Insourcing in Federal Treasury System: Experience and Perspectives

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Goal, objectives and activities of reform of support functions of the Federal Treasury

**Goal** – support of the Russian Treasury operations

**Activities:**
- Development of uniform procurement policy
- Implementation of modern technologies
- Organization of managerial accounting

**Activities:**
- Formalization of business processes:
  - regulation of activities
  - standardization of activities

**Activities:**
Organizational activities to reform support to the Federal Treasury (development of a Uniform Resource Center; building a network of branches).
Transmission of support functions to the branches of the FPI “RTSC”.

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**Main areas of support activities to be transmitted to the branches of the FPI “RTSC”**

**COMMUNICATION SERVICES**
- Mailing
- Courier and special communications
- Telephone, fax and mobile
- Access to Internet

**TRANSPORTATION SERVICES**
- Motor vehicle services by passenger traffic and baggage (cargo) agreements
- Other similar services

**UTILITIES**
- Heating
- Water supply, canalization
- Electric power
- Gas

**PROPERTY MAINTENANCE WORKS AND SERVICES**
- Current and capital repairs of buildings (premises)
- Exploitation of buildings (premises)
- Cleaning services
- Technical maintenance of engineering systems
- Other similar services

**OTHER WORKS AND SERVICES**
- Archiving
- Printing and publishing services
- Design of project documentation and estimates for construction, reconstruction and repairs of non-financial assets
- Subscription to periodicals
- Security services
- Other works and services

**INFLOW OF NON-FINANCIAL ASSETS**
- Purchase of main assets and stock (fuel and lubricants, construction materials, household materials, stationery, print-outs, spare parts, etc.)
## Stages of activities:

|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------|

### Structure of Federal Public Institution “Russian Treasury Support Center”

- **FPI “RTSC”**
  - 15 branches of FPI “RTSC”
  - 16 FPI in RF entities
  - 9 branches of FPI “RTSC”
  - 11 FPI in RF entities
  - 5 branches of FPI “RTSC”
  - 6 FPI in RF entities
  - 13 branches of FPI “RTSC”
  - 14 FPI in RF entities
  - 1 branch of FPI “RTSC”
  - 2 FPI in RF entities
  - 7 branches of FPI “RTSC”
  - 6 FPI in RF entities
  - 5 branches of FPI “RTSC”
  - 6 FPI in RF entities
  - 11 branches of FPI “RTSC”
  - 12 FPI in RF entities
  - 8 branches of FPI “RTSC”
  - 9 FPI in RF entities
**Federal Treasury, Interregional Operations Department, territorial units of the Federal Treasury**

**Application for procurement of goods, works or services**

**FPI “RTSC” and its branches**

**Procurement of goods, works and services**

**Goods, works or a service**

**Planning of procurements**

**Contract execution**

**Contract maintenance**

**Placement of order**

**Request from systematic catalog**

**Applicant (employee of FT Central Office, FT Territorial Units)**

**Log card of executed order**

**Basket of ordered goods**

**Execution of a service request**

**Coordination of a service request**

**Refusal**

**Office supplies**

<table>
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<th>Page</th>
<th>Stationery</th>
<th>Humidity</th>
<th>Office equipment</th>
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Russian Treasury Procurement Policy

Contracting goods, works, services based on the following principles:

- Effective use of budget funds;
- Uniform approaches;
- Transparency;
- Competition;
- Fairness.

Setting Service Level Agreements (SLA)

Service Level Agreement
- list of works, services;
- geography, timeframe;
- rules of interaction;
- quality control;
- service level indicators.

Federal Treasury, Interregional Operations Department, territorial units of the Federal Treasury

Federal Public Institution “Russian Treasury Support Center”
### Key Performance Indicators of the FPI “RTSC”

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Measure</th>
<th>Value</th>
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<tbody>
<tr>
<td>Indicator 1</td>
<td>Timely execution of requests</td>
<td>timely executed requests to the total number of requests</td>
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<td>Indicator 2</td>
<td>Ratio (%) of services accepted by the Customer with no objection</td>
<td>‘no objection’ services to the total number of services</td>
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<td>Indicator 3</td>
<td>Ratio (%) of services executed untimely</td>
<td>number of untimely services to the total number of services</td>
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<td>Indicator 4</td>
<td>Ratio (%) of timely transmitted accounting documents (notifications) for internal settlements</td>
<td>ratio of documents executed in due time</td>
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<td>Indicator 5</td>
<td>Ratio of work load</td>
<td>ratio of estimated work time to the factual work time</td>
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<td>Indicator 6</td>
<td>SMART-tasks</td>
<td>ratio of set tasks to the executed tasks</td>
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<td>Indicator 7</td>
<td>Satisfaction of the Federal Treasury employees by the service level</td>
<td>total score given by the employees by scale (1 to 10) to the number of employees who gave their evaluations</td>
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Thank you for attention