.90	43.43	247.33
31.0 Equipment		12.16	12.16
Non-Labor Total	8,660.57	372,724.25	381,384.82
Grand Total	1,026,431.48	583,092.68	1,609,524.16

2026 Service. . . System Services (FM) - Help Desk

	FTEs Direct	\$ Dollars
Shared		
Direct	6.199	897,700.88
Overhead		498,487.03
Shared Total	6.199	1,396,187.91
Grand Total	6.199	1,396,187.91

Full Performance Grades	FTEs
7	0.282
9	1.082
12	3.501
13	1.031
14	0.234
15	0.070
Grand Total	6.199

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	614,225.70	114,771.14	728,996.84
11.5 Other personnel compensation	19,962.34	3,730.06	23,692.40
12.0 Personnel benefits	255,763.58	47,790.70	303,554.28
Labor Total	889,951.62	166,291.90	1,056,243.52
Non-Labor			
21.0 Travel and transportation of people	623.22	197.81	821.03
22.0 Transportation of things		0.44	0.44
25.0 Other services	5,612.50	331,755.47	337,367.97
25.1 Commercial training	1,424.50	210.19	1,634.69
26.0 Supplies and materials	89.03	17.16	106.19
31.0 Equipment		14.06	14.06
Non-Labor Total	7,749.26	332,195.13	339,944.39
Grand Total	897,700.88	498,487.03	1,396,187.91

2025 Service. . . System Services (FM) - Reporting

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	FTEs Direct	\$ Dollars
Shared		
Direct	6.837	3,093,793.55
Overhead		517,104.33
Shared Total	6.837	3,610,897.88
Grand Total	6.837	3,610,897.88

Full Performance Grades	FTEs
7	0.062
9	0.110
12	4.310
13	1.973
14	0.310
15	0.072
Grand Total	6.837

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	681,500.63	125,213.62	806,714.25
11.5 Other personnel compensation	22,148.77	4,069.45	26,218.22
12.0 Personnel benefits	283,776.86	52,138.96	335,915.82
Labor Total	987,426.26	181,422.03	1,168,848.29
Non-Labor			
21.0 Travel and transportation of people	1,781.38	639.35	2,420.73
22.0 Transportation of things		0.41	0.41
25.0 Other services	2,100,429.36	334,434.10	2,434,863.46
25.1 Commercial training	3,958.62	559.57	4,518.19
26.0 Supplies and materials	197.93	37.56	235.49
31.0 Equipment		11.31	11.31
Non-Labor Total	2,106,367.29	335,682.30	2,442,049.59
Grand Total	3,093,793.55	517,104.33	3,610,897.88

2026 Service. . . System Services (FM) - Reporting

	FTEs Direct	\$ Dollars
Shared		
Direct	6.319	2,679,071.75
Overhead		562,327.91
Shared Total	6.319	3,241,399.66
Grand Total	6.319	3,241,399.66

Full Performance Grades	FTEs
7	0.013
9	0.113
12	3.413
13	2.457
14	0.253
15	0.072
Grand Total	6.319

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	689,929.81	124,244.63	814,174.44
11.5 Other personnel compensation	22,422.72	4,037.95	26,460.67
12.0 Personnel benefits	287,286.77	51,735.46	339,022.23
Labor Total	999,639.30	180,018.04	1,179,657.34
Non-Labor			
21.0 Travel and transportation of people	700.87	221.72	922.59
22.0 Transportation of things		0.52	0.52
25.0 Other services	1,677,029.47	381,830.13	2,058,859.60
25.1 Commercial training	1,601.99	222.35	1,824.34
26.0 Supplies and materials	100.12	18.62	118.74
31.0 Equipment		16.53	16.53
Non-Labor Total	1,679,432.45	382,309.87	2,061,742.32
Grand Total	2,679,071.75	562,327.91	3,241,399.66

2025 Service. . . Vendor Maintenance

	FTEs Direct	\$ Dollars
Shared		
Direct	8.300	782,637.98
Overhead		539,360.62
Shared Total	8.300	1,321,998.60
Grand Total	8.300	1,321,998.60

Full Performance Grades	FTEs
7	4.000
9	2.000
12	1.000
13	1.000
14	0.300
Grand Total	8.300

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	538,816.92	150,856.32	689,673.24
11.5 Other personnel compensation	17,511.55	4,902.83	22,414.38
12.0 Personnel benefits	224,363.36	62,816.58	287,179.94
Labor Total	780,691.83	218,575.73	999,267.56
Non-Labor			
21.0 Travel and transportation of people	729.81	670.85	1,400.66
22.0 Transportation of things		0.50	0.50
25.0 Other services		319,668.83	319,668.83
25.1 Commercial training	1,054.16	375.52	1,429.68
26.0 Supplies and materials	162.18	55.56	217.74
31.0 Equipment		13.63	13.63
Non-Labor Total	1,946.15	320,784.89	322,731.04
Grand Total	782,637.98	539,360.62	1,321,998.60

2026 Service. . . Vendor Maintenance

	FTEs Direct	\$ Dollars
Shared		
Direct	6.600	895,774.49
Overhead		503,568.76
Shared Total	6.600	1,399,343.25
Grand Total	6.600	1,399,343.25

Full Performance Grades	FTEs
4	0.300
7	2.000
9	1.000
12	2.000
13	1.000
14	0.300
Grand Total	6.600

	Shared		
	Direct	Overhead	
Labor			
11.0 Full time permanent	523,665.08	109,847.32	633,512.40
11.5 Other personnel compensation	17,019.12	3,570.03	20,589.15
12.0 Personnel benefits	218,054.14	45,740.42	263,794.56
Labor Total	758,738.34	159,157.77	917,896.11
Non-Labor			
21.0 Travel and transportation of people	303.50	188.70	492.20
22.0 Transportation of things		0.53	0.53
25.0 Other services	136,277.41	344,070.88	480,348.29
25.1 Commercial training	379.37	106.32	485.69
26.0 Supplies and materials	75.87	27.43	103.30
31.0 Equipment		17.13	17.13
Non-Labor Total	137,036.15	344,410.99	481,447.14
Grand Total	895,774.49	503,568.76	1,399,343.25

APPENDIX

DRIVER DEFINITIONS

DRIVER TYPES:

- “Transaction” based – Average annual count of two most recently completed Fiscal Years
- “Point in Time” based – Typically as of around mid-2nd quarter of current Fiscal Year
- “Level of Effort” based – Objective driver not determined to be appropriate allocation of costs
- “Anticipation” based – Historical knowledge and our current customer assessment guides expected volume
- “Other” based – Doesn’t fit within one of our main driver types.

NOTE: For FY26 due to many government wide budget environment unknowns, volume levels were stabilized from FY25 modeling.

SERVICE	DEFINITION	DRIVER TYPE
FINANCIAL MANAGEMENT SERVICES		
BUDGET PROCESSING	# OF BUDGET DOCUMENT LINES PROCESSED <u>TRANSACTION TYPES:</u> BUDGET ALLOCATION – MANUAL & INTERFACED BUDGET APPORTIONMENT AVAILABLE – MANUAL & INTERFACED BUDGET APPROPRIATION – MANUAL & INTERFACED BUDGET APPORTIONMENT UNAVAILABLE – MANUAL & INTERFACED	TRANSACTION
BUDGET REPORTING	BASED ON HISTORICAL LEVEL OF EFFORT <u>FACTORS INFLUENCE THE LEVEL OF EFFORT:</u> COMPLEXITY OF THE ACCOUNTING AND FUNDS CONTROL STRUCTURE ACCOUNTING REQUIREMENTS OF THE FUNDS INVOLVED	LEVEL OF EFFORT
CASH SERVICES	BASED 75% = # OF UNEXPIRED TREASURY ACCOUNT SYMBOLS BASED 25% = # OF CASH TRANSACTIONS (I.E. HEADERS) PROCESSED <u>TRANSACTION TYPES:</u> USSGL = 10100021, 10100022, 10100027, 10100028, OR 10100029 & JE SOURCE = “BUDGETARY TRANSACTION”, “PAYABLES”, OR “RECEIVABLES”	POINT IN TIME & TRANSACTION
COMMERCIAL PAYABLES – IPP	# OF AP DOCUMENTS (I.E. HEADERS) PROCESSED	TRANSACTION

	<u>TRANSACTION TYPE:</u> AP INVOICES – IPP	
COMMERCIAL PAYABLES – NIPP	# OF AP DOCUMENTS (I.E. HEADERS) PROCESSED <u>TRANSACTION TYPES:</u> AP INVOICES – ZDIs – COMMERCIAL AP INVOICES – COMMERCIAL INTERFACED (x0.1 WEIGHT) AP MANUAL PAYMENTS (x2 WEIGHT) AP COMMERCIAL INVOICES – MANUAL PURCHASING – INTERFACED OBLIGATIONS – MANUAL PAYMENTS (x0.1 WEIGHT) PURCHASING – INTERFACED COMMERCIAL OBLIGATIONS (x0.1 WEIGHT) PURCHASING – MANUAL OBLIGATIONS – MANUAL PAYMENTS PURCHASING – MANUAL OBLIGATIONS – COMMERCIAL PO RECEIPTS (ACCRUALS) – GRANTS & LOANS (INTERFACED & MANUAL) PO RECEIPTS (ACCRUALS) – FOREIGN PMTs & MANUAL PMTs & PSC (INTERFACED & MANUAL) PO RECEIPTS (ACCRUALS) – FEDERAL & COMMERCIAL (INTERFACED & MANUAL)	TRANSACTION
COMMERCIAL RECEIVABLES	# OF AR DOCUMENTS (I.E. HEADERS) PROCESSED <u>TRANSACTION TYPES:</u> AR – ADJUSTMENTS – NFED – MANUAL AR – ADJUSTMENTS – NFED – INTERFACED (x0.1 WEIGHT) AR – ADJUSTMENTS – NFED – DEBIT MEMOS – MANUAL AR – ADJUSTMENTS – DEBIT MEMOS – INTERFACED (x0.1 WEIGHT) NFED – CASH MANUAL NFED – CASH INTERFACED (x0.1 WEIGHT) AR INVOICES – DEBIT MEMO – INTERFACED (x0.1 WEIGHT) AR INVOICES – DEBIT MEMO – NFED MANUAL AR INVOICES – NFED INTERFACED (x0.1 WEIGHT) AR INVOICES – NFED MANUAL AR INVOICES – NFED CREDIT MEMO MANUAL AR – MISC RECEIPTS – NFED MANUAL AR – MISC RECEIPTS – NFED INTERFACED (x0.5 WEIGHT) CUSTOMERS – NON-FEDERAL – MANUAL CUSTOMERS – NON-FEDERAL – INTERFACED (x0.1 WEIGHT)	TRANSACTION
DEBT COLLECTIONS	BASED ON HISTORICAL LEVEL OF EFFORT <u>FACTORS INFLUENCE THE LEVEL OF EFFORT:</u>	LEVEL OF EFFORT

	<p>ACCOUNTING COMPLEXITY CUSTOMER CARE CHANGING GOVERNMENT-WIDE DEBT COLLECTION REQUIREMENTS</p>	
GRANTS, LOANS, AND FOREIGN PAYMENTS	<p># OF AP AND AR DOCUMENTS (I.E. HEADERS) PROCESSED <u>TRANSACTION TYPES:</u> ONLY LISTED W/ "GRANTS" BELOW, ALSO COUNT W/ "LOANS" & "PSC" & "FOREIGN" AP INVOICES – ZDIs – GRANTS AP INVOICES – GRANTS INTERFACED (x0.2 WEIGHT) AP INVOICES – GRANTS MANUAL PURCHASING – MANUAL OBLIGATIONS – GRANTS ONLY LISTED W/ "GRANTS" BELOW, ALSO COUNT W/ "LOANS" & "PSC" PURCHASING – GRANTS INTERFACED OBLIGATIONS (x0.2 WEIGHT) ONLY LISTED W/ "GRANTS" BELOW, ALSO COUNT W/ "LOANS" AR – ADJUSTMENTS – GRANTS-MANUAL AR – ADJUSTMENTS – GRANTS-INTERFACED (x0.2 WEIGHT) AR RECEIPTS – GRANTS – CASH MANUAL AR RECEIPTS – GRANTS – CASH INTERFACED (x0.2 WEIGHT) AR INVOICES – GRANTS – INTERFACED (x0.2 WEIGHT) AR INVOICES – GRANTS – MANUAL AR – MISC RECEIPTS – GRANTS – MANUAL AR – MISC RECEIPTS – GRANTS – INTERFACED (x0.2 WEIGHT) CUSTOMERS – GRANTS – MANUAL CUSTOMERS – GRANTS – INTERFACED (x0.2 WEIGHT) ONLY AS LISTED BELOW ARE COUNTED AP INVOICES – FOREIGN INTERFACED (x0.4 WEIGHT) AP INVOICES – JFICS INTERFACE (x0.2 WEIGHT) AP MANUAL PAYMENTS – FHA FORECLOSED PROPERTY (x2 WEIGHT) AP INVOICES – PENSION PAYROLL INTERFACED (x0.2 WEIGHT) AP INVOICES – JFICS INTERFACE (x0.2 WEIGHT) AP INVOICES – PENSION PAYROLL MANUAL PURCHASING – FOREIGN PAYMENTS INTERFACED OBLIGATIONS (x0.2 WEIGHT) PURCHASING – HHS GRANTS INTERFACED OBLIGATIONS (x0.2 WEIGHT)</p>	TRANSACTION
INTRAGOVERNMENTAL PAYABLES	<p># OF INTRAGOVERNMENTAL AP DOCUMENTS (I.E. HEADERS) PROCESSED <u>TRANSACTION TYPES:</u></p>	TRANSACTION

	AP INVOICES – ZDIS – FEDERAL AP INVOICES – IPAC INTERFACED (x0.1 WEIGHT) AP INVOICES – IPAC MANUAL PURCHASING – INTERFACED OBLIGATIONS – FEDERAL (x0.1 WEIGHT) PURCHASING – MANUAL OBLIGATIONS - FEDERAL	
INTRAGOVERNMENTAL RECEIVABLES	# OF INTRAGOVERNMENTAL AR DOCUMENTS (I.E. HEADERS) PROCESSED <u>TRANSACTION TYPES:</u> AR – ADJUSTMENTS – FEDERAL – MANUAL AR – ADJUSTMENTS – FEDERAL – INTERFACED (x0.1 WEIGHT) AR – ADJUSTMENTS – FED DEBIT MEMOS – MANUAL AR RECEIPTS FED – IPAC BULK PROCESS FED – CASH MANUAL FED – CASH INTERFACED (x0.1 WEIGHT) AR INVOICES – DEBIT MEMO – FED MANUAL AR INVOICES – FED INTERFACED (x0.1 WEIGHT) AR INVOICES – FED MANUAL AR INVOICES – FED CREDIT MEMO MANUAL AR INVOICES – PROJECT INVOICES – PIE INTERFACE (x0.1 WEIGHT) AR INVOICES – PROJECT INVOICES – MANUAL AR – MISC RECEIPTS – FED MANUAL AR – MISC RECEIPTS – FED INTERFACED (x0.1 WEIGHT) CUSTOMERS – FEDERAL – MANUAL CUSTOMERS – FEDERAL – INTERFACED (x0.1 WEIGHT) PROJECTS – CONTRACT & INDIRECT PROJECTS – COST ADJUSTMENTS – MANUAL & WEBADI PROJECT COST BUDGET – CONTRACT & REVENUE BUDGET & INDIRECT	TRANSACTION
INVESTMENT ACCOUNTING	BASED ON HISTORICAL LEVEL OF EFFORT	LEVEL OF EFFORT
OBI SERVICES	# OF OBI USERS BASED ON FORMULA: (FULL ACCESS USERS x2) + (READ ONLY USERS x1)	POINT IN TIME
PAYROLL ACCOUNTING	FLAT FEE IF CUSTOMER CHOOSES SERVICE	POINT IN TIME
PAYROLL TRANSACTIONS	# OF PAYROLL CORRECTIONS PROCESSED FOR MOST COMPLETED 24 MONTHS <u>TRANSACTION TYPES:</u> CORRECTED INTERFACED CORRECTED NON-INTERFACED	TRANSACTION
PENSION PAYROLL PROJECT	BASED ON HISTORICAL LEVEL OF EFFORT	LEVEL OF EFFORT

PURCHASE/FLEET CARD ACCOUNTING	# OF SMARTPAY DOCUMENTS PROCESSED <u>TRANSACTION TYPES:</u> AP INVOICES – ZDIs – PURCHASE CARDS (DISTRIBUTION LINES) AP INVOICES – PURCHASE CARD INTERFACES (HEADERS) AP INVOICES – PURCHASE CARD REJECTIONS (DISTRIBUTION LINES) AR – MISC RECEIPTS – PURCHASE CARDS (HEADERS) PURCHASING – INTERFACED OBLIGATIONS – PURCHASE CARDS (HEADERS) PURCHASING – MANUAL OBLIGATIONS – PURCHASE CARDS (DISTRIBUTION LINES) PO RECEIPTS (ACCRUALS) – PURCHASE CARDS (DISTRIBUTION LINES) (INTERFACED & MANUAL)	TRANSACTION
RECEIVABLE REPORTING	BASED ON HISTORICAL LEVEL OF EFFORT <u>FACTORS INFLUENCE THE LEVEL OF EFFORT:</u> COMPLEXITY OF THE ACCOUNTING ACCOUNTING REQUIREMENTS OF THE FUNDS INVOLVED AUDIT SUPPORT REQUIREMENTS NUMBER OF TROR'S PREPARED LEVEL OF CUSTOMER CARE REQUIRED CHANGING GOVERNMENT-WIDE REPORTING REQUIREMENTS	LEVEL OF EFFORT
REPORTING	BASED ON HISTORICAL LEVEL OF EFFORT <u>FACTORS INFLUENCE THE LEVEL OF EFFORT:</u> COMPLEXITY OF THE ACCOUNTING AND FUNDS CONTROL STRUCTURE ACCOUNTING REQUIREMENTS OF THE FUNDS INVOLVED AUDIT SUPPORT REQUIREMENTS LEVEL OF CUSTOMER CARE REQUIRED CHANGING GOVERNMENT-WIDE REPORTING REQUIREMENTS VOLUME AND COMPLEXITY OF ASSETS TRACKED – FIXED ASSETS ONLY	LEVEL OF EFFORT
ROBOTIC PROCESSING AUTOMATION	# OF RPA BOTS BASED ON FORMULA: (TINY x0.5) + (SMALL x1) + (MEDIUM x1.5) + (LARGE x2) + (MEGA x4)	POINT IN TIME
SYSTEM SERVICES (FM)	# OF CUSTOMER CORE ORACLE USERS PLUS NUMBER OF ARC FINANCIAL MANAGEMENT USERS ALLOCATED TO CUSTOMER	POINT IN TIME
SYSTEM SERVICES (FM) – HELP DESK	# OF HELP DESK TICKETS	TRANSACTION
SYSTEM SERVICES (FM) – REPORTING	# OF CUSTOMER ONESTREAM USERS PLUS NUMBER OF ARC FINANCIAL MANAGEMENT USERS ALLOCATED TO CUSTOMER	POINT IN TIME
VENDOR MAINTENANCE	ACTIVE VENDOR / EMPLOYEE RECORDS AND RECORDS MADE INACTIVE IN LAST 12 MONTHS	POINT IN TIME