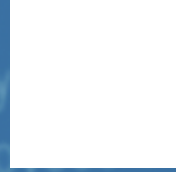


Payroll and Personnel Systems



U.S. Department of Health
and Human Services



Directory of Products & Services

Fiscal Year 2004

Performance Standards:

99% of W2s issued and mailed within 15 days
the end of tax year. 99% of salary checks issued
on the official payday. Systems are maintained and oper-
ational. No more than one re-



August 11, 2003

Dear Customer:

The Program Support Center (PSC) continues to move forward in a positive direction that is supportive of both the President's Management Agenda (PMA) and the Secretary's "One Department" Initiative. We remain customer-focused and are continuously striving to ensure we provide our customers with competitively priced products and services that meet or exceed their quality expectations.

For the past year and a half the PSC has been systematically examining all of our business lines. We have used the results of these analyses to drive changes that enable us to improve the quality and cost-reasonableness of our products and services. Our efforts to become a "world class" shared-services enterprise are a "work in progress." We are continuing to reengineer our processes, implement best practices, form strategic partnerships and improve operational efficiencies.

During 2003, we also implemented the PSC Revenue, Invoicing and Cost Estimation System (PRICES). PRICES enables the PSC to provide our customers with a web-based billing process that provides real-time information that can be used to make more informed and effective business decisions.

Our 2004 Products and Services Directory contains detailed descriptions of the many products and services offered by the PSC. It provides points of contact and rate information for each business line. We are always looking for ways to improve our services and products and appreciate your feedback relative to the current business lines. We are also receptive to exploring new strategic partnerships or expanding existing services to meet additional needs you may have. To share your thoughts and ideas on how we can better serve our customers contact the PSC Business Office at 301-443-0034.

Sincerely,

A handwritten signature in black ink, reading "Mike Blank", is written over a horizontal line.

Mike Blank
Deputy Assistant Secretary
for Program Support

Directory of Products and Services

Fiscal Year 2004

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ADMINISTRATIVE OPERATIONS SERVICE (AOS)

Acting Director: Heather Ransom
Phone: (301) 443-5283

Acquisitions

PSC Acquisitions solicits, negotiates, awards, and administers government contracts which include the acquisition of healthcare and support services, evaluation design studies and analyses, conference management, technical assistance, information technology, programmatic research and development, professional services, and commodities. In accordance with Federal Acquisition Regulations and guidance, awards are made using simplified acquisition and negotiated contracting procedures. A start-to-finish team approach is utilized to focus on specialization, customer mission, and buying economies.

Simplified Acquisitions (95601)

PSC Acquisitions possesses warranted contracting officers to award simplified acquisitions for commodities and services. Awards using simplified acquisition procedures may take the form of purchase orders, delivery orders, and blanket purchase agreements. A large and diverse customer base provides PSC with the opportunity to maximize economies of scale, specialize in the needs of customers, and establish innovative and streamlined acquisition vehicles. For example, PSC Acquisitions has established several

information technology blanket purchase agreements against GSA Schedules with leading IT suppliers. These blanket purchase agreements offer better than GSA Schedule pricing, technology and price refreshment, as well as the opportunity for volume discounts. In addition, PSC Acquisitions has competitively awarded several blanket purchase agreements for A-76 support services to meet the needs of customer agencies and Federal initiatives.

Performance Standards:

90% of all acquisitions, determined to be in compliance with Federal regulations and guidelines, will be completed within the following acquisition lead times:

Simplified Acquisitions (noncomplex) - up to 15 days
Simplified Acquisitions (complex) - up to 45 days

Availability: All Federal Government

*Service Fee: Funded Simplified
Acquisition Actions -
3.6% of obligation*

*Cancellation Fee: \$65.00 per hour/time
consumed and*

*Expedite Fee: Additional 25% of
normal service fee*

Point of Contact: Ruth Crown
Phone: (301) 443-6557
E-mail: Rcrown@psc.gov

Negotiated Contracts (95635)

PSC Acquisitions is committed to the successful award of negotiated contract actions. Contract actions can include negotiated sole source contracts and negotiated competitive contracts in the open market over \$100,000. Trained and experienced contract staff focus on mission needs while supporting socioeconomic goals and

performance based contracting initiatives. As an example, PSC Acquisitions has competitively awarded streamlined task order contracts, partnering with 49 contractors to provide program and policy assessment, evaluation design studies, and technical assistance. Seven task order contracts have been established with small businesses to provide conference management and support services. Performance Standards:

Performance Standards:

90% of all acquisitions, determined to be in compliance with Federal regulations and guidelines, will be completed within the following acquisition lead times:

Negotiated Contracts (sole source) - up to 105 days

Negotiated Contracts (competitive, noncomplex) - up to 140 days

Negotiated Contracts (competitive, complex) - up to 180 days

Availability: All Federal Government

Service Fee: 1.2% of obligation

Cancellation Fee: \$65.00 per hour/time consumed

Expedite Fee: Additional 25% of normal service fee

Point of Contact: Christie Goodman

Phone: (301) 443-6557

E-Mail: Cgoodman@psc.gov

Purchase Card Management (95636)

The purchase card is the preferred means for authorized government employees to purchase and pay for micro purchases. Under the government-wide commercial purchase card program, PSC Acquisitions issues purchase cards to authorized employees with certain single and monthly spending limits and restrictions coded

electronically. Purchase cards are monitored for spending in accordance with Federal Acquisition Regulations.

Performance Standards:

Requests for establishment of new purchase cards will be acted upon within 24 hours of receipt of complete information.

Availability: DHHS only

Service Fee: \$176.81 per card annually

Point of Contact: Sheri Kretschmaier

Phone: (301) 443-6557

E-mail: Skretschmaier@psc.gov

Building Operations—Delegated (95615)

The Building Operations function for delegated facilities provides building management, space acquisition, space alterations, leased space management, and security for tenants located in the following GSA-delegated buildings: Parklawn Building, Park Building, and the Personal Property Facility (370 Warehouse).

Availability: DHHS only

Service Fee: Bldg. Ops. Delegated \$11.64/sq. ft. plus actual contract cost and overtime utilities

■ BUILDING MANAGEMENT

Provides custodial services, utilities, waste management, recycling, energy management, landscaping, snow removal, window washing, pest control, environmental and fire safety services, lease administration, emergency planning, and parking administration.

Performance Standards:

Service requests will be responded to within 24 hours.

Point of Contact: **Service Call Help Desk**
Phone: (301) 443-6340

■ **SPACE ACQUISITION**

Coordinates a turnkey project for HHS Operating Divisions for all types of space, i.e. general office, warehouse, and laboratory facilities; serves as liaison between the HHS Operating Divisions and GSA to acquire space; participates in all phases of the project including design, procurement, construction, coordination of direct contracts, occupancy, and lease administration.

Performance Standards:

Customer request for acquisitions services will be acknowledged within 2 days of notification; project scheduling accomplished using "Microsoft Project"; schedules developed incorporating due dates for each phase of the acquisition - the phasing is predicated upon the complexity of each project. Space acquisitions are completed on time 90% of the time.

Point of Contact: **John Hicks**
Phone: (301) 443-2001
E-mail: jhicks@psc.gov

■ **SPACE ALTERATIONS**

Coordinates a turnkey project for space alterations for space occupied by HHS Operating Divisions for subsequent renovations. Staff performs various types of projects including executive suites, open office plans, warehouses, daycare, and laboratory facilities. Services include Lessor and GSA coordination, selection of designers and contractors, review of design intent and construction documents, scheduling of reviews, and attendance at design and construction phase meetings. Construction drawings and cost estimates are done on the latest "AutoCAD" software. Project tracking is accomplished using "Project Reporting and Analysis System." Project scheduling is accomplished using "Microsoft Project."

Performance Standards:

Customer requests for alterations will be acknowledged within 3 days of notification; completion times vary according to the complexity of the job. Quality project delivered within budget 90% of the time.

Point of Contact: **Michael Pontell**
Phone: (301) 443-2001
E-mail: Mpontell@psc.gov

■ **LEASED SPACE MANAGEMENT**

Receives monthly GSA rent bills from GSA for properties being leased by HHS Operating Divisions, verifies bills for accuracy, prepares rent bill splits for multi-tenant buildings, oversees the assignment and utilization of space, prepares rent budgets, and provides lease administration services.

Performance Standards:

Rent bills will be analyzed and processed within 1 week from receipt; bi-annual rent budgets will be prepared within 1 week of request.

Point of Contact: **Joyce Chomko**
Phone: (301) 443-2001
E-mail: Jchomko@psc.gov

■ **SECURITY**

Provides security services 24/7, including contract guards for building access control and roving patrols, locks, card access, alarm monitoring, and closed circuit television. Customized post orders are developed for new and existing posts as necessary, to meet the customers' needs. Plans are in place to address the various levels of security (i.e. Code Orange, Code Red), which can be implemented immediately to ensure the safety of HHS employees.

Performance Standards:

Incidents will be responded to immediately in the headquarters building and within 30 minutes for outbuildings; permanent posts will be filled and post orders prepared within 1 week of request.

Point of Contact: **David Hall**
Phone: (301) 443-2714
E-mail: Dhall@psc.gov

Building Operations— Outbuildings (95616)

Occupants of outbuildings are provided similar, but less extensive, building management services to include the following:

■ BUILDING MANAGEMENT

Environmental and fire safety services, lease administration, and emergency planning.

Performance Standards:

Service requests will be responded to within 24 hours.

*Point of Contact: see Building
Operations-
Delegated*

Phone: (301) 443-6340

Equivalent services are provided to customers in outbuildings and delegated facilities as follows:

■ SPACE ACQUISITION

■ SPACE ALTERATIONS

■ LEASED SPACE MANAGEMENT

See descriptions for Building Operations-Delegated.

*Service Fee: \$.30/sq. ft. plus actual
contract costs, travel
overtime, and supplies*

*Points of Contact: see Building
Operations-
Delegated*

Outbuilding Security (95637)

Provides security services 24/7, including contract guards for building access control and roving patrols, locks, card access, alarm monitoring, and closed circuit television to all out buildings serviced

by the PSC. Customized post orders are developed for new and existing posts as necessary, to meet the customers' needs. Plans are in place to address the various levels of security (i.e. Code Orange, Code Red), which can be implemented immediately to ensure the safety of HHS employees.

Performance Standards:

Incidents will be responded to immediately in the headquarters building and within 30 minutes for outbuildings; permanent posts will be filled and post orders prepared within 1 week of request.

Availability: DHHS only

Service Fee: 1.84% surcharge plus
actual contract costs,
travel, overtime and
supplies*

Point of Contact: David Hall

Phone: (301) 443-2714

E-mail: Dhall@psc.gov

**Surcharge of actual costs associated with
physical security (i.e., guard contract, locks,
card access equipment, etc.)*

Shredding (95610)

Administers the pickup, transport, and recycling of sensitive materials for the HHS Operating Divisions at locations throughout the National Capitol Region. Uses an automated system for service requests, data collection, and billing. Lockable storage containers are provided to customers for their convenience. Shredding material is picked up biweekly, however customers may request additional (unscheduled) collections by calling the shredding POC listed below.

Performance Standards:

*All orders placed on the biweekly schedule will be
picked up 100% of the time; special orders placed for
pick up on other than the biweekly schedule will be*

honored within 72 hours; telephone inquiries will be responded to within 24 hours.

Availability: *All Federal Government located in the National Capitol Area*

Service Fees: *Regular Scheduled: \$0.19 per pound for biweekly collection
Unscheduled: \$60.00 fee, plus \$.19 per pound*

Point of Contact: *Gail Hunt*
Phone: *(301) 443-6340*
E-mail: *Ghunt@psc.gov*

Real Property (95614)

Administers the Federal Surplus Federal Real Property Assistance Program for HHS. The office transfers federal surplus real properties to be used for various public health programs, as well as homeless assistance programs provided by state and local government agencies and private nonprofit organizations.

Performance Standards:

Customer requests for application instructions for the acquisition of properties will be acknowledged within 3 days of receipt; application due dates range from 45 to 90 days from receipt, and are developed based on established guidelines and in conjunction with applicable real estate disposal agency (i.e. General Services Administration, Departments of the Army, Navy and Air Force).

Availability: *All Federal, State and Local Governments, as well as Nonprofit Organizations*

Service Fee: *\$12.44 per FTE*

Point of Contact: *Eula Samuel*
Phone: *(301) 443-2265*
E-mail: *esamuel@psc.gov*

Transshare (95618)

Provides transit subsidies to HHS Operating Division employees using public transportation nationwide. Services include the processing of applications, purchase of fare media, and distribution to all transit benefit participants.

Performance Standards:

Applications will be processed within 7 to 10 business days. Fare media is distributed quarterly prior to effective date of media.

Availability: *All Federal Agencies*

Service Fee: *3.2 % of media value plus actuals*

Point of Contact: *Charlene Lewis*
Phone: *(301) 443-2414*
E-mail: *clewis@psc.gov*

Copy Paper (95604)

Delivers standard sizes of copier paper and other assorted paper stock, moving boxes, and Federal Record Center storage boxes at least three times weekly to customers in the local area and the SW complex and throughout the National Capital Area. As directed by Executive Order 13101, all copier paper contains 30% of post consumer materials. Same day delivery requests for copy paper will carry an expedite charge.

Performance Standards:

100% of deliveries will occur no later than the second business day after receipt of the order. A website, <https://propshop.psc.gov> is available 24/7 to order these products electronically.

Availability: All Federal Government

Service Fee:

*Moving Boxes \$1.80 per box
8 ½ x 11 Paper \$8.66 per box
Copy Paper Other . . . \$12.17 per box
Copy Paper Legal . . . \$37.89 per box
FRC Boxes \$146.81 per bundle*

Services subject to additional customer specific expenses.

*Point of Contact: Eddie Moore
Phone: (301) 443-2224
E-mail: Emoore@psc.gov*

Product Distribution (95605)

Provides receipt, storage and distribution of customer-owned stock and issues forms, letterhead, envelopes, memorandum stationery, and publications. Provides inventory control and management services, and operates an integrated, internal shipping and handling service to move printed items that minimize customer paid shipping costs. Accepts new receipts and reports statistical data to customers as required on inventory status,

storage space utilization and fees, products utilization, postage/distribution costs, and customer demand history. A website, <http://propshop.psc.gov> is available 24/7 to order products electronically.

Performance Standards:

100% of orders will be picked up and shipped within 3 working days; premium or overnight service requests will be picked up and shipped the same day received with sufficient time to arrange express delivery service; expedited jobs will be acted on immediately, but are subject to an expedite surcharge of a percentage of the standard hourly rate accrued for the time to complete the request.

Availability: All Federal Government

Service Fee:

*Web Streamed \$14.87 per form
Bulk \$596.64 per form
Non Streamed \$542.66 per form
A fee of \$2,800 may
apply for web/catalogue
development*

Services subject to additional customer specific expenses.

*Point of Contact: Debbie Orfe
Phone: (301) 443-2224
E-mail: Dorfe@psc.gov*

Motor Pool (95606)

Provides vehicles for government business and daily travel for official business, in addition to executive transportation vehicles. Daily government vehicles may be provided from either commercial sources or government leased pools of vehicles. Arranges bus and large van transport on an "as required" basis. Coordinates and make recommendations as to Vehicle Use policy in conjunction with NIH partner.

Performance Standards:

Will provide 100% of vehicles requested more than 24 hours in advance to Parklawn or NIH sites, by 8:00 A.M. of the day of the order, regardless of vehicle source.

Will deliver 90% of vehicles requested less than 24 hours in advance (contractual obligations may result in an additional charge for vehicles requested less than 24 hours in advance) to Parklawn or NIH sites by 8:00 A.M. of the day of the order. 100% of vehicles will be inspected for cleanliness and a full fuel tank. Will process 100% of billing and use documentation by close of business the workday after the return of the vehicle.

Availability: *DHHS only*

Service Fee:

Agency Assigned . . . \$257.28 per government vehicle*
Compact Size \$102.77 per reservation
Standard \$71.92 per reservation
Van TBD per reservation

**Plus GSA costs*

Point of Contact: *Bradley Foster*
Phone: *(301) 443-2623*
E-mail: *Bfoster@psc.gov*

Labor Services (95607)

Provides manual labor to facilitate the pickup, transport, and unloading of furniture and equipment associated with inter- and intraoffice moves, as well as labor services for other nonpersonal service requirements.

Performance Standards:

Will perform same day deliveries to the Parklawn loading dock from vendor shipments 85% of the time with a 100% success rate over three workdays; deliver 85% of internal material distribution, or pick up of disposal property by close of business the 2nd business day, and 100% by the 3rd business day. Expedited jobs are acted on immediately but are subject to an expedite surcharge (a percentage of the standard hourly rate) accrued for the time to complete the request.

Availability: *DHHS only*

Service fee: *\$17.46 per hour plus additional customer specific expenses*

Point of Contact: *Bradley Foster*
Phone: *(301) 443-2623*
E-mail: *Bfoster@psc.gov*

or—

Point of Contact: *Surayya Richardson*
Phone: *(202) 401-8651 (SW complex)*
E-mail: *Erichardson@psc.gov*

General Storage (95611)

Provides secure short-term, long-term, and new acquisition internal storage and property disposal services for HHS and other government agencies. High security space with 24 hour video monitoring and climate controlled storage available on a limited basis.

Performance Standards:

100% of disposable property will be picked up and received for storage by close of business on the 3rd working day after receipt of a request for pick up. 100% of material delivered to the Personal Property Facility (PPF) will be processed and stored by close of business one work day after receipt.

Availability: *All Federal Government*

Service Fee: *\$14.60 per square foot plus additional customer specific expenses*

Point of Contact: *Pat Henninghan*
Phone: *(301) 443-3373*
E-mail: *Hroy@psc.gov*

Asset Management (95612)

Utilizes an automated tracking system and barcode technology to ensure that accurate and complete inventories and accountability records are maintained; barcodes all inventory processed through the Personal Property Facility (PPF) for customers; prepares and submits Federal Financial Management Improvement Act (FFMIA) reports to Financial Management Service (FMS); provides bar code scanners with web-based data download to assist property custodians in inventory management; advises activity when rotational inventories are due and performs mandatory 3 year inventory review and additional yearly inventory checks for customer agencies; calculates and advises of results and reports financial requirements to the PSC/FMS system.

Performance Standards:

Will assist customer activities in achieving annual inventory reconciliation in excess of 98% accuracy.

Availability: DHHS only

Service Fee:

*Under \$1000 \$10.02 per line item
\$1,000 to \$2,500 . . . \$15.16 per line item
\$2,500 to 25,000 . . . \$27.94 per line item
Over \$25,000. \$436.72 per line item*

Services subject to additional customer specific expenses.

Point of Contact: Julie Holder

Phone: (301) 443-2224

E-mail: Jholder@psc.gov

Property Disposal (95613)

Provides collection, classification, documentation, and disposal services for all monitored government equipment. Ensures disposals conducted in accordance with (IAW) all regulatory and environmental requirements and interfaces with the

Asset Management Group to ensure the timely maintenance of accountable records.

Performance Standards:

100% of property identified as excess/surplus will be received at the Personal Property Facility (PPF) within three working days. 100% of property will be disposed IAW GSA direction with 90% disposed of within 180 days or less.

Availability: DHHS only

Service Fee:

*Small. \$19.61 per piece
ADP \$29.44 per piece
Medium \$491.09 per piece
Large. \$871.36 per piece
Hazardous/Scientific . \$1,198.74 per piece*

Services subject to additional customer specific expenses.

Point of Contact: Surayya Richardson

Phone: (202) 401-8651

. (SW Complex)

E-mail: Erichardson@psc.gov

or—

Point of Contact: Holton Hilliard

Phone: (301) 443-2277

E-mail: HHilliard@psc.gov

Conference Services (95619)

Provides comprehensive conference/meeting facilities and services that are tailored to customer's individual needs. Basic conference services include 16 rooms with telephone and LAN services, on-line scheduling of meeting space, coordinating logistics such as room set-up and clean-up, overhead and slide projectors, projection screens, laser pointers, TV monitors, VHS and DVD players, conference phones, lecterns, flip charts and markers. Provides specialized audio/visual equipment and services at an

additional cost including LCD projectors, video and audio recording, tape duplication, and satellite downlink services. A computer lab with 15 networked PCs, a network printer, and LCD projector, configured in a classroom setting is also available.

Performance Standards:

Conference room and service reservations will be confirmed via e-mail within 24 hours of completed request.

*Availability: Government wide,
including State and
Local Governments*

Service Fee:

Large Conference

Room. \$60.34 per hour

Small Conference

Room. \$35.46 per hour

An additional fee of \$69.00 per hour for supplies, technical services and specialty equipment may apply.

Computer lab \$250.07 per hour. Fees include PCs, network printer, LCD projector and room.

Point of Contact:. . . . Sandra Bell

Phone: (301) 443-2585

E-mail: sbell@psc.gov

or—

Point of Contact:. . . . Donna Evans

Phone: (301) 443-2585

E-mail: devans@psc.gov

Graphic Arts (95620)

Provides consultation, design, and technical services with an attention to detail. Graphic Arts offers a wide variety of visual communication products which include, writing and editing, layout, design and production of brochures, posters, web

design, publications, exhibits, displays, presentations, signs, awards, flyers, plaques, and conference materials. Provides form analysis and design including electronic automation in fillable and Section-508 compliant formats.

Performance Standards:

Requests for projects requiring a meeting will be responded to within 48 hours. 95% of jobs are delivered to customers on or before the negotiated delivery date.

Availability: All Federal Government

Service Fee: \$89.80 per hour,

plus overtime, travel,

contract charges and

other related expenses.

A \$135.00 expedite fee

will be charged for rush orders.

Point of Contact: Michelle Truman

Phone: (301) 443-1090

E-mail: mtruman@psc.gov

Photography (95633)

Provides a variety of services that include, on location photography for special event needs, award photography, employee-of-the-month plaques, official portraits and passport photographs. Provides film processing for both color and black & white film; processing and mounting of 35mm slide film. Back up contractor support is also provided to our photographer to ensure adequate coverage.

Performance Standards:

All requests for photography will be scheduled and confirmed within 24 hours. Photo products delivered within 4 business days from the date taken.

Availability: All Federal Government

*Service Fee: \$90.23 per hour
Passport photographs
are \$18 each.
Additional fees for
overtime costs, external
contracting, travel
expenses may apply.
An expedite fee of
\$135.00 will be
charged for rush orders.*

*Point of Contact: Catherine Brown
Phone: (301) 443-1090
E-mail: cbrown@psc.gov*

Video Teleconferencing (95632)

Provides equipment and assistance with point-to-point (single site) and multipoint (more than one site) video conferencing. This service is offered in conjunction with our conference facilities.

Performance Standards:

Reservations for video conferences should be made two weeks or more in advance. Reservations may be accepted with less notice, however, these requests are subject to room and equipment availability. E-mail confirmation of reservation will be received within 24 hours.

*Availability: All Federal, State and
Local Governments*

*Service Fee: \$140.18 per hour plus
conference room costs.*

*Point of Contact: Tilton Brooks
Phone: (301) 443-1092
E-mail: tbrooks@psc.gov
or—*

*Point of Contact: Mark Bowers
Phone: (301) 443-1092
E-mail: mbowers@psc.gov*

Mail Operations (95623)

Provides metering and daily inter-office delivery and pickup of all categories of government documents/packages to the Office of the Secretary, all components of HHS at Parklawn and outlying buildings, and the Southwest Complex offices in Washington, DC. Insures, registers, and certifies mail when appropriate; provides messenger and transportation services, inter-agency specials and foreign mail service, as well as, small package carrier and overnight service.

Performance Standards:

Properly addressed incoming and outgoing mail will be processed within 1 day. Shipments received with special agreements, e.g., large mailings will be processed within 5 days over 97% of the time.

Availability: DHHS only

*Service Fee: \$0.24 per mail piece
plus actual postage
(USPS, FedEx)*

*Point of Contact: Linda Gibson
Phone: (301) 443-7146
E-mail: lgibson@psc.gov*

or—

*Point of Contact: Bobbi Sue Cline
Phone : (301) 443-2447
E-mail : bcline@psc.gov*

Printing Procurement (95625)

Provides printing procurement services in accordance with rules and regulations set forth by the Congressional Joint Committee on Printing. Provides technical advice, assistance, and estimates in all aspects of pre-planning including composition and layout of publications/forms; professional page layout programs; selection of paper stock, ink, and production method; and delivery schedules and their effect on cost. Develops highly technical printing and binding specifications for all types of products. Procures printing orders utilizing term contracts, simplified purchase agreements, and GPO services. Determines the appropriate class of mail in conformance with postal regulations. Provides monthly reports to all customers concerning bid costs associated with printing procurement orders.

Performance Standards:

95% of orders received will be procured within 4 business days.

Availability: All Federal Government
Service Fee: 11% of the procured value of individual order.
An expedite fee of 5% of the procured value of the individual order will be charged for rush orders.

Point of Contact: Ralph Russell
Phone: (301) 443-6740
E-mail: rrussell@psc.gov

Reprographics (95626)

Provides a variety of staffed reprographic services including high-speed digital reproduction of

documents in black/white and color; electronic image production; a variety of bindery services; product distribution; and pamphlet and booklet making. Provides technical assistance and job planning, and self-service copiers in walk up locations throughout the Parklawn Building and in the Hubert H. Humphrey Building in the Southwest Complex for HHS customers.

Performance Standards:

95% of copying jobs received at staffed centers will be completed within 3 business days.

Availability: All Federal Government

Service Fee: \$0.05 per copy.

An expedite fee of 25% of the total cost of the order will be charged for rush orders.

Point of Contact: Joyce Young
Phone: (202) 619-1198
E-mail: jyoung@psc.gov

Telecommunications Services (95627)

Provides professional voice and data telecommunications systems technical design and provisioning, and support for telecommunications equipment and services (including voice mail). Provides procedures, guidelines and time frames for requesting telecommunication services, and provides liaison between our customers and the telecommunications vendors. Provides domestic and international calling cards, toll-free services, FTS 2001 domestic long distance and international long distance connectivity, and acquisition services for pagers and cellular phones. Provides advice and assistance with billing issues customers have resulting from direct bills from vendors. The Telecommunications Branch is comprised of two

sections: The Washington, DC office serves the Southwest Federal Center and other locations primarily in Washington, DC as well as the HHS Regional offices. The Rockville office is located at the Parklawn Building and serves customers and location groups in suburban Maryland.

Performance Standards:

95% of telephone service requests involving 10 stations or less will be processed within 4 days of receipt.

Availability: All Federal Government

Service Fee: \$8.73 per line/month for services provided.

Point of Contact: Mike Pravlik

Phone: (301) 443-8600

E-mail: Mpravlik@psc.gov

Telecommunications Management (95629)

Provides strategic coordination and integration of voice, data and video communications via telephone network facilities, and implements major network changes to assure cost efficient, technologically current services. Provides day-to-day oversight and workforce management for the primary contractor and over 30 subcontractors that provide telecommunications services to customers. Manages a voice mail system consisting of more than 42,000 mailboxes; oversees maintenance to the desktop; requests and evaluates proposals from contractors to provide state-of-the-art equipment and services; provides management and oversight of domestic and international long distance services; and provides centralized billing for telecommunications dial-tone.

Performance Standards:

95% of all trouble calls will be cleared within 24 hours.

Availability: All Federal Government

Service Fee: \$3.29 plus equipment and actual service usage costs

Point of Contact: Mike Pravlik

Phone: (301) 443-8600

E-mail: Mpravlik@psc.gov

Supply Service Center (95628)

The HHS Supply Service Center (SSC) is a national and international source of pharmaceutical, medical, and dental supplies for the healthcare facilities for HHS and other Federal civilian agencies.

Provides a full service supply, warehouse, and distribution center for pharmaceutical, medical, hospital supplies, and special program needs. Logistical support offered worldwide in concert with technical assistance and material management to service the customer's requirements.

Special services are offered from SSC's FDA licensed Pharmacy Repackaging operation. Provides over 200 unit-of-use pharmaceutical pre-packs of solid, oral dosage forms to a variety of Federal customers. These products are convenient, prescription size, patient ready units labeled for direct distribution to patients by health care providers. All packaging is accomplished using state-of-the-art equipment, and experienced personnel supervise all facets of the packaging. SSC follows standard industry and FDA approved methods for receiving, sampling, testing, accepting, and repackaging of all supplies.

Offers a comprehensive program for National Institute of Health (NIH) sponsored clinical drug trials. Technical assistance, inventory management, and logistical support to meet the packaging and distribution requirements of clinical drug trials are provided. All services are in cooperation and sponsorship with NIH and other Federal Government agencies. Agreements with prospective research programs are executed in order to participate as the Drug Distribution Center (DDC).

Provides medical supply support for Presidential Initiatives, Foreign Assistance, Emergency Disaster Relief, and Department of Defense Programs. Procures pharmaceutical and medical products, equipment and related supplies, and assembles into kits for the support of the Disaster Response or Special Project Teams.

Performance Standards:

Customer requests and inquiries will be addressed within 1 business day. Orders will be processed and shipped within 48 hours. Expedite orders will be processed and shipped the same day. Expedite fees apply to all same day processing requests.

Availability: All Federal Government

Service Fee: See Product Listing/Catalog, <http://ssc.psc.gov>, for a list of the current products and prices. Prices per line item plus other related expenses such as storage, kit assembly, repackaging, shipping, etc. may apply.

Point of Contact: Lorraine D'Angelo
Phone: (410) 642-2244
E-mail: LDAngelo@psc.gov

Regional Support (96631)

The following administrative support services are provided to HHS customers located in Boston, New York, Philadelphia, Atlanta, Chicago, Dallas, Kansas City, Denver, San Francisco, and Seattle:

■ **FACILITY, SPACE PLANNING, MAINTENANCE LIAISON, AND PERSONAL PROPERTY SUPPORT SERVICES**

Receives property, periodically conducts physical inventory of property, and processes excess property for proper disposal. Maintains hard copy inventory records, and accounts for all personal property in the inventory. Performs moving and labor services.

■ **TELECOMMUNICATIONS SUPPORT**

Prepares the necessary documentation and justifications for the acquisition of telephone service and equipment. Interprets customer service bills and troubleshoots customer concerns.

■ **OFFICE AUTOMATION SUPPORT**

Provides automated word processing, spreadsheet, and presentation service to managers. Answers telephones, schedules meetings, makes travel arrangements for senior government staff, completes required reports, maintains office files, and assembles information for briefings. Serves as the office receptionist, as required, and provides back up to more senior staff or to other offices.

■ **MAIL**

Sorts and delivers all incoming mail, pick up and delivery of all inter-office mail to destination offices, and picks up and prepares, including metering, all outgoing mail according to schedule.

■ **ADMINISTRATIVE AND SUPPORT SERVICES**

Administers the transit subsidy program and serves as the focal point at the Regional level for all PSC services; functions as the administrative help desk, interacting with the appropriate PSC and ASAM HQ staff, and appropriate staff in other federal agencies at the Regional level.

Performance Standards:

All Customer requests/inquiries for assistance will be responded to within 24 hours.

Availability: *DHHS Regional
Offices only*

Service Fee: *Population served*

Point of Contact: *Bob Nigroni*

Phone: *(215) 861-4657*

E-mail: *RNigroni@psc.gov*

FINANCIAL MANAGEMENT SERVICE (FMS)

Director: Thomas F. Greene

Phone: (301) 443-1478

Cost Allocation/Indirect Cost Negotiations (92401)

The FMS provides cost allocation and indirect cost rate negotiations based on the legal requirement for grant and contract issuing agencies to validate cost allocation methods and practices of entities receiving significant grant and contract funds. This service helps assure that indirect cost rates paid by the Federal Government are legally sound, fair and equitable.

All types of organizations that receive grants and contracts from the Federal Government submit indirect cost rate proposals and cost allocation plans to the FMS Division of Cost Allocation (DCA) for review, acceptance, and contracting. On behalf of Federal granting and contracting agencies nationwide, DCA reviews these proposals and supporting documents, performs supporting on-site

reviews, and negotiates and approves indirect cost rates to be used by grantee organizations.

Negotiations involve billions of dollars per year in charges to federal programs from state and local governments, universities and colleges, hospitals, and other nonprofit organizations, and include complex specialized services such as computer facilities, libraries, pension funds, and labs.

Additional services provided by FMS include resolving audit findings on cost allocation plans and indirect cost rates; providing guidance on matters affecting grant programs; providing recommendations on improving grantee accounting systems, and assistance in developing government-wide and department-wide accounting policies, procedures, and regulations.

Performance Standards:

The cost rate proposals will be reviewed and negotiated within 6 months of receipt from grantee/contractor, and statewide cost allocation plans will be reviewed and negotiated within 12 months of receipt from grantee.

Availability: *All Federal Government*

Service Fee: *\$144.95 per hour plus
additional customer
specific expenses*

Point of Contact: *Philip A. Simard*

Phone: *(202) 401-2808*

E-mail: *PSimard@psc.gov*

Grant Payment Services (92402)

The FMS provides grant disbursement services utilizing the Payment Management System (PMS), a custom developed, state-of-the-art, grant payment system. It is one of only two grant payment systems for civilian agencies approved for use by the CFO Council, and now disburses more than two thirds of the grant and financial assistance funds awarded by HHS and 40 other

federal agencies. Funds are delivered to performing organizations as they are needed, excessive cash outlays are avoided, and grantee performance reports are systematically obtained and managed.

Fund requests are submitted and processed through one of the PMS automated systems, and disbursements are issued to the grantee's bank account the following day (or the same day if necessary). The PMS ensures customer granting agencies that federal cash management goals are met by systematically managing the disbursement of funds to coincide precisely with recipient fund requirements.

Electronic reporting is promptly provided to customers (granting agencies) and recipients enabling better management of grant activities. Timely, accurate reporting, and electronic updates contribute to PMS' efficient operation.

Performance Standards:

Grant payment requests will be processed and delivered the next business day. The system is available for customer input each business day from 7:00 A.M. to 6:30 P.M. EST. Fully accurate management reports will be available within 5 days of month's end.

Availability: All Federal Government

Service Fee: Type 1 documents = Actual Cost, plus \$34.97 per open document and .0000052 of open authorizations. Type 1 documents are issued to state, local and tribal governments.

Type 2 documents = \$96.17 per open document. Type 2 documents are issued to universities, hospitals and non-profit organizations.

Point of Contact: Philip J. Giza
Phone: 1 (877) 614-5533
E-mail: PGiza@psc.gov

Financial Assistance Reporting System (FARS) (92403)

The FARS is the department wide system used to collect and report on domestic assistance payments.

The FARS is an automated management information system that collects required domestic assistance obligation data from all HHS agencies and produces the annual "Financial Assistance by Geographic Area" report. Recipient funds are identified by state, county, congressional district, city, program title, and the agency that obligated the funds. HHS management, Congress, state and local government officials, grant recipients, and many others use FARS as a primary source of federal financial assistance information.

Performance Standards:

Will produce the annual Financial Assistance by Geographic Area publication within 3 months of the end of the fiscal year, deliver the "Federal Assistance Award Data System" (FAADS) file to the Census Bureau within 30 days following the end of each quarter, respond to prior year's annual publication requests within 2 business days of receipt.

Availability: DHHS only

Service Fee: \$2.23 per document

Point of Contact: Philip J. Giza
Phone: 1 (877) 614-5533
E-mail: PGiza@psc.gov

Debt Collection Center Services (92404)

The FMS provides a full range of state-of-the-art debt management and collection services covering virtually all types of receivables. Services include

account maintenance, referring delinquent accounts to commercial debt collection agencies, reporting debts to credit reporting agencies, collaboration with the Department of Justice for enforced collection, and the use of the Department of the Treasury Offset Program (TOP) to successfully collect overdue accounts. The PSC is a Treasury-designated Debt Collection Center: one of only two government wide.

Performance Standards:

Will refer delinquent debts to the Treasury Offset Program (TOP) within 180 days of the date of delinquency (assumes proper due diligence).

Will refer eligible health professions debts to the Office of the Inspector General for exclusion from participation in Medicare within 60 days of request by the Department of Justice.

Will issue Form 1099c, cancellation of indebtedness, to eligible health profession debtors and report the written-off debt to the IRS (due dates vary by tax year)

Will deposit all collections to the Department of the Treasury within 24 hours of receipt.

Availability: *FMS due diligence services (notification and duration) are available to all Federal Government. FMS full scope debt management services are available to DHHS only.*

Service Fee: *\$176.79 per hour (Debt Collection Center costs are offset against collections to the extent provided by law. Costs not offset against collections are charged to customers based on labor hours and directly related overhead devoted to the specific portfolio).*

Point of Contact: *Don Pooton*

Phone: *(301) 443-9237*

E-mail: *Dpooton@psc.gov*

Accounting Services (92405)

The FMS provides a full range of financial and accounting services including commitment and fund accounting, funds control, disbursements, preparation of financial statements, all types of reporting, and assistance with financial problem solving, and program design.

The FMS is able to offer its customer agencies assurance that all federal financial management system requirements and applicable Federal accounting and transaction standards are met. FMS uses the Core Accounting System (CORE) an online, real time mainframe application that accepts both manual and electronic input, performs accounting edits and validations, and produces accounting transactions for the general ledger and subsidiary ledgers. The FMS accounts for all costs, obligations, disbursements, advances, receivables, expense and revenue accruals, and supports administrative control of funds. Both standard and custom designed reports are available in hardcopy and electronic format, and customers are provided extensive online query capabilities. In addition, CORE reports can be accessed via the Web and the data downloaded to an Excel spreadsheet for local use.

Performance Standards:

Will prepare audit quality annual financial statements within required timeframes. Pilot date for Fiscal Year 2003 statements: November 15, 2003. Fiscal Year 2004 and beyond: November 15.

Will submit financial reports within 5 days after the end of the covered period (monthly, quarterly, yearly, etc.).

Timely recording of accounting events -- within 24 hours of receipt of electronic transactions and within 3 days of receipt of valid hardcopy documents.

With close fiscal year within 15 days of year-end.

Will meet Treasury goal of issuing 100% of eligible disbursements electronically.

Will exceed the OMB objective of paying at least 95% of invoices on time.

Availability: DHHS only
Service Fee: \$5.30 per non-ADP transaction

\$1.33 per ADP transaction

Point of Contact: Vincent Watson
Phone: (301) 443-6426
E-mail: Vwatson@psc.gov

Travel Management System Services (92407)

The Travel Management System (TMS) provides for the preparation and approval of travel documents, authorization of travel advances, computation, preparation and approval of travel vouchers, and the processing of information for payment of the travel vouchers and claims from vendors related to travel. In addition, TMS processes local travel vouchers. The system uses an electronic approach for the approval process, and access to the system is via TCP/IP. Once a traveler has been issued a user ID and password, the system is accessible from any workstation that has Internet access.

Performance Standards:

System will be available from 5 A.M. until midnight EST, 7 days per week.

Customer support will be provided between the hours of 8:00 A.M. and 5:00 P.M. EST daily, Monday through Friday.

Payments will be initiated within 5 work days of voucher approval.

Availability: DHHS only

Service Fee: \$12.45 per transaction

Point of Contact: Vincent Watson
Phone: (301) 443-6426
E-mail: Vwatson@psc.gov

Accounting for Pay (92408)

The Accounting for Pay System (AFPS) provides a systematic interface of payroll accounting information necessary to account for disbursements, obligations, and accruals for personnel costs. This interface results in the production of accounting transactions and expenditure control reports to accomplish accounting requirements and payroll reconciliation. AFPS provides customers with the online capability to manage payroll costs at the Common Accounting Number (CAN) level, as well as change the distribution of costs as deemed necessary by management.

Performance Standards:

Payroll name lists and cost summary reports will be produced within 5 days of receipt of payroll data. Upon receipt of data tapes, monthly FTE reports will be produced within 5 days of receipt of payroll data.

Availability: DHHS only

Service Fee: \$22.32 per W-2

Point of Contact: Vincent Watson
Phone: (301) 443-6426
E-mail: Vwatson@psc.gov

FEDERAL OCCUPATIONAL HEALTH (FOH)

Director: John Hisle
Phone: (301) 594-0250

The services provided by FOH include but are not limited to:

Clinical Services (01501)

■ BASIC OCCUPATIONAL HEALTH CENTER SERVICES

FOH designs and manages Occupational Health Centers for federal employees throughout the country. FOH currently manages more than 260 such Occupational Health Centers located in or near federal buildings. These Centers are managed and staffed by highly qualified medical personnel, and are open to all covered employees during the government's regular business hours or on a schedule dictated by the customer agency or agencies. Services provided in these centers include a variety of health and wellness services such as emergency response, walk-in/first aid care, doctor-prescribed services, health and wellness education programs, immunizations, preventative health screenings, and risk appraisals.

■ SPECIALIZED HEALTH SERVICES

FOH provides a whole range of customized health and wellness services that can be provided through its Occupational Health Centers and through a broad network of affiliated physicians and Health Clinics.

Services include:

- FITNESS-FOR-DUTY, PRE-PLACEMENT AND MEDICAL EXAMS
- SURVEILLANCE EXAMS
- SMOKING CESSATION PROGRAMS
- AUTOMATED EXTERNAL DEFIBRILLATOR PROGRAM DEVELOPMENT AND IMPLEMENTATION

-INJURY PREVENTION AND DISABILITY MANAGEMENT SERVICES

-ERGONOMIC PROGRAMS

-DRUG-FREE WORKPLACE PROGRAMS

-LAW ENFORCEMENT MEDICAL SERVICES

-MEDICAL STANDARDS DEVELOPMENT

-MEDICAL DATABASE MANAGEMENT

■ WELLNESS/FITNESS SERVICES

FOH provides a whole suite of services to promote physical fitness and healthy lifestyles.

Services include:

-DESIGN, DEVELOPMENT, STAFFING AND MANAGEMENT OF ON-SITE FITNESS CENTERS

-DESIGN AND DEVELOPMENT OF CUSTOMIZED WELLNESS AND FITNESS PROGRAMS

-SELECTION, PURCHASE, AND MAINTENANCE OF FITNESS EQUIPMENT

-FITNESS ASSESSMENTS AND PRE-PARTICIPATION SCREENINGS

-WELLNESS/FITNESS SEMINARS ON SUCH TOPICS AS WEIGHT MANAGEMENT, NUTRITION, AND STRESS MANAGEMENT

Performance Standards:

Responses to requests from eligible/covered employees for service will be responded to within 24 hours. Delivery of medical, behavioral, or environmental health services performed in a courteous and professional manner 100% of the time. Requests from the receiver's management official for occupational and environmental health consultation are met promptly by well qualified, well informed and fully empowered supplier representatives 100% of the time. Patients requiring care at on-site facilities will receive the highest quality medical care by well-qualified health practitioners 100% of the time. Consultation and program development for agency managers meets the customer's expectations for quality and timeliness as specified by the customer 100% of the time. First aid and emergency response delivered to customers immediately. Requests for program development such as medical surveillance exams are responded to within 24 hours 100% of the time. Program development initiation date scheduled at the customers convenience.

Availability: All Federal Government

Service Fee: Cost is dependent upon services/mix of services desired and employees to be covered.

Point of Contact: Cdr. Kathy Coiner

Phone: (619) 557-5417

E-mail: Kcoiner@psc.gov

Employee Assistance Program Services (01502)

FOH provides a wide variety of programs that help employees resolve personal problems that may adversely impact their work performance, conduct, health, and well-being. These programs are designed to help employees balance their work and personal lives and help employers and employees adapt to workplace changes.

Employee Assistance Program (EAP) services are generally provided on a per-capita basis. Some services are available on a fee-for-service basis and can be customized to meet the needs of the organization and its employees. Most services are provided by licensed, professional counselors located in more than 200 counseling offices in Federal buildings across the country as well as through a vast network of "affiliate" counselors in approximately 11,000 locations across the country and overseas. Counseling and referral services are available 24 hours a day, 365 days a year.

■ EAP CAPITATED PROGRAM

This program is offered on a per-capita basis and is usually provided through a packaged set of services. The program offers confidential face-to-face initial assessments, short-term counseling, referral and follow-up services for family relationship issues, workplace concerns, alcohol and drug problems, personal and emotional difficulties, and health and behavioral issues. The short-term counseling services are generally offered on a six-session basis, but can be provided through more or less sessions,

in accordance with the customer's wishes.

Other services provided under the EAP Capitated Program include access to information via FOH's EAP Web site, Employee Orientations, Supervisory Training and Consultations; Critical Incident Stress Management Services, Financial/Legal Services, and educational seminars.

■ SPECIALIZED BEHAVIORAL HEALTH SERVICES

FOH also offers a wide variety of fee-for-service specialized programs including:

-ORGANIZATIONAL DEVELOPMENT PROGRAMS

-ALTERNATIVE DISPUTE RESOLUTION SERVICES

-INTERNATIONAL EMPLOYEE ASSISTANCE PROGRAM SERVICES

-LAW ENFORCEMENT ASSISTANCE PROGRAM SERVICES

-RETURN-TO-WORK FACILITATION SERVICES

■ WORK/LIFE PROGRAMS

FOH's Work/Life Program provides services both online and telephonically by trained Work/Life counselors. The Program offers a flexible range of options to help employees and their families balance personal and workplace responsibilities at every life stage. The Program offers confidential information, referrals to qualified resources, educational material and handbooks, and consultation services. The Work/Life Program includes information and services for life events, such as:

-ADOPTION

-BECOMING A PARENT

-NEWBORN AND CHILD CARE

-COLLEGE AND TECHNICAL SCHOOLS

-SUMMER PROGRAMS

-FINANCIAL AID

-RELOCATION

-CAREER DEVELOPMENT

-CONVENIENCE SERVICES

-RETIREMENT PLANNING

-ELDER CARE AND OTHER SERVICES FOR ADULTS WITH DISABILITIES AND ILLNESSES

Performance Standards:

Responses to requests from eligible/covered employees for service will be responded to within 24 hours. Delivery of medical, behavioral, or environmental health services performed in a courteous and professional manner 100% of the time. Requests from the receiver's management officials for occupational and environmental health consultation are met promptly by well-qualified, well-informed and fully empowered supplier representatives 100% of the time. Provision of patient care at on-site facilities will receive the highest quality medical care by well-qualified health practitioners 100% of the time. Consultation and program development for agency managers meets the agencies requirements for timeliness and resources 100%. Emergency counseling services are provided to patients immediately 100% of the time.

Critical incident Stress Debriefings are responded to immediately. Briefings take place as soon as counselors can be physically present on the site.

Work life Services, adoption, return to work etc. are provided to customers on a one-to one basis at the convenience of the customer or according the pre arranged class schedules. Requests for Alternative Dispute Resolution services are acknowledged and responded to within 24 hours.

Availability: All Federal Government

Service Fee: Cost is dependent upon services/mix of services desired, method of access to services, and utilization rate.

Point of Contact:. . . . John Hisle
Phone: (301) 594-0250
E-mail: jhisle@psc.gov

Environmental Health Services (01503)

FOH provides environmental health and safety consultations and services to help federal managers establish and maintain safe, healthy, and productive work environments, and to comply with OSHA and EPA regulatory compliance mandates. Services include but are not limited to:

- **INDOOR AIR AND WATER QUALITY ASSESSMENTS**
- **HAZARD ASSESSMENTS**
- **ASBESTOS AND LEAD DETECTION, MONITORING AND ABATEMENT**
- **SAFETY ASSESSMENTS AND TRAINING**
- **ENVIRONMENTAL SURVEYS**
- **PERSONAL PROTECTIVE EQUIPMENT PROGRAM DEVELOPMENT AND IMPLEMENTATION**
- **HEARING CONSERVATION CONSULTATIONS AND ASSESSMENTS**
- **HAZARD COMMUNICATION PROGRAM DEVELOPMENT AND IMPLEMENTATION**
- **EMERGENCY RESPONSE PLAN DEVELOPMENT AND TRAINING**
- **FOOD SANITATION AND SERVICE INSPECTIONS**
- **ERGONOMIC ASSESSMENTS AND PROGRAM DEVELOPMENT**
- **ANALYTICAL SERVICES**

FOH also manages three fully equipped and accredited reference laboratories. These state-of-the-art laboratories offer both sampling and analytical support services and specialize in industrial hygiene, environmental, microbiological, as well as asbestos and other fine particle analyses.

Performance Standards:

Responses to requests for environmental services from employees are responded to within 24 hours 100% of the time. Requests from the receiver's management officials for occupational and environmental health consultation are met promptly by well qualified, well-informed and fully empowered supplier representatives 100% of the time. Delivery of medical, behavioral, or environmental health services performed in a courteous

and professional manner 100% of the time. All environmental Assessments will result in a written report delivered by the negotiated due date 100% of the time. All program development projects will be performed by qualified environmental health professionals and will deliver completed projects within negotiated timeframes 100% of the time. The delivery of Personal Protection equipment, in case of emergency, will be responded to immediately. Equipment and materials will be procured and delivered to the disaster site as soon as possible, typically within 24 hours. Ergonomic self - assessments are available to customers 24 hours a day via the web 100% of the time.

Availability: All Federal Government

Service Fee: Varies per item.
Product Listing/Catalog
with fees furnished upon
request.

Point of Contact: Capt. Doug Pickup
Phone: (214) 767-3603
E-mail: Dpickup@psc.gov

HUMAN RESOURCES SERVICE (HRS)

Director: Nancy Ward
Phone: (301) 443-1200

Payroll and Personnel Systems (94215)

Services include payroll and systems activities for the civilian employees of the Department of Health and Human Services (HHS) and maintenance and operation of the systems housing current and historical pay and leave records for HHS employees. Functions include the computation of biweekly pay, adjustments to salaries, maintenance of leave balances, creation of pay documents, and disbursement and reconciliation of payroll accounts with the Treasury Department for HHS components and Federal and state agencies. Payroll and Personnel Systems establishes a stable operating environment for applications processing including file and database backup, file retention, file and software security, operating schedules, system recovery, and restart. Operates a production certified computer applications systems. Delivers systems products. Establishes and maintains change management tracking and software version management and provides auditable change management and version management processes.

Performance Standards:

99% of W2s will be issued and mailed within 15 days following the end of tax year; 99% of salary checks issued by official payday. Systems are maintained and operated within established schedules. There will be no more than one reportable finding in an audit year. 99% of all

systems changes will be adequately documented to meet audit requirements.

Descriptions of the specific services provided under Payroll and Personnel Systems include the following:

■ SEPARATIONS PROCESSING

Administers all necessary steps for separations and retirement cases. Processes lump sum payments, and leave transfers, or leave adjustments for former HHS employees.

Performance Standard:

80% of separation actions will be processed to OPM within 30 days.

■ PAYROLL EXCEPTION PROCESSING

Responsible for adjustments made outside of the basic payroll process. The adjustments include compute pay, thrift, back pay, OWCP/leave buy back, 411 tracking system, salary and leave audits.

Performance Standard:

85% of payroll exceptions will be processed within 2 pay periods.

■ ITAS SERVICES

Timekeeping system that supports the tracking and reporting of work hours, and leave for Federal employees. Provides users with access to real-time leave balances and ensures that users accurately record work activity by enforcing time and attendance policies and procedures specific to the Federal Government.

Performance Standards:

85% availability of exception based time and attendance system processing, excluding scheduled maintenance and network outages.

■ HELP DESK SUPPORT

Provides centralized management of help desk calls for payroll, timekeeping, time and attendance system issues, and EHRP issues.

Performance Standards:

Will respond to 90% of help desk calls and inquiries within 3 hours; resolve 85% of problems within 3 workdays.

■ ENTERPRISE HUMAN RESOURCE AND PAYROLL (EHRP) SERVICES

State-of-the-art solution for human resources, benefits and payroll administration in the HHS. Provides managers and HR specialists with online capability for position management, personnel action request (PAR) processing, base benefits processing, awards processing, report generation, and access to employee data.

Performance Standards:

95% application availability, excluding scheduled maintenance and network outages. Will provide timely quality ad hoc reports that fully meet requirements of client 95% of the time.

Availability: All DHHS

Service Fee: \$467.75 per W-2

Point of Contact: Carol Arbogast

Phone: (301) 504-3116

E-mail: carbogast@psc.gov

Board for Correction (94207)

Manages the process for United States Public Health Service Commissioned Corps officers to appeal for the correction of their official personnel records due to an error or injustice.

Performance Standards:

Board staff ensures that cases will be forwarded to appropriate parties within 5 workdays of receipt. Board staff provides timely and accurate advice and assistance to board members.

Availability: DHHS
Commissioned
Corp only

Service Fee: 12.96 per Active
Duty Officer

Point of Contact: Nancy Ward

Phone: (301) 443-1200

E-mail: neward@psc.gov

EEO Services (94213)

The PSC EEO program provides services that encompass complaints prevention, resolution, processing, and adjudication. Services include providing advice to both managers/supervisors and employees on EEO matters; the design, development and implementation of affirmative employment programs; conducting workforce analysis for the purpose of developing targeted goals and corrective solutions to systemic employment problems; providing advice and assistance to managers on strategies to meet diversity goals in order to ensure inclusiveness in the workforce; managing special emphasis programs and departmental minority initiatives; and conducting special commemorative observances.

Performance Standards:

Will respond to requests for EEO counseling within 24 hours 95% of the time. Will meet or exceed the 180 day timeline for processing complaints of discrimination in 90% of the formal complaints filed. Will ensure Alternative Dispute Resolution (ADR) services are offered to 100% of complainants upon receipt of an informal or a formal complaint of discrimination. Will inform customers of special observances and themes at least 15 workdays in advance for 90% of all observances. Will respond to reasonable accommodations requests (e.g., sign language interpreter) within 3 workdays of the receipt of the request.

Availability: *Program Support Center and the Agency for Health Care Research and Quality*

Service Fee: *\$495.52 per FTE (Population Served) plus additional customer specific expenses*

Point of Contact: *Donald Inniss*
Phone: *(301) 443-1972*
E-mail: *Dinniss@psc.gov*
mailto:Dinniss@psc.gov

EEO Complaint Investigations (94211)

Manages the contracts for assigning outside contractors to investigate EEO complaints. Serves as the Contracting Officer/Technical Representative for EEO investigations within HHS. Coordinates between contractors and OPDIV EEO offices to ensure that complaints investigations are handled expeditiously.

Performance Standards:

Will respond to customer requests for assistance within 24 hours. Ensures that complaints will be assigned and investigations completed within 90 days of receipt of request for investigation, except when complaints are amended pending completion of the investigation. Ensures that contracts will be in place to allow for the investigations of complaints at least 30 days prior to the beginning of the fiscal year.

Availability: *All DHHS*

Service Fee: *\$859.21 per case plus additional customer specific expenses and cost of contract*

Point of Contact: *Carlos O'Kieffe*
Phone: *(301) 443-2112*
E-mail: *COkieffe@psc.gov*

HHS University (94212)

Provider of programs and common needs training for HHS employees. Offers leadership and career development programs and courses; common needs training courses; develops systems and processes to link training to development of the competencies required for achievement of HHS strategic goals and priorities; provides performance consulting to OPDIV managers; develops and maintains training management systems (e.g., a catalog of courses for all HHS training and

development, and a registration/reporting system); establishes academic partnerships with colleges and universities to enhance learning opportunities available to employees; and fosters intellectual exchanges between DHHS and partner institutions.

■ DISTRIBUTED LEARNING SERVICES

DHHS also provides Distributed Learning Services designed to make learning, information and performance support available to HHS employees wherever and whenever needed. The HHS learning portal resides on the Internet, outside HHS firewalls, and provides a single entry point for learning. All Federal Government employees have access to common learning offerings, and to "communities of practice" to share information and collaborate in learning. Approximately 16,000 employees are currently using the learning portal with access to 1600 courses from two private vendors (SkillSoft and NETG).

Performance Standards:

Will meet OPDIV requests for courses 95% of the time. Will send 95% of training confirmations within 5 workdays. 95% of training nominations will be processed within 5 workdays.

Distributed Learning Services will increase the number of employees using the learning portal by 5% each FY; and ensure that 50% of HHS employees take at least one course using the learning portal per year.

Availability: All Federal Government

Service Fee: \$79.01 per W-2 plus actual cost of course

Point of Contact: Daryl Lucas

Phone: (202) 690-1441

E-mail: DLucas@PSC.gov

Personnel Suitability and Security (94208)

Reviews personnel suitability and security forms for completeness prior to submission to Office of Personnel Management (OPM) for investigations.

Processes waivers of pre-employment security investigations. Initiates pre-employment and periodic reinvestigations as required. Fingerprints employees, out-processes personnel to include debriefing. Adjudicates personnel suitability cases.

Performance Standards:

Will submit personnel suitability and security forms to OPM within 3 workdays of receipt and adjudicate personnel suitability cases within 10 workdays of receipt of case records from OPM.

Availability: DHHS only

Service Fee: \$18.03 per request plus cost of OPM investigation

Point of Contact: Dan Clutch

Phone: (301) 504-3102

E-mail : dclutch@psc.gov

Commissioned Corps Support Services (94214)

Services provided by CCSS include the following:

■ COMPENSATION

Administers a system of basic pay, allowances and special/incentive pay for active duty commissioned officers of the United States Public Health Service; administers a system of retired pay and survivor pay for retired officers and annuitants respectively; processes payroll deductions and allotments; administers a wide range of benefit programs; interfaces with the DoD to coordinate pay benefits in concert with DoD policies and procedures; provides analysis of the pay system including administering an actuarial analysis contract as required by Congress on retirement pay; administers the survivor benefits and officer retirement programs; and coordinates with the Department of Veterans Affairs (VA) for the Service members' Group Life Insurance (SGLI).

Performance Standards:

99% of W2s will be issued and mailed within 15 days following the end of tax year; 99% of salary

checks issued by official payday. 95% of payments will be processed in accordance with DoD Regulations and Commissioned Corps Personnel Policies. Pay technicians provide customers a response to routine inquiries regarding pay matters within 2 workdays of receipt 95% of the time. Requests for changes to allotments, direct deposit, etc., will be completed within 2 workdays of receipt 95% of the time.

■ MEDICAL AFFAIRS

Provides administrative management and direction concerning medical issues. Provides counsel to programs regarding officers with sick leave and medical issues. Monitors aftercare compliance in cases of alcohol or other substance abuse. Provides authorization for, and payment of, bills relating to medical and dental care for officers in "emergency situations", in assigned locations distant from Uniformed Services Medical Treatment Facilities (USMTFs), or while in travel or leave status. Arranges for travel and initiates process for reimbursement of Agency funds for travel incident to medical care. Coordinates PHS medical care activities with the other Uniformed Services (TRICARE). Assists officers in obtaining needed health care in Federal and non-Federal health care facilities. Initiates process for reimbursement for payments of health care provided in federal and non-federal facilities. Initiates process for reimbursement for dependents and retirees health care through TRICARE.

Performance Standards:

95% of clean claims will be processed by Medical Affairs Branch within 14 workdays of receipt (claims are either certified, forwarded to TRICARE, returned to the provider for correction/completion, or medical records are requested in this time frame; clean claims denote claims that are correct, complete, legible and ready to be processed); customer requests for information are responded to within 2 workdays 98% of the time.

Availability: OPHS and NOAA

Service Fee: per agreement

Point of Contact: Denise Canton

Phone: (301) 594- 2730

E-mail: Dcanton@PSC.GOV

Office of the Director (OD)

Deputy Assistant Secretary for Program Support
Phone: (301) 443-3921

PHS Freedom of Information Act (FOIA) Services (91101)

Responds to all requests for records in the custody and control of any components of the Office of Public Health and Science (OHPS) and the Program Support Center (PSC), and makes determinations on whether to release or deny the records; responds to all requests for records which involve more than one of the PHS agencies and the PSC, including its records in the regions; responds to all administrative appeals which are filed as a result of a requester receiving a denial by one of the public health agencies or the PSC; responsible for working with the Office of the General Counsel (OGC) and the assigned Assistant United States Attorney to resolve FOIA litigation initiated as a result of a FOIA denial or appeal involving any of the public health agencies or the PSC; provides FOIA training and consultation to OPHS and PSC programs; and provides FOIA consultation to all of the public health agencies.

Performance Standards:

Requests and appeals will be logged into the tracking system and interim letters generated to the requesters/appellants identifying the assigned case numbers and office contact information within 24 hours of receipt; 95% of requests and appeals will be controlled to appropriate OPDIVS to begin a search and duplication of responsive records on the date of receipt.

Availability: DHHS only

Service Fee: \$43,000 annually per participating OPDIV

Point of Contact: Darlene Christian
Phone: (301) 443-5252
E-mail: Dchristian@psc.gov

Business Services (91207)

Provides costing/pricing support to customers in order to assist with their budget formulation in the Service and Supply Fund. Performs System Administration in the PSC Revenue, Invoicing and Cost Estimation System (PRICES) by ensuring all personnel are loaded for labor costing and that all non-labor categories unique to their cost centers are available. Works with the customers to establish annual rates and to set up the annual billing structure. Issues and maintains passwords for viewing of system management reports. Upon completion of pricing, ensures that the invoicing modules of PRICES are available for billing, and that all cost centers have been billed properly. Performs the monthly billing function on behalf of the customer and provides access to the online viewer for availability of the monthly customer bills. Provides training support in using PRICES. Facilitates billing disputes.

Performance Standards:

Cost structures will be built within 3 business days of receiving information from customer 98% of the time.

Passwords will be issued the same day as request 99% of the time.

Costing structures with labor and non-labor categories will be constructed prior to costing cycle 100% of the time.

Billing structures will be created and available prior to 1 October, 100% of the time.

Customer billing disputes will be addressed within ten days of request 100% of the time.

Fixed billing items are entered monthly prior to cut off 100% of the time.

Availability: DHHS only

Service Fee: \$77.01 per hour plus additional customer specific expenses

Point of Contact: Donna Dougherty
Phone: (301) 443-0034
E-mail: ddougherty@psc.gov

Employee Related Programs (91208)

Programs and Departmental events sponsored by DHHS and offered to employees Department-wide on behalf of the OPDIVS. Includes events such as Blood Drives, CFC, Savings Bond Drives, Bring your Child to Work Day, World Aids Day Events, misc. health fairs, etc. This service includes all planning and technical support.

Performance Standards:

Employees will be notified of events at least 30 days prior. Notification will be broadly advertised using multiple medias with the widest dissemination possible:

Availability: DHHS only

Service Fee. Per FTE plus additional customer specific expenses

Point of Contact: PSC Business Office
Phone: (301) 443-0034

Child Care Development (91105)

Provides leadership, direction and guidance for the Healthy Beginnings Child Development Center (HBCDC). The center provides quality on-site childcare for children of employees of the HHS' Parklawn Complex. Services ensure that HHS establishes and maintains a high quality childcare center, which includes an appropriate curriculum,

adequate and quality staff, and efficient administration of the operation. Service also provides maintenance and security of the HBCDC facility. HBCDC has an enrollment capacity of 124 children to include infant, toddler and preschool age children. Provides general information and responds to inquiries regarding the childcare program. Develops plans to promote and publicize the program offered.

Performance Standards:

The PSC Childcare Specialist will ensure that the Parklawn Child Development Center contractor operates in accordance with (IAW) the terms and conditions set forth in the contract and the GSA Licensing Agreement. The Specialist will respond to parent calls and request for conferences within 24 hours and will work with them to resolve issues to the satisfaction of both parties. Conferences will be held within 5 days of request. The Childcare Specialist will ensure that Health and Human Service employees will have day care enrollment priority. PSC will ensure that Board meetings are held monthly with OPDIV representatives and that board representatives operate IAW the Center By-laws. Upon notification of department board members, the Specialist will contact the OPDIV within 24 hours to obtain nomination of new representation. The Specialist will ensure that no less than two fundraisers are held annually to offset multiple child discounts and will ensure that CFC designation is obtained annually for the Center. PSC will ensure that center budgets are developed annually and will cover facility and security costs. This budget will be presented to the Board for approval prior to budget submission. A financial report showing disbursement of funds will be provided on a monthly basis.

Availability: First priority reserved for DHHS employees, then available to other federal agencies and the community.

Service Fee: \$229.76 per child/month plus additional customer specific expenses

*Point of Contact: Lenora Porzillo,
Child Care Specialist*

Phone: (301) 443-0055

E-mail: lporzillo@psc.gov