



UNITED STATES  
OFFICE OF PERSONNEL MANAGEMENT  
WASHINGTON, D.C. 20415

MAY 24 2004

The Honorable J. Dennis Hastert  
Speaker of the House of Representatives  
Washington, DC 20515

Dear Mr. Speaker:

This letter transmits the Office of Personnel Management's (OPM) Annual Report to Congress on its competitive sourcing accomplishments required by section 647(b) of the Transportation, Treasury, and Independent Agencies Appropriations Act, 2004, as incorporated in Division F of the Consolidated Appropriations Act, 2004 (Public Law 108-199). It is prepared using the guidance contained in the Office of Management and Budget's memorandum of February 26, 2004.

Information regarding competitions completed during Fiscal Year 2003 is provided in the spreadsheets at Enclosure 1 to this letter. Information on OPM's 2004 competitions and the description of how our competitive sourcing decision-making process relates to OPM's Strategic Management of Human Capital Initiative is provided in Enclosure 2 to this letter.

Questions regarding this report may be directed to Ronald C. Flom, Deputy Associate Director, Center for Contracting, Facilities and Administrative Services at 202-606-2200.

Sincerely,

A handwritten signature in black ink, appearing to read "K.C. James".

Kay Coles James  
Director

Enclosures

cc: The Honorable Tom Davis  
The Honorable Henry A. Waxman  
The Honorable Jo Ann Davis  
The Honorable Danny K. Davis  
The Honorable C.W. (Bill) Young  
The Honorable David R. Obey  
The Honorable Ernest Istook, Jr.  
The Honorable John W. Oliver

**OFFICE OF PERSONNEL MANAGEMENT  
FY 2003 COMPETITIVE SOURCING ACTIVITIES SUMMARY**

**COMPLETED COMPETITIONS**  
(Dollars in Millions)

| Competition Description             |                         |                  |                   |                    |                  |                  | Incremental Costs of Conducting Studies |                         | Savings and/or Performance Improvements |                        |                    |                               |   |
|-------------------------------------|-------------------------|------------------|-------------------|--------------------|------------------|------------------|---|-------------------------|---|------------------------|--------------------|-------------------------------|---|
| Function Competed/Description       | Type of Competition     | Location (State) | # of FTE in study | Start Date (Mo/Yr) | End Date (Mo/Yr) | Winning Provider | FY 2003 Costs                           | Total Cost -- All Years | Estimated Savings                       | Period of Est. Savings | Annualized Savings | Actual Savings (if available) | Quantifiable Description of Improvements in Service or Performance (if appropriate) |
| Test Administration and Warehousing | Standard (New)          | Nationwide       | 180               | 2/2003             | 10/2003          | H/H              | 0.253                                   | 0.25                    | 10.4                                    | Over 4 years, 9 months | 2.2                | N/A                           | N/A   |
| Job Information System              | Direct Conversion (Old) | Macon, GA        | 22                | 10/2002            | 1/2003           | CTR              | 0.031                                   | 0.031                   | N/A                                     | N/A                    | N/A                | N/A                           | *See Below  |
|                                     |                         |                  |                   |                    |                  |                  |   |                         |   |                        |                    |                               |   |
|                                     |                         |                  |                   |                    |                  |                  |   |                         |   |                        |                    |                               |   |
|                                     |                         |                  |                   |                    |                  |                  |   |                         |   |                        |                    |                               |   |
|                                     |                         |                  |                   |                    |                  |                  |   |                         |   |                        |                    |                               |   |

**SUMMARY**

Total number competitions: 2  
 Total number of FTEs studied: 202  
 Total FY 2003 costs to conduct studies: \$284,000  
 Total anticipated savings associated with 2003 studies: \$10.4 million over 4 years, 9 months

**\*Quantifiable Improvements in Service or Performance:**

1. New user interface; more powerful search engine; enhanced career management tools for job seekers; and resume mining for Federal recruiters
2. Usage has increased from 31,111 average daily visits in July 2003 to 227,894 average daily visits in February 2004
3. The average score on ACSI e-Government web site index for customer satisfaction has increased from 71 to 75 in March 2004
4. Performance improvements to be introduced in FY 2004 include new job announcement template and builder; streamlined "create once, use many" application process; and real-time application status tracking feedback.

**Announced Competitions\***  
(Dollars in Millions)

| Competition Description       |                     |                  |                   |                    |                  | Incremental Costs of Conductin | Anticipated Savings or Quantifiable |
|-------------------------------|---------------------|------------------|-------------------|--------------------|------------------|--------------------------------|-------------------------------------|
| Function Competed/Description | Type of Competition | Location (State) | # of FTE in study | Start Date (Mo/Yr) | End Date (Mo/Yr) |                                |                                     |
| None                          |                     |                  |                   |                    |                  |                                |                                     |
|                               |                     |                  |                   |                    |                  |                                |                                     |
|                               |                     |                  |                   |                    |                  |                                |                                     |
|                               |                     |                  |                   |                    |                  |                                |                                     |
|                               |                     |                  |                   |                    |                  |                                |                                     |

**SUMMARY:**

Total number competitions: **None**  
 Total number of FTEs being studied  
 Total FY 2003 costs to conduct studies

## **FY 2004 COMPETITIONS**

OPM will complete competitive sourcing competitions of 327 Full Time Equivalents (FTE) during Fiscal Year 2004.

### **Integration of OPM's Human Capital and Competitive Sourcing Initiatives**

OPM's competitive sourcing initiatives are closely linked to and complement its HC initiatives under the President's Management Agenda. As described in the Plan for the Strategic Management of OPM's Human Capital, "where appropriate, we use competitive sourcing to ensure that the best human capital assets are acquired, deployed, and maintained as efficiently and effectively as possible." In practice, we view competitive sourcing as a tool to address core competency gaps that are identified through OPM's workforce planning review and analysis.

OPM's core competency information will be provided to members of the FAIR Act Inventory Work Group to consider as they complete their annual Competitive Activity Review. This information is useful in ensuring that competitive sourcing activities align with goals and objectives stated in OPM's HC Plan and support organizations in meeting their mission.

Because of the intrinsic linkage between competitive sourcing and human capital, OPM appoints a Human Resources (HR) Advisor for each competition to address all human resources considerations, including potential reductions in force. The HR advisor and contracting personnel meet with employees included in each competition to provide them with information regarding the procedures, time frames, and potential impact of the results of the competitions. Employees are given the opportunity to ask any questions they have regarding the potential impact each competition may have on them.

If the OPM employees lose a competition, or in implementing a most efficient organization, it may be necessary to conduct a reduction in force. There are a number of options OPM can use to respond to a reduction of positions as a result of competitive sourcing:

1. We are in the process of requesting the use of the Voluntary Early Retirement (VERA) and Voluntary Separation Incentive Payment (VSIP) authorities through September 30, 2004. This timeframe should cover all contemplated competitive sourcing competitions for FY 2004. Having these authorities will help us to make any necessary staff reductions associated with implementing the Government's most efficient organization (MEO) or staff reductions resulting from the Government losing a competition. This request will require OPM approval after consultation with OMB.

2. If positions are eliminated as a result of losing a competition, employees would receive priority consideration under OPM's Career Transition Assistance Program (CTAP).

If an OPM activity faces a reduction in force as a result of losing a competition, the Center for Human Capital Management Services will deploy staff to work with the organization's impacted staff to discuss their benefit options, provide coaching on resume writing, review their Official Personnel Files, and conduct other activities to assist impacted personnel in planning their actions to address any impending reduction in force.