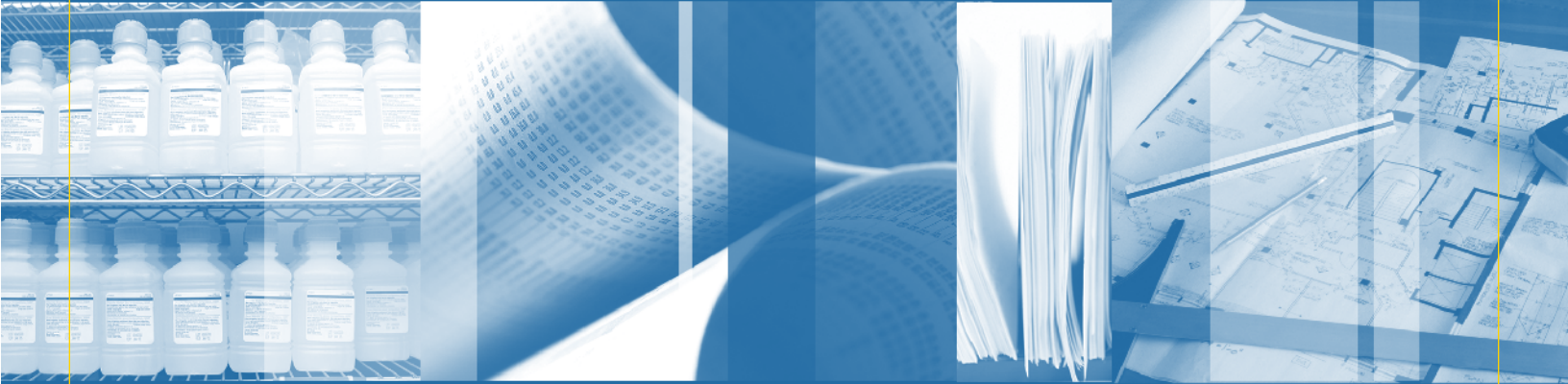


Directory of Products and Services

Fiscal Year 2008





The Program Support Center (PSC) was created in 1995 to provide a wide range of administrative support to the U.S. Department of Health and Human Services (HHS), allowing HHS Operating Divisions to concentrate on their core mission objectives. As the shared services provider for HHS and other Federal Agencies, the PSC remains focused on continually improving its customer service and on providing customers with products and services that meet or exceed their expectations at the lowest possible cost.

The PSC became the efficient, customer-focused organization it is today because of the in-depth analysis of product offerings, reengineering processes, changes in management practices, and workforce restructuring it has undertaken in recent years. In addition, the PSC has pursued several initiatives to consolidate services and to offer a comprehensive approach to service delivery. Today, the PSC provides more than 50 products and services in financial management, administrative operations, strategic acquisitions, health resources, and human resources to Government Agencies worldwide.

In an effort to improve customer service, the following tools are available to all PSC customers:

- **PSC Directory of Products and Services** – A publication that includes detailed descriptions of the products and services offered by the PSC, performance standards for timeliness and quality, rate and billing methodology, and points of contact. The **Directory** is available in both hard copy and online at http://www.psc.gov/aos/business/products_services.html. Hard copies can be obtained by contacting the PSC Business Office at (301) 443-0034.
- **Service Level Agreements** – Formal agreements made with each customer that document the products and services to be provided, the estimated workload units, and general provisions covering the business relationship, such as billing practices and entry/termination of services.
- **The Online Viewer (OLV) application of the PSC Revenue, Invoicing and Cost Estimation System (PRICES)** – A Web-based application that allows PSC customers electronic access to their bill at any time. This application gives customers the ability to view individual invoices, monitor funding status, and provide online feedback. Throughout the year, customers can monitor actual usage against estimated demand by business line. Customers can access the PRICES OLV at <http://prices.psc.gov>.

The PSC is always looking for ways to improve its products and services and appreciates your feedback. To share your thoughts and ideas on how we can better serve our customers, please contact the PSC Business Office.

The PSC wishes to thank you for considering us as your provider of choice for quality and value in shared services. We look forward to working with you in Fiscal Year 2008.

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ADMINISTRATIVE OPERATIONS SERVICE (AOS)

The Administrative Operations Service (AOS) provides a wide range of administrative and technical services to customers within the U.S. Department of Health and Human Services (HHS) and to other Federal Agencies, as well as corporate support to the Program Support Center (PSC). Major service

Director: Michael A. Tyllas, Ph.D.
Phone: (301) 443-2516
E-mail: michael.tyllas@psc.hhs.gov

areas include: **Property Management**, comprising facilities management, space leasing, disposition of surplus Federal property, personnel and physical security services, and logistics services, including receiving, asset management, storage, and disposal; **Technical Support**, comprising telecommunications, visual communications, printing and publications, reprographics, conference facilities, and mail and messenger services; **Information Technology**, including desktop support, Blackberry management and a wide array of infrastructure support services; and **Other Administrative & Corporate Support**, comprising Freedom of Information Act (FOIA) services, regional administrative support, Cooperative Administrative Support Units, ethics, competitive sourcing, and the PSC Business Office.

Property Management Services

Asset Management (OP612)

Utilizes an automated tracking system and barcode technology to ensure accurate and complete accountability records are maintained; barcodes all qualified inventory received through the PSC Personal Property Facility (PPF) for customers and accepts reports from customer agencies for qualified material received directly at the customer's site; prepares and submits Federal Financial Management Improvement Act (FFMIA) reports to Finance; provides barcode scanners with Web-based data downloaded to assist property custodians with their inventory management responsibilities; advises activity when rotational inventories are due and performs mandatory 3-year inventory review and additional yearly inventory checks for customer agencies; and calculates results, advises customers of those results, and reports financial requirements to the accounting system.

Performance Standards: 95% of system users will be assigned within 2 work days after final request has been received.

98% of system user responsibility packets will be prepared within 5 work days after user account has been established.

98% of all customer requests for new catalog entries to the PMIS system will be completed within 3 work days of the final request.

98% of all capitalized assets will be accurately reported and reconciled to the department's general financial ledger.

Offered to: HHS

Service Fee: Original Acquisition Value under \$25,000: \$0.43 per item per month*
Original Acquisition Value over \$25,000: \$36.36 per item per month*

*Plus actual cost of additional customer-specific requirements.

Point of Contact: Martha Diskin

Phone: (240) 276-0800

E-mail: martha.diskin@psc.hhs.gov

Point of Contact: Myla Haines

Phone: (240) 276-0800

E-mail: myla.haines@psc.hhs.gov

Building Operations (OP615)

Provides building management, space acquisition, space alterations, and leased space management for customers located in leased facilities in the Washington metropolitan area delegated to the PSC and controlled by the General Services Administration (GSA). The PSC-delegated buildings include Parklawn and the 370 Personal Property Facility.

Services Include:

Building Management

Parklawn Building – Provides custodial services; utilities; waste management; operations and maintenance of Government-owned Heating, Ventilation, and Air Conditioning (HVAC) systems; recycling; lock work; fire extinguisher maintenance and inspections; energy management; landscaping; snow removal; window washing; pest control; environmental and fire safety services; lease administration; and parking administration.

Outbuildings – Tailors building management services in outbuildings to customer needs and can include lease administration, service call management, environmental and building safety, and consultation on operational issues and service contracts.

Performance Standard: 90% of service requests in both Parklawn and outbuildings will be responded to within 1 business day of request.

Offered to: HHS

Service Fee: Parklawn Building: \$7.28 per ft² per year
Outbuilding Operations: \$0.44 per ft² per year*

*Plus actual customer-specific contract costs, travel, overtime, and supplies.

Consultation Fee: \$104.57 per hour

Point of Contact: Service Call Help Desk

Phone: (301) 443-6340

E-mail: buildingmanagement@psc.gov

Space Acquisition

Coordinates projects for customers for all types of space including general office, warehouse, and laboratory facilities. Serves as liaison between customers and GSA to acquire space and participates in all phases of the project including design, space acquisition, construction, coordination of direct contracts, occupancy, and lease administration.

Performance Standard: 95% of customer requests for services will be acknowledged within 2 business days of request.

Offered to: HHS

Service Fee: Included in Building Management fee for Parklawn occupants.
Other customers, fee by agreement.

Point of Contact: John Hicks

Phone: (301) 443-2001

E-mail: john.hicks@psc.hhs.gov

Space Alterations

Coordinates projects for alterations of space occupied by customers. Performs various types of alteration 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, submittal reviews, and facilitation of design and construction phase meetings. Project tracking is accomplished using an in-house Project Reporting and Analysis System.

Performance Standard: 95% of customer requests for alterations will be acknowledged within 2 business days of request.

Offered to: HHS

Service Fee: Included in Building Management fee for Parklawn occupants.
Other customers, fee by agreement.

Point of Contact: Rob Hemberger

Phone: (301) 443-6617

E-mail: robert.hemberger@psc.hhs.gov

Leased Space Management

Verifies monthly the GSA rent bills for properties being leased by customers. Prorates rent bills for multi-tenant buildings; assigns space and verifies space utilization; prepares rent budgets; and administers leases.

Performance Standards: 95% of rent bills will be analyzed and processed within 1 week of receipt.

95% of biannual rent budgets will be prepared within 1 week of request.

Offered to: HHS

Service Fee: Included in Building Management fee for Parklawn occupants.
Other customers, fee by agreement.

Point of Contact: Sheila Grossman

Phone: (301) 443-4670

E-mail: sheila.grossman@psc.hhs.gov

Shredding

Picks up sensitive paper materials from various customer locations and transports, shreds, and recycles those materials. The receipt of service requests, data collection, and billing are done using an automated system. Customers are provided with lockable storage containers for the convenient collection of sensitive paper materials. Schedules biweekly material pickup and arranges for additional (unscheduled) collections upon customer request.

Performance Standards: 95% of orders placed on the biweekly schedule will be picked up by their due date.

90% of special orders placed for pickup on other than the biweekly schedule will be honored within 3 business days of order receipt.

95% of telephone inquiries will be responded to within 1 business day of inquiry.

Offered to: All Federal Agencies
Service Fee: \$0.18 per lb
Point of Contact: Gayle Hunt
Phone: (301) 443-6340
E-mail: gayle.hunt@psc.hhs.gov

HHS Hotline – Department Information Line (OP616)

Manages the general information telephone line for the Department, receiving inquiries, helping callers find information, and directing them to HHS program offices and other Federal, State, and local organizations.

Performance Standard: 90% of the time, the HHS Hotline will be available for inquiries each business day between 8:30 a.m. and 5:00 p.m. Eastern Standard Time.

Offered to: All Federal Agencies
Service Fee: \$1.74 per Full-Time Equivalent (FTE) per year
Point of Contact: Kimberly Tran
Phone: (301) 443-2414
E-mail: kimberly.tran@psc.hhs.gov

Security Services (OP210)

Provides complete personnel and physical security services. Services include: advising on appropriate position sensitivity; processing background investigations; adjudicating cases with issues; taking digital fingerprints; verifying previous background investigations; processing Special Agency Checks (SACs); providing consultation services for personnel and physical security issues; providing installation, maintenance, and oversight of security equipment; providing contract guard services; and conducting emergency planning operations. (Security Services was previously called Personnel Security. Physical Security and Emergency Operations/Planning Services was previously called Outbuilding Security.)

Services Include:

Background Investigations

Reviews personnel suitability and security forms for completeness and forwards reviewed cases to the Office of Personnel Management (OPM) for investigations. Processes waivers of preemployment security investigations. Initiates preemployment and periodic reinvestigations as required. Fingerprints employees and contractors. Outprocesses personnel including providing debriefings. Adjudicates personnel suitability cases. Verifies background investigations for issuance of building passes. Serves as the Agency Registrar and ensures compliance with HHS and Homeland Security Presidential Directive 12 (HSPD-12) and ensures compliance in issuing Personal Identification Verification (PIV) requirements.

Performance Standards: 90% of personnel suitability and security forms will be submitted to OPM within 4 business days of receipt.

95% of personnel suitability cases will be adjudicated within 30 business days of receipt of case records from OPM.

Offered to: All Federal Agencies

Service Fee: \$156.19 per request*

*Plus actual cost of OPM investigation.

Point of Contact: Malissa Marceron

Phone: (301) 443-2714

E-mail: security@psc.hhs.gov

Digital Fingerprinting and SACs

Provides à la carte electronic and digital scanning fingerprinting services for Federal employees and contractors. (Note: Electronic and digital scanning is included as part of the full-service background processing package.) Administers a variety of SACs requiring electronic fingerprints.

Performance Standards: 90% of submitted electronic fingerprints will be classifiable.

95% of the results of Federal Bureau of Investigation (FBI) Criminal Records Checks will be provided to the customer within 3 business days of submission of electronic fingerprints to OPM.

Offered to: All Federal Agencies

Service Fee: \$29.41 per request*

*Plus actual cost of OPM investigation.

Point of Contact: Malissa Marceron

Phone: (301) 443-2714

E-mail: security@psc.hhs.gov

Physical Security and Emergency Operations/Planning Services

Security Equipment – Provides a wide array of access control and standalone monitoring systems (i.e., motion sensors, door contacts, and high-temperature alarms), and intercom and Closed Circuit Television (CCTV) systems. Services include: developing program requirements and statements of work, issuing requests for proposals, procuring necessary equipment, overseeing installations, and 24/7 monitoring and maintenance of systems.

Contract Guards – Provides certified contract guard services, access control, perimeter surveillance, roving patrols, and personal protection. Develops guard post orders to meet U.S. Department of Homeland Security (DHS) requirements and customer needs; develops and maintains protocols to implement the DHS National Alert Level increases (i.e., codes green, yellow, orange, and red); and provides guard services for special events and activities.

Emergency Operations/Planning – Provides emergency operations and planning services (contractor supported) to agencies that need to plan, maintain, or exercise their emergency and Continuity of Operations (COOP) plans.

Performance Standards: 95% of all projects will be completed within the agreed-upon schedule.

95% of security incidents in secured facilities will be responded to within 30 minutes.

90% of permanent guard posts will be filled and post orders prepared within 1 week of request.

Offered to: All Federal Agencies

Service Fee: Parklawn Building (Delegated Buildings): \$4.99 per ft² per year
Outbuildings: Actual costs plus 7% fee

Point of Contact: David C. Hall

Phone: (301) 443-2714

E-mail: security@psc.hhs.gov

Security Consultation and Assessments

Consultation – Provides guidance related to physical security issues including access control protocols and systems, standard operating procedures, and guard post orders, DHS and GSA requirements, HSPD-12 mandates, COOP planning, and privacy act restrictions. Provides advice and counsel on all personnel security issues, including administration of foreign travel approval and briefing program for customers, and development of tailored procedures for administering customers’ personnel security programs.

Assessments – Provides complete, site-specific physical security assessments to determine specific vulnerabilities, threats, and risks at the GSA owned and controlled facilities, using specially developed security assessment software. Provides recommendations for areas deemed below security-level standards and conducts followup surveys on a schedule based upon the building security level as defined in the U.S. Department of Justice “Vulnerability Assessment of Federal Buildings” study.

Performance Standards: 95% of customer requests for consultation or assessments will be acknowledged within 1 business day of request.

95% of consultations or assessments will be completed within the agreed-upon timeframe.

Offered to: All Federal Agencies

Service Fee: \$115.08 per hour*

Note: Costs for physical security assessments and physical security consultations included in “Building Operations” (OP615) for Parklawn Building occupants.

*Plus all overtime costs, travel, per diem, material, maintenance fees, and other related expenses.

Point of Contact: Donald Deering

Phone: (301) 443-2714

E-mail: security@psc.hhs.gov

Personal Identity Card Issuance and HSPD-12 Services

Provides security objectives of HSPD-12 card issuance services.

Performance Standards: 95% of all properly received requests will be scheduled for creation within 3 business days of receipt of request.

95% of all cards properly created will be scheduled for issuance within 4 business days of receipt of card.

100% of all issuances will be properly verified using two proper forms of identification from the I-9 form.

Offered to: All Federal Agencies

Service Fee: \$20.32 per HSPD-12-compliant credential (badge)

Point of Contact: Michael Newell

Phone: (301) 443-2714

E-mail: security@psc.hhs.gov

Real Property (OP614)

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

Performance Standard: 95% of requests for application instructions for the acquisition of properties will be addressed within 3 business days of receipt.

Offered to: HHS

Service Fee: \$10.26 per Full-Time Equivalent (FTE) per year

Point of Contact: Theresa Ritter

Phone: (301) 443-2265

E-mail: rpb@psc.gov

Transshare (OP618)

Provides transit subsidy media to Federal employees nationwide who use public transportation to travel to and from work and who meet all applicable requirements for program participation. Services include: the processing of transit subsidy applications, purchase of media, distribution of media to participants, and tracking of media use.

Performance Standards: 95% of applications will be processed within 10 business days of receipt.

95% of fare media will be distributed quarterly prior to the effective date of media.

Offered to: All Federal Agencies

Service Fee: 4.3% of media value*

*Plus actual cost of media and express mailings to regional customers.

Point of Contact: Charlene Lewis-Freeman

Phone: (301) 443-2414

E-mail: psctransshareprogram@psc.gov

Transportation (OP634)

Provides long-term, daily rental vehicles for official business and executive transportation vehicles/ services for authorized use, manages the HHS handicapped van and provides handicapped driver services to authorized users, and manages all vehicle reporting requirements.

Performance Standards: 100% of vehicles requested more than 24 hours in advance will be delivered to Parklawn or to National Institutes of Health (NIH) sites by 8:00 a.m. on the day of the request.

90% of vehicles requested less than 24 hours in advance will be delivered to Parklawn or NIH sites by 8:00 a.m. on the day of the request.

100% of vehicles will be inspected for cleanliness and fuel.

Offered to: All Federal Agencies

Service Fee: GSA Leased Vehicle: \$305.21 per month per vehicle, plus GSA lease costs

Daily Vehicle Rental: \$28.71 per use per vehicle, plus actual rental cost

Contractual obligations may result in an additional charge for vehicles requested less than 24 hours in advance.

Point of Contact: Pat Hennighan

Phone: (240) 276-0814

E-mail: pat.hennighan@psc.hhs.gov

Warehouse Operations (OP605)

Provides logistics services related to general storage, labor services, product distribution, and property disposal.

Services Include:

General Storage

Provides secure short-term, long-term, and new acquisition storage, delivery, and disposal services. Provides high-value item secured space with 24-hour video monitoring and climate-controlled storage, as available.

Performance Standards: 100% of surplus or excess property will be picked up and received for storage by close of business on the 3rd business day after receipt of a request for pickup.

97% of material delivered to the PPF will be processed and stored by close of business no more than 2 business days after receipt.

Offered to: All Federal Agencies

Service Fee: \$0.05 per ft² per day*

*Plus actual cost of additional customer-driven requirements.

Items that are received by the PPF but not stored are subject to a delivery charge (Washington metropolitan area) of the full labor service rate, not to exceed \$75.00.

Point of Contact: Ed Moore

Phone: (240) 276-0812

E-mail: eddie.moore@psc.hhs.gov

Labor Services

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

Performance Standards: 85% of vendor shipments will be delivered to Parklawn customers within 2 business days of receipt. 100% will be delivered within 3 business days of receipt.

85% of internal material will be delivered and surplus property will be picked up by close of business on the 2nd business day after the request. 100% will be delivered or picked up by the 3rd business day after the request.

Expedited jobs are acted on as staff become available, but are subject to an expedite surcharge (a percentage of the standard hourly rate) accrued for the time to complete the request.

Offered to: All Federal Agencies

Service Fee: \$56.77 per hour*

*Plus actual cost of additional customer-driven requirements.

Point of Contact: Darryl Bailey (Parklawn)

Phone: (301) 443-2567

E-mail: darryl.bailey@psc.hhs.gov

Point of Contact: Sue Richardson (Southwest Complex)

Phone: (202) 401-8651

E-mail: surayya.richardson@psc.hhs.gov

Point of Contact: Phil Schneider (PPF)

Phone: (240) 276-0800

E-mail: phil.schneider@psc.hhs.gov

Product Distribution

Provides receipt, storage, and distribution of customer-owned stock. Issues forms, letterhead, envelopes, memorandum stationery, publications, and other material; provides mass-mailing development, including packaging, labeling, and mailing; provides inventory control and management services and operates an integrated, internal shipping and handling service that minimizes customer-paid shipping costs to move printed items; accepts new receipts and reports statistical data on inventory status, storage space utilization and fees, product utilization, postage/distribution costs, and customer demand history to customers as required; and maintains a Web site (<https://propshop.psc.gov>) for 24/7 electronic product ordering.

Performance Standards: 100% of orders will be shipped within 3 business days of receipt.
 100% of premium or overnight service requests will be processed and shipped the same day, if received within sufficient time to arrange express delivery service.
 100% of expedited or manually entered jobs will be acted on immediately, but are subject to a surcharge (a percentage of the standard hourly rate) accrued for the time to complete the request.

Offered to: All Federal Agencies

Service Fee: Web-Streamed Distribution: \$24.86 per line item*
 Mass-Mail Distribution: \$2.32 per mailing address*

*Plus actual postage costs. A one-time fee may apply for Web or catalog development.

Point of Contact: Annie Herzog
Phone: (240) 276-0800
E-mail: andrea.herzog@psc.hhs.gov

Property Disposal

Provides collection, classification, documentation, and disposal services for most surplus Government equipment. Ensures disposals are conducted in accordance with all regulatory and environmental requirements; interfaces with the asset management function to ensure the timely maintenance of accountable property records; and performs disk wipe services to the National Institute of Standards and Technology (NIST) standard.

Performance Standards: 99% of property identified as surplus will be received at the PPF within 3 business days of request.
 100% of property will be disposed of per GSA direction, with 90% disposed of within 180 days or less.

Offered to: All Federal Agencies

Service Fee: Office Furniture: \$29.92 per piece*
 Information Technology (IT) Equipment: \$28.19 per piece*
 Hazardous Materials: \$1,017.97 per piece*

*Plus actual cost of additional customer-driven requirements.

Point of Contact: Ed Moore
Phone: (240) 276-0812
E-mail: eddie.moore@psc.hhs.gov

Technical Support Services

Conference Services (OP619)

Provides comprehensive conference or meeting facilities and services tailored to customers' individual needs. Services include: rooms with telephone and local area network (LAN) services, online scheduling of meeting space, coordination of logistics such as room setup and cleanup, LCD and slide projectors, projection screens, laser pointers, TV monitors, VHS and DVD players, conference telephones, lecterns, flip charts, markers, tape duplication, and video and audio recording. Provides video teleconferencing for an additional charge.

Performance Standard: 95% of conference room and/or equipment reservations will be confirmed via e-mail within 1 business day of request. E-mail will contain complete reservation requirements (e.g., required: time, date, and room; room setup; and audiovisual equipment).

Offered to: All Federal Agencies

Service Fee:

Large Conference Room:	\$148.08 per hour
Small Conference Room:	\$49.60 per hour
Video Teleconferencing:	\$150.00 per hour, in addition to room fee

Point of Contact: Joyce Young

Phone: (301) 443-0158

E-mail: joyce.young@psc.hhs.gov

Departmental Forms Management (OP624)

Administers the HHS forms management program and develops Department-wide initiatives, policy, and procedures governing the program. Provides for review, clearances, controls, numbering, and inventory for all official forms used within the Department; serves as the focal point for HHS in the implementation of the Presidential Management Agenda (PMA) E-Forms Initiative and provides technical assistance and training to Operating Division (OPDIV) Forms Management Officers (FMOs); and ensures compliance with policy and clearances required and/or mandated by the Office of Management and Budget (OMB), Chief Information Officer (CIO), Information Technology Service Center (ITSC), Freedom of Information Act (FOIA) (privacy), and Records Management offices.

Performance Standard: 95% of required reporting mandates and timelines will be met.

Offered to: HHS

Service Fee: \$11.42 per Full-Time Equivalent (FTE) per year

Point of Contact: Lisa Sneed

Phone: (301) 594-0545

E-mail: lisa.sneed@psc.hhs.gov

Graphic Arts (OP620)

Provides consultation, design, and technical services for a wide variety of visual communications products. Services 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 forms analysis and design, including electronic automation in fillable and Section 508-compliant formats; provides a variety of photographic services that include on-location photography for special events, employee-of-the-month plaques, official portraits, and passport photographs; and provides film processing for color as well as black-and-white film, and processing and mounting of 35mm slides.

Performance Standard: 95% of all orders will be assigned to a Specialist within 3 business days of receipt.

Offered to: All Federal Agencies

Service Fee: \$104.34 per hour*

*Plus actual overtime, travel, contract charges, and other related expenses. Expedited orders will be charged with a 25% surcharge.

Point of Contact: Ralph Russell (Graphic Arts)

Phone: (301) 594-3185

E-mail: ralph.russell@psc.hhs.gov

Point of Contact: Catherine Brown (Photography)

Phone: (301) 443-1090

E-mail: cathy.brown@psc.hhs.gov

Special Note to Graphic Customers: We do not honor requests for caricature drawings of personnel. All other requests for personal-type awards, such as retirement plaques and customized items, should follow your agency's internal policies and/or regulations. If you are unsure of these rules, please check with your agency's Ethics Officer prior to submitting requests for service to the PSC.

Mail Operations (OP623)

Provides metering and twice-daily interoffice delivery and pickup of all categories of Government documents or packages to Parklawn and outbuildings and to Southwest Complex offices in Washington, DC. Registers and certifies mail when appropriate; and provides messenger and transportation services, interagency special and foreign mail service, as well as small-package carrier and overnight service.

Performance Standards: 99% of properly addressed incoming and outgoing mail will be processed within 1 business day of receipt.

97% of metered mail requests will be delivered to the U.S. Postal Service (USPS) with correct and legible postage affixed during any 30-day reporting period.

Offered to: All Federal Agencies

Service Fee: \$0.21 per mail piece*

*Plus actual postage cost (USPS, small-package carrier).

Point of Contact: Bobbi Sue Cline

Phone: (301) 443-2447

E-mail: bobbisue.cline@psc.hhs.gov

Printing Procurement (OP625)

Provides printing procurement services in accordance with rules and regulations set forth by the Congressional Joint Committee on Printing and other guidelines. Provides technical advice, assistance, and estimates in all aspects of preplanning, including composition and layout of publications and forms; professional page-layout programs; selection of paper stock, ink, and production method; and delivery schedules and their effect on costs. Develops highly technical printing and binding specifications for all types of products; procures printing orders utilizing term contracts, simplified purchase agreements, and Government Printing Office (GPO) contract services; determines the appropriate class of mail for distribution in compliance with postal regulations; and provides monthly reports to all customers concerning bid costs associated with printing procurement orders.

Performance Standard: 95% of orders received will be procured within 4 business days of receipt.

Offered to: All Federal Agencies

Service Fee: 10.5% of actual procured value of the order*

*Expedited orders will be assessed an additional 5% fee of procured value of the order.

Point of Contact: Diana Mathews

Phone: (301) 443-6740

E-mail: diana.mathews@psc.hhs.gov

Reprographics (OP626)

Provides a variety of staffed reprographic services including high-speed digital reproduction of documents in black and white, electronic image production, a variety of bindery services, product distribution, and pamphlet and booklet making. Provides technical assistance and job planning; and maintains self-service copiers in walkup locations in both Parklawn and Hubert H. Humphrey Buildings.

Performance Standard: 95% of copying jobs received at the Parklawn-staffed center will be completed within 3 business days of receipt.

Offered to: All Federal Agencies

Service Fee: Jobs up to 25,000 copies: \$0.085 per copy*

Jobs over 25,000 copies: \$0.050 per copy*

*Plus actual cost of any special materials (such as bindings). An expedite fee of 25% of the total cost (excluding materials) of the order will be charged for rush orders.

Point of Contact: Paula Wise

Phone: (301) 594-0559

E-mail: paula.wise@psc.hhs.gov

Telecommunications Management (OP629)

Provides telecommunications project management. Establishes and manages partnerships with customers and vendors; serves as liaison with customer telecommunications managers and cochairs the customer-based Steering Committee. Manages the voice mail system; oversees desktop maintenance; develops solutions to fulfill customer needs; evaluates proposals from contractors to provide state-of-the-art equipment and services; and provides management and oversight of domestic and international long-distance services. Provides centralized billing for telecommunications dial-tone, voice mail, adds/moves/changes, and telecommunications equipment; dedicates efforts to provide error-free bills for all customers; and, at a high level, monitors vendor invoices to ensure accuracy and contract compliance.

Performance Standard: 95% of all trouble calls will be cleared within 1 business day of receipt.

Offered to: All Federal Agencies

Service Fee: \$37.80 per line per year*

*Plus actual cost of equipment and service usage.

Point of Contact: Mike Pravlik

Phone: (301) 443-8600

E-mail: mike.pravlik@psc.hhs.gov

Telecommunications Services (OP627)

Provides voice and data telecommunications technical design and support for equipment and services (including voice mail). Acquires cost-effective, responsive, and flexible telecommunications products and services for customers within the National Capital Region (NCR); provides liaison between customers and telecommunications vendors, and project management and implementation; provides domestic and international calling cards, toll-free services, domestic long-distance and international long-distance connectivity; and provides advice and assistance for audio conference calls and customer billing issues resulting from direct bills from vendors.

Performance Standard: 95% of telephone service requests involving 10 or fewer stations will be processed within 4 business days of receipt.

Offered to: All Federal Agencies

Service Fee: \$91.08 per line per year*

*Plus actual cost of equipment and service usage.

Point of Contact: Mike Pravlik

Phone: (301) 443-8600

E-mail: mike.pravlik@psc.hhs.gov

Information Technology Services

Provides common IT infrastructure and technologies to selected customers. Services include: network security, including support and management of servers and network devices, monitoring of the environment, management of security software, and incident response; local area network (LAN) and wide area network (WAN) connectivity; network file sharing, backup, and restore; complete support and management of workstations and laptops (includes lifecycle refresh); software refresh with maintenance; shared network printing with optional color capability including toner; Blackberry devices and services (includes lifecycle refresh); 24x7 help desk support, and desk-side support; and network and security operations.

Performance Standards: They are located at <http://intranet.hhs.gov/itservicecenter>.

Offered to: All Federal Agencies

Service Fee: Individual prices are located on <http://intranet.hhs.gov/itservicecenter> – all other costs by agreement.

Point of Contact: Alisa Azarsa

Phone: (202) 205-9218

E-mail: alisa.azarsa@psc.hhs.gov

Other Administrative Services

Board for Correction (OP209)

Manages and conducts the process for U.S. Public Health Service (PHS) Commissioned Corps Officers to appeal for the correction of their official personnel records due to an error or injustice. Establishes and maintains an active Board for Correction for review of submissions; staffs submissions through appropriate offices, such as the Office of the General Counsel and the Office of Commissioned Corps Operations, as necessary; documents Board proceedings and prepares correspondence to applicants of Board decisions; and provides timely and accurate advice and assistance to Board members.

Performance Standard: 95% of cases will be forwarded by the Board to the appropriate parties within 5 business days of receipt.

Offered to: HHS

Service Fee: \$25.45 per Active Duty Commissioned Corps Officer per year

Point of Contact: Elizabeth Davis

Phone: (301) 443-0483

E-mail: elizabeth.davis@psc.hhs.gov

Cooperative Administrative Service Units (CASUs)

The PSC is the Lead Agency for three CASUs, reimbursable entities that provide a variety of high-quality support services to Federal Agencies nationally.

The PSC sponsors the following CASUs:

The Mid-America CASU in Kansas City, MO

Point of Contact: Ken Truax
Phone: (816) 426-3501
E-mail: kenneth.truax@psc.hhs.gov

The Rocky Mountain Regional CASU in Denver, CO

Point of Contact: Lori Rhodes
Phone: (303) 236-8140
E-mail: lori.rhodes@psc.hhs.gov
Web Site: <http://www.psc.gov/casu/rmrc/>

The Mid-Atlantic CASU in New York City, NY

Point of Contact: Diana Casale
Phone: (212) 264-0722
E-mail: diana.casale@psc.hhs.gov

To obtain a complete list and description of CASU services or to place a request for service, please contact the CASU directly.

Employee Child Care Services (OP105)

Provides Government liaison to the contractor that manages the Healthy Beginnings Child Development Center (HBCDC). The Center provides quality onsite childcare for children of HHS employees, which includes an appropriate curriculum, adequate and quality staff, and efficient administration of the operation; provides maintenance and security of the HBCDC facility, with an enrollment capacity of 120 infant, toddler, and preschool-age children; provides general information regarding the childcare program; ensures HHS employees will have daycare enrollment priority; provides oversight and management of the PSC Childcare Subsidy Program; develops plans to promote and publicize the program to customer agencies and serves as liaison between the parents and the subsidy contractor to ensure payments are made on a timely basis to the childcare providers.

Performance Standards: 98% of parent calls and requests for conferences will be responded to within 1 business day of call or request and will work with both parties to resolve issues.

95% of employee subsidy applications are forwarded to the contractor within 3 business days of receipt.

Offered to: All Federal Agencies

Service Fee: \$256.79 per dependent child enrolled per month (Daycare Center Liaison)

20% of direct subsidy payment includes all subsidy contractor fees (Subsidy Liaison)

Point of Contact: Rebecca Donnelly
Phone: (301) 443-5652
E-mail: rebecca.donnelly@psc.hhs.gov

Freedom of Information Act (FOIA) Services (OP101)

Responds to all requests for records in the custody and control of any components of the Office of Public Health and Science (OHPS), the PSC, and the Rockville, Atlanta, and Baltimore Human Resource Centers. Determines whether to release or deny the records; responds to all requests for records that involve more than one of the PHS agencies and the PSC, including its records in the regions; responds to all administrative appeals that 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 and the assigned Assistant U.S. 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 public health agencies.

Performance Standards: 95% of 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 1 business day of receipt.

95% of requests and appeals will be controlled to reach appropriate Operating Divisions (OPDIVs) to begin a search and duplication of responsive records within 1 business day of receipt.

Offered to: HHS

Service Fee: By agreement per participating OPDIV.

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

Regional Support (OP631)

Provides administrative services to HHS staff in the 10 regional offices in Boston, New York, Philadelphia, Atlanta, Chicago, Dallas, Kansas City, Denver, San Francisco, and Seattle. Services include: facility space planning, personal property, telecommunications, mail, and miscellaneous administrative support services.

Performance Standard: 95% of all customer requests or inquiries for assistance will be responded to within 1 business day of request or inquiry.

Offered to: HHS

Service Fee: Actual cost allocated by population served.

Point of Contact: Tom Trudeau
Phone: (301) 443-5326
E-mail: thomas.trudeau@psc.hhs.gov

BUSINESS TECHNOLOGY OPTIMIZATION (BTO)

The primary focus of the Office of Business Technology Optimization (BTO) is to assist the PSC in maximizing its return on Information Technology (IT) investments by ensuring new technology and process solutions and by being supportive of its strategic business goals.

Director: Jack Stoute, Acting
Phone: (301) 443-2365
E-mail: jack.stoute@psc.hhs.gov

Information Technology (IT) Consulting Services (OP109)

Provides consulting services to identify, develop, and implement IT solutions that will assist HHS organizations in maximizing return on IT investments and ensuring IT solutions support strategic business goals. Provides IT security consulting services in the areas of certification and accreditation (C&A), IT security training, Federal Information Security Management Act (FISMA) audits, security test and evaluation (ST&E), and IT Continuity of Operations (COOP) in compliance with Federal guidance.

Performance Standards: 95% of project plan milestones will be met on time.

90% of projects will be delivered within budget.

Offered to: All Federal Agencies

Service Fee: \$108.51 per hour

Point of Contact: Jack Stoute

Phone: (301) 443-2365

E-mail: jack.stoute@psc.hhs.gov

PSC Contact Center “ONE-DHHS” (OP109)

The PSC multi-channel Contact Center provides first-level telephone or e-mail support for employees or citizens from 7:00 a.m. to 9:00 p.m. Eastern Time, Monday through Friday. These hours can be expanded to accommodate individual programs. The following are key features:

Toll-free calling using the toll-free number of your choice or the Center’s “1-888-ONE-DHHS” (663-3447) number.

A fully staffed Contact Center with a trouble-ticket system to capture, track, analyze, and report on service request details.

E-mail support with full trouble-ticket compatibility featuring immediate e-mail acknowledgments, predefined e-mail templates for auto-responses, and ability to redirect e-mail to the Center automatically from any source.

Interactive voice response (IVR) to route incoming calls and provide unattended services including voice mail, special announcements, and pre-recorded messages. Voice mails responded to on the following business day.

Weekly executive and operational reports summarizing contact center performance metrics and analyses of call and e-mail patterns.

Automated customer satisfaction surveys for callers through the telephone keypad.

Secure environment monitored for systems and personnel compliance by HHS security officials. All Center personnel have been designated Level 5C, medium risk public trust.

Performance Standards: 85% of calls will be answered within 30 seconds.
98% of e-mail will be answered within 2 business days.
90% of customers surveyed are satisfied with their Help Desk experience.
99.9% of the time, the Help Desk will be available during operating hours.

Offered to: All Federal Agencies

Service Fee: By agreement per participating agency.

Point of Contact: Robert Spector

Phone: (301) 443-2365

E-mail: robert.spector@psc.hhs.gov

FINANCIAL MANAGEMENT SERVICE (FMS)

The Financial Management Service (FMS) serves as a major part of the foundation of the U.S. Department of Health and Human Services (HHS) finance and accounting operations by providing grant payment management services; accounting and fiscal services; debt management services; and rate review, negotiation, and approvals for departmental and other Federal grant and program activities to HHS and other Federal Departments. Fiscal advice, as well as technical and policy guidance, is also available to assist in implementing new initiatives to ensure compliance with regulatory requirements.

Director: Larry Bedker
Phone: (301) 443-1478
E-mail: larry.bedker@psc.hhs.gov

Accounting Services (OP405)

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, assistance with financial problem solving, and program design. The FMS is able to assure its customer agencies that all Federal financial management system requirements and applicable Federal accounting and transaction standards are met. The FMS uses the Unified Financial Management System (UFMS), an online, real-time application, which 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, and expense and revenue accruals, and supports administrative control of funds. Both standard and custom-designed reports are available in hard-copy and electronic format, and customers are provided extensive online query capabilities. In addition, UFMS reports can be accessed via the Web, and the data can be downloaded to an Excel spreadsheet for local use.

Performance Standards: 100% of the time will prepare audit-quality annual financial statements within required timeframes.
100% of financial reports will be submitted within the U.S. Department of the Treasury/Office of Management and Budget (OMB) published deadlines after the end of the covered period (e.g., monthly, quarterly, and yearly).
90% of accounting events will be recorded within 2 business days of receipt of electronic transactions and within 3 business days of receipt of valid hard-copy documents.
100% of the time will close fiscal year within 15 days of year's end.
99% of eligible disbursements will be issued electronically.
95% of invoices will be paid on time.

Offered to: HHS

Service Fee: \$10.57 per non-ADP transaction
\$0.73 per ADP transaction

Point of Contact: Vincent Watson

Phone: (301) 443-6426

E-mail: vincent.watson@psc.hhs.gov

Cost Allocation/Indirect Cost Negotiations (OP401)

HHS, through the Division of Cost Allocation (DCA), is designated by OMB as the cognizant Federal Agency for reviewing and negotiating facility and administrative (F&A) rates (also known as indirect cost rates), fringe benefit rates, special rates as determined to be appropriate, research patient care rates, statewide cost allocation plans, and public assistance cost allocation plans. The DCA provides these services on behalf of Federal granting and contracting agencies nationwide based on the legal requirement for grant- and contract-issuing agencies to review cost allocation methods and practices of entities receiving Federal grant and contract funds. This service helps ensure that indirect cost rates paid by the Federal Government are legally sound, fair, and equitable.

Additional services provided by the DCA 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 providing assistance in developing Government-wide and Department-wide accounting policies, procedures, and regulations.

Performance Standards: 85% of cost rate proposals will be reviewed and negotiated within 6 months of receipt.

85% of Statewide and Public Assistance Cost Allocation Plans will be reviewed and negotiated within 12 months of receipt.

Offered to: All Federal Agencies

Service Fee: \$123.45 per hour*

*Plus additional customer-specific requirements.

Point of Contact: Darryl Mayes

Phone: (202) 401-0215

E-mail: darryl.mayes@psc.hhs.gov

Debt Collection Center Services (OP404)

Provides a full range of state-of-the-art debt management and collection services covering virtually all types of receivables. Services include: account maintenance; credit card processing; demand, custom letters, and account or billing statements; lockbox facilities; referral of delinquent accounts to commercial debt collection agencies; referral of health profession claims for Medicare and Medicaid participation exclusion; referral of debts to the U.S. Department of Justice (DOJ) for enforced collection; referral of debts to the Treasury Offset Program (TOP) for administrative offset; referral of debts to Treasury for cross-servicing; reporting of debts to credit reporting agencies; report preparation, both regulatory and ad hoc; and 1099C reporting and 1098E reporting to the Internal Revenue Service (IRS).

The PSC is a Treasury-designated Debt Collection Center.

Performance Standards: 95% of delinquent debts will be referred to TOP within 180 days of the date of delinquency (assumes proper due diligence).

95% of eligible health profession debts will be referred to the Office of the Inspector General for exclusion from participation in Medicare within 60 days of request by DOJ.

100% of the time will issue Form 1099C, Cancellation of Debt, to eligible health profession debtors and will report the written-off debt to the IRS by the IRS due date.

95% of all collections are deposited to Treasury within 1 business day of receipt.

Offered to: Due diligence services (notification and demand for payment) are available to all Federal Agencies.
Full-scope debt management services are available to HHS only.

Service Fee: \$298.20 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: don.pooton@psc.hhs.gov

HHS E-Gov Travel Center of Excellence (OP411)

Provides operational customer support on travel-related services for HHS. Services include: providing Tier Three support to Federal Agency Travel Administrators and liaison to the Tier One E-Gov Travel Help Desk; performing contract maintenance for the E-Gov Travel and Travel Management Center vendors; collecting and responding to customer feedback; evaluating and prioritizing changes and improvements to systems and processes; managing the impact of upgrades and system testing; developing and executing training and communications plans; managing enhancement needs through development and deployment; and leading requirements gathering, testing, and implementation of any new or updated interface.

Performance Standards: 95% of calls received will be answered and/or returned within 3 hours of receipt.

95% of customers completing PSC surveys will be satisfied with services provided by the E-Gov Travel Center of Excellence.

Offered to: HHS

Service Fee: \$36.61 per travel order or voucher

Point of Contact: Mary Lanham

Phone: (301) 443-9552

E-mail: mary.lanham@psc.hhs.gov

Payment Management (Grant) Services (OP402)

Provides grant and grant-like disbursements, cash management, and grant accounting support services utilizing the Payment Management System (PMS). The PMS is a custom-developed, state-of-the-art, grant financial management and disbursement system. It is one of only two civilian grant disbursement systems approved by the Federal Chief Financial Officers Council.

Funds requests are submitted and processed online through the easy-to-use PMS payment request functions. All disbursements are completed by electronic funds transfer to the grantee's bank account the following day (or the same day, if necessary). The PMS ensures customer grant-awarding agencies that Federal cash management goals are met by systematically managing the disbursement of funds to coincide precisely with recipient fund requirements.

Electronic financial reports and supporting accounting transactions are promptly provided to grant-awarding agency customers, enabling better management of grant activities, timely and accurate financial statement reporting, and enhanced support for program decision-making processes.

Performance Standards: 97% of grant payment requests will be processed and delivered on the next business day.
97% of the time, the PMS will be available for customer input each business day from 7:00 a.m. to 6:30 p.m. Eastern Standard Time.
95% of the time, fully accurate management reports will be available within 5 days of month's end.

Offered to: All Federal Agencies

Service Fee: \$75.41 per Type 2 document*

*Type 2 documents are issued to universities, hospitals, and nonprofit organizations.

Point of Contact: Anthony DiToto

Phone: (301) 443-2012

E-mail: anthony.ditoto@psc.hhs.gov

Payroll Accounting Services (OP408)

The FMS performs payroll accounting services for HHS' civilian employees' and Commissioned Corps Officers' payrolls. Services include: payroll reconciliations; collection and disbursement of various payroll items such as income taxes and unemployment benefits; and reporting of those items to Treasury, States, the IRS, and the U.S. Department of Labor. The FMS also prepares the monthly Statement of Transaction (SF-224).

The FMS operates and maintains the Accounting for Pay System (AFPS) interface, which 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. The 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.

Performance Standards: 95% of the time, the payroll SF-224 will be submitted to Treasury within 3 business days of the following month.

95% of the time, the payroll name list and cost summary reports will be produced within 5 business days of receipt of payroll data.

95% of the time, the monthly Full-Time Equivalent (FTE) reports will be produced within 5 business days of receipt of payroll data tapes.

Offered to: All Federal Agencies

Service Fee: \$46.52 per W-2 per year

Point of Contact: Vincent Watson

Phone: (301) 443-6426

E-mail: vincent.watson@psc.hhs.gov

HCAS Operations & Maintenance (O&M) (OP412)

As the designated center of excellence for the HCAS O&M, the FMS will manage and deliver O&M services for HCAS, the Department's new acquisition system, under the authority of the HHS Service and Supply Fund (SSF) Board of Directors. The FMS develops O&M policy and procedures; establishes services and monitors system performance; ensures coordination and knowledge transfer; oversees the HCAS change control process and configuration management; oversees HCAS production operations, including instance management; supports governance and reporting; and ensures customer satisfaction.

Performance Standards: 99.8% of the scheduled time, the system will be available with no more than 0.2% of unplanned downtime.

100% of the time, issues that prevent users from accessing critical business functions will be resolved within 48 hours.

90% of the time, there will be a first-time response for Tier 3 help desk issues within 60 minutes.

90% of the time, approved and scheduled change requests will be implemented within a 10% schedule variance.

95% of the time, user feedback will be solicited after a change is implemented and users have satisfactorily understood and accepted the change.

100% of the time, authority will be maintained to operate HCAS, representing successful certification and accreditation.

Offered to: HHS

Service Fee: Cost to OPDIVs per agreement.

Point of Contact: Bharat Govindani

Phone: (301) 443-6756

E-mail: bharat.govindani@psc.hhs.gov

UFMS O&M (OP410)

As the designated center of excellence for the UFMS O&M, the FMS manages and delivers O&M services for UFMS under the authority of the HHS Service and Supply Fund (SSF) Board of Directors. The FMS develops O&M policy and procedures; establishes services and monitors system performance; ensures coordination and knowledge transfer; oversees the UFMS change control process and configuration management; oversees UFMS production operations, including instance management; supports governance and reporting; and ensures customer satisfaction.

Performance Standards: 99.8% of the scheduled time, the system will be available with no more than 0.2% of unplanned downtime.

100% of the time, issues that prevent users from accessing critical business functions will be resolved within 48 hours.

90% of the time, there will be a first-time response for Tier 3 help desk issues within 60 minutes.

90% of the time, nightly batch processing will occur within 10 hours of the scheduled start time.

90% of the time, approved and scheduled change requests will be implemented within a 10% schedule variance.

95% of the time, critical changes required to conduct period close will be successfully implemented before the start of the period-end function.

95% of the time, user feedback will be solicited after a change is implemented and users have satisfactorily understood and accepted the change.

100% of the time, authority will be maintained to operate UFMS, representing successful certification and accreditation.

Offered to: HHS

Service Fee: Cost to OPDIVs per agreement.

Point of Contact: Bharat Govindani

Phone: (301) 443-6756

E-mail: bharat.govindani@psc.hhs.gov

FEDERAL OCCUPATIONAL HEALTH SERVICE (FOHS)

The Federal Occupational Health Service (FOHS) provides comprehensive, high-quality, customer-focused occupational health services in strategic partnership with Federal Agencies nationwide to improve the health, safety, and productivity of the Federal workforce. Services include: health and wellness programs, employee assistance, work/life services, and environmental health and safety services.

Director: Gene Migliaccio, Dr.P.H.
Phone: (301) 594-0245
E-mail: gmigliaccio@psc.gov

Employee Assistance Services (OP502)

Provides a wide variety of Employee Assistance Program (EAP) Services, Specialized Behavioral Health Services, and Work/Life Services by well-qualified professionals to help Federal managers and their employees resolve problems that may adversely impact their work performance, conduct, health, and well-being. These services are designed to help employees manage their work and personal lives and to help employers and employees adapt to workplace changes, leading to increased workplace productivity.

Performance Standards: 100% of requests for services from eligible or covered employees will be responded to within 2 hours of request.

100% of requests from supervisors for critical incident stress management services will be responded to within 1 hour of request.

100% of requests for alternative dispute resolution services will be acknowledged and responded to within 1 business day of request.

95% of counseling clients completing EAP satisfaction surveys will rate their overall satisfaction with EAP services as Satisfied or Very Satisfied.

Offered to: All Federal Agencies

Service Fee: Cost is dependent upon mix of services and/or Federal employee population.

Point of Contact: Debra Scott

Phone: (301) 594-0777

E-mail: debra.scott@psc.hhs.gov

Services Include:

EAP Services

Provides licensed, professional counselors to assist employees with any type of personal and workplace problem. Overcoming the problems faced by employees results in a healthier, more productive, and more effective workforce. Counselors are located in more than 102 counseling offices in Federal buildings across the country as well as in private offices through a network of "affiliate" counselors in locations, convenient to FOHS customers, across the country and overseas. Services include: confidential face-to-face initial assessments, short-term counseling, and referral and follow-up services for specialized or long-term treatment. Services are tailored to the specific needs of Federal Agencies and their employees, and include access to services through a professionally staffed call service center 24 hours per day, 365 days per year. Other features include: information via the FOHS EAP Web site; online substance use and misuse education; employee and leadership newsletters; employee orientations and supervisory trainings, both in-person and online; management consultations; health and wellness presentations; critical incident stress management services; service delivery reports; financial and legal services; identity theft prevention and recovery services; and dedicated services for internationally based employees and law enforcement personnel.

Support is provided relating to:

- Family relationship issues
- Workplace concerns
- Alcohol and drug problems
- Personal and emotional difficulties
- Health and behavioral issues

Specialized Behavioral Health Services

Provides a wide variety of specialized behavioral health services including:

- **Organizational Development Services** that help Federal managers assess and resolve broader organizational issues through application of managerial and behavioral strategies adapted to the rapidly changing workplace.
- **Alternative Dispute Resolution Services** that utilize proven conflict management techniques such as facilitation, negotiation, mediation, and arbitration to resolve workplace conflicts.
- **Law Enforcement Employee Assistance Services** that focus on the needs of this occupational group through a network of law enforcement-experienced providers and consultants.

Work/Life Services

Provides trained specialists with education and experience in various work/life fields such as gerontology, adoption, and child development. Confidential consultations and prescreened referrals are provided to employees and their families by telephone and online 24 hours per day, 365 days per year. Work/life services help today's employees manage their workload; live fuller, more productive lives; and avoid burnout and stress-related health issues. Services include: a comprehensive Web site with resources and information, educational materials, seminars, monthly newsletters, and service delivery reports with annual return-on-investment (ROI) analysis.

Support is provided on such life events and challenges as:

- Eldercare
 - Childcare
 - Adoption
 - Becoming a parent
 - College and technical school
 - Summer programs
 - Financial aid
 - Relocation
 - Career development
 - Convenience services
 - Retirement planning
-

Environmental Health Services (OP503)

Provides environmental health, industrial hygiene, and safety consultations and services to assist Federal managers in promoting safe and healthful work environments; in protecting the health, safety, and productivity of the Federal workforce; and in maintaining compliance with Occupational Safety and Health Administration (OSHA), U.S. Environmental Protection Agency (EPA), and other regulatory guidelines and compliance mandates. Consultation and service are provided by highly trained, well-qualified, informed, and empowered representatives. Services available include, but are not limited to: industrial hygiene evaluations and studies; safety assessments and training; asbestos and lead detection, monitoring, and abatement; environmental health surveys; personal protective equipment program development and implementation; respiratory protection program development and quantitative respirator fit-testing; hearing conservation consultations and assessments; hazard communications program development and implementation; emergency response plan development and training; food sanitation, safety, and service inspections; ergonomic assessments and program development; and analytical services. The FOHS manages three fully equipped and accredited reference laboratories. These state-of-the-art facilities 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: 100% of requests for environmental field work will be met by the negotiated due date.

100% of environmental assessments will be provided in a written report delivered by the negotiated due date.

100% of the time, in response to requests for assistance in times of emergencies or disasters, equipment and resources, including personal protective equipment, supplies, and personnel, will be provided within negotiated timeframes.

Offered to: All Federal Agencies

Service Fee: Cost is dependent upon services or mix of services desired.

Point of Contact: Debra Scott

Phone: (301) 594-0777

E-mail: debra.scott@psc.hhs.gov

Clinical Services (OP501)

Provides a wide variety of occupational health and preventive clinical services through licensed, credentialed health and wellness professionals that assist Federal managers and their employees in monitoring and managing health risks and occupational hazards to ensure safety and improve their health. Services include: staffing and management of onsite Occupational Health Centers, Wellness/Fitness Centers, and a network of over 2,300 private providers; physical exams for preplacement, periodic health assessment, medical surveillance/clearance, and fitness for duty; immunizations; health screenings; health education and training; and management of onsite automated external defibrillator (AED) programs and law enforcement medical specialists.

Performance Standards: 97% of requests for services from eligible or covered employees will be responded to within 1 business day of request.

97% of requests from agency managers for occupational health consultations and services will be responded to within 1 business day of request.

Offered to: All Federal Agencies

Service Fee: Cost is dependent upon specific services desired and employees to be covered.

Point of Contact: Debra Scott

Phone: (301) 594-0777

E-mail: debra.scott@psc.hhs.gov

Services Include:

Occupational Health Center Services

Designs and manages Occupational Health Centers for Federal Agencies and their employees throughout the country. The FOHS currently manages more than 300 Occupational Health Centers in Federal buildings or other locations where populations of Federal employees work. These Centers are managed and staffed by highly qualified healthcare personnel and are open to all eligible or covered employees during the Government's regular business hours or on a schedule mutually agreed upon with the customer agency or agencies. Health and wellness services provided in these Centers include: emergency response; walk-in/first aid care; administration of physician-prescribed treatments or services (e.g., allergy shots); health education programs; routine immunizations (e.g., flu, tetanus, and pneumonia); preventive screenings; and health risk appraisals.

Specialized Health Services

Provides a wide range of customized health and wellness services through its Occupational Health Centers and/or through its nationwide network of more than 2,300 affiliated private providers and clinics. Services include: fitness-for-duty, preplacement, and return-to-work exams; medical surveillance exams; smoking cessation programs; development and implementation of the AED program; law enforcement medical services; development of medical standards; database tracking and trend analysis; periodic health examinations; and travel and other work-related immunizations.

Wellness/Fitness Services

Provides a comprehensive range of services designed to promote physical fitness and healthy lifestyles that can reduce stress, absenteeism, and healthcare costs, and in turn enhance productivity. Services include: design, development, staffing, and management of onsite fitness centers; design and development of customized wellness and fitness programs; selection, purchase, and maintenance of fitness equipment; fitness assessments and preparticipation screenings; and wellness/fitness seminars on such topics as weight management, nutrition, and stress management.

ENTERPRISE SUPPORT SERVICE (ESS)

The Enterprise Support Service (ESS) provides an extensive array of human resource system and reporting enterprises (including administration and management) for the U.S. Department of Health and Human Services (HHS) civilian employees and Commissioned Corps Officers. The **Office of Commissioned Corps Support Services** provides compensation and medical benefits support services to active duty and retired Commissioned Corps Officers. The **Payroll Services Division** serves as liaison between the new civilian payroll service provider, Defense Finance and Accounting Service (DFAS), and HHS employees. The **Office of Equal Employment Opportunity** provides Equal Employment Opportunity (EEO) services, policy, commemorative events, and EEO complaint processing for the PSC and its customers.

Director: Carol Arbogast
Phone: (301) 443-1200
E-mail: carol.arbogast@psc.hhs.gov

Commissioned Corps Support Services (OP301)

Provides a variety of administrative services in the areas of compensation and medical affairs to active duty Commissioned Corps Officers of the U.S. Public Health Service (PHS) serving in HHS and other Federal Agencies.

Offered to: PHS and other Federal Agencies

Service Fee: Actual cost per agreement is based on specific customer needs.

Point of Contact: Compensation
Robert Carolan

Phone: (301) 594-2963

E-mail: robert.carolan@psc.hhs.gov

Point of Contact: Medical Affairs
Russell Garisto

Phone: (301) 594-1503

E-mail: russell.garisto@psc.hhs.gov

Services Include:

Compensation

Administers a system of basic pay, allowances, and special or incentive pay for active duty Commissioned Corps Officers of the PHS. Administers a system of retired pay for retired officers and survivor pay for annuitants; processes payroll deductions and allotments; administers a wide range of benefit programs; interfaces with the U.S. Department of Defense (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; and coordinates with the U.S. Department of Veterans Affairs (VA) for the Service members' Group Life Insurance (SGLI).

Performance Standards: 99% of W-2s will be issued and mailed by January 31 of each year.

99% of salary checks will be issued by the official payday.

100% of salary checks not issued by the official payday will be processed within 5 business days.

99% of customers will be provided a response to routine inquiries regarding pay matters within 2 business days of inquiry.

Achieve less than 6 valid customer complaints per 1,000 payees per pay cycle.

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 and payment of bills relating to medical and dental care for officers in emergency situations and preauthorized care not covered under the TRICARE benefit; serves as secondary appeals authority if payment is denied by TRICARE; provides case management services for officers in assigned locations distant from Uniformed Service Medical Treatment Facilities (USMTFs) while deployed, on travel, or on leave status; arranges for travel and initiates the process for reimbursement of Agency funds for travel incident to medical care; assists officers in obtaining essential healthcare in Federal and non-Federal treatment facilities and maintains all active duty health records; coordinates PHS medical care activities with the other Uniformed Services; and initiates the process for reimbursement for dependents' and retirees' healthcare through TRICARE. Maintains paper and electronic health records for active duty officers of the USPHS. Provides guidance and council to the Office of Commissioned Corps Force Management to help guide policies and practices of the USPHS pertaining to medical readiness and similar subject-related matters.

Performance Standards: 99% of clean claims will be processed by the Medical Affairs Branch within 5 business days of receipt. (Claims are certified, forwarded to TRICARE, and returned to the provider for correction or completion, or medical records are requested in this timeframe. Clean claims denote claims that are correct, complete, legible, and ready to be processed.)

99% of customer requests for information will be responded to within 2 business days of request.

EEO Complaint Investigations (OP211)

Manages and assigns the contracts for outside contractors who perform EEO counselings, prepare Letters of Acceptance, investigate EEO complaints, and prepare Final Agency Decisions. Serves as the Contracting Officer/Technical Representative for contracting EEO complaint services including EEO investigations, counselings, drafting of Letters of Acceptance, and the drafting of Final Agency Decisions within HHS. Serves as the liaison between contractors and Operating Division (OPDIV) EEO offices and management to ensure that complaint investigations, EEO contract counseling, drafting of Letters of Acceptance, and the drafting of Final Agency Decisions are handled expeditiously and result in a quality product. Reviews EEO investigations for quality control and ensures timeliness in conducting investigations.

Performance Standards: 95% of customer requests for assistance will be responded to within 2 business days of request.

95% of customer's requests for services concerning EEO complaints will be assigned to an investigator within 2 business days of request.

95% of contracts will be in place to allow for the investigation of complaints at least 15 calendar days after the expiration of the prior contract.

Offered to: HHS

Service Fee: \$931.78 per case*

*Plus additional customer-specific expenses and cost of contract.

Point of Contact: Leonard J. Levy

Phone: (301) 443-2112

E-mail: leonard.levy@psc.hhs.gov

EEO Services (OP213)

Provides services encompassing complaint prevention, resolution, processing, and adjudication. Provides advice to both managers/supervisors and employees on EEO matters. Designs, develops, and implements affirmative employment programs. Conducts workforce analysis for developing targeted goals and corrective solutions to systemic employment problems. Provides advice and assistance to managers on strategies to meet diversity goals in order to ensure inclusiveness in the workforce. Manages special-emphasis programs and conducts special commemorative observances. Helps prepare and deliver training courses. Serves as EEO Office for the Program Support Center, the Agency for Healthcare Research and Quality, and the Substance Abuse and Mental Health Services Administration.

Performance Standards: 95% of customer requests for assistance, including EEO counseling requests, will be responded to within 2 business days of request.

90% of formal complaints of discrimination filed will meet or exceed the 180-day timeline for processing such complaints.

100% of complainants will be offered Alternative Dispute Resolution (ADR) services upon receipt of an informal or formal complaint of discrimination.

93% of commemorative observances and events will be communicated to customers at least 10 business days prior to the observance or event.

95% of reasonable accommodation requests (e.g., a sign language interpreter) will be responded to within 3 business days of request.

Offered to: HHS

Service Fee: \$411.92 per Full-Time Equivalent (FTE) per year*

*Plus additional customer-specific expenses.

Point of Contact: Leonard J. Levy

Phone: (301) 443-2112

E-mail: leonard.levy@psc.hhs.gov

Enterprise Applications Division (EAD) (OP215)

Services include: system activities for HHS' civilian employees and Commissioned Corps Officers and maintenance and operation of the systems housing current and historical pay and leave records for HHS employees.

Offered to: HHS

Service Fee: \$449.49 per W-2 for civilian processing only

Point of Contact: Vivian Truss

Phone: (301) 504-3125

E-mail: vivian.truss@psc.hhs.gov

Services Include:

Capital HR

Provides managers and Human Resources (HR) Specialists with a state-of-the-art online solution for human resources, benefits, and payroll systems administration in HHS. Establishes a stable production-certified operating environment for applications and interface processing including file and database backup, file retention, file and software security, operating schedules, system recovery, and restart. Establishes and maintains change management tracking and software version management and provides auditable change management and version management processes. (Capital HR was previously called Enterprise Human Resource and Payroll (EHRP) Services.)

Performance Standards: 95% application availability, excluding scheduled maintenance and network outages.
95% of the time, ad hoc reports will be provided that fully meet client requirements.
90% of all systems changes will be adequately documented to meet audit requirements.

Help Desk Support

Provides centralized management of help desk calls for payroll, timekeeping, and issues with the PSC-supported time and attendance system and with HR systems.

Performance Standards: 90% of help desk calls and inquiries will be responded to within 3 hours of the call or inquiry.
85% of problems will be resolved within 3 business days of the call or inquiry.

Payroll Services (OP216)

Services include: managing all aspects of payroll customer services liaison between DFAS and HHS on all pay-related issues, including HHS pay policy, employee pay records, and supporting systems. Functions include: managing payroll service requests from the HHS OPDIVs and HR Centers; managing customer relations by defining customer needs and service expectations and tracking ongoing service performance; overseeing the biweekly time and attendance process; coordinating the Department's payroll activities with DFAS, the HHS payroll provider; providing direction, technical assistance, and standard operating procedures for payroll liaisons and other persons who input data or use outputs from the personnel and payroll systems; diagnosing problems and devising solutions to systemic problems and inefficiencies related to payroll payments of HHS employees; providing required ESS information and resolving audit-related issues and findings; and monitoring DFAS performance against the Service Level Agreement.

Offered to: HHS

Service Fee: \$151.00 per W-2 per year

Point of Contact: Jack O'Leary

Phone: (301) 504-3301

E-mail: jack.oleary@psc.hhs.gov

Services Include:

Payroll Customer Service

Coordinates the Department's payroll activities with OPDIVs and DFAS by analyzing time and attendance reports and by taking proactive and corrective actions to ensure accurate and timely payments to employees.

Performance Standard: 98% of the time, OPDIVs and HR Center staff will be notified of missing or rejected time and attendance reports and, if necessary, request additional information within 5 hours of receipt of reports.

Resolution of Missing Electronic Funds Transfer (EFT)/Checks

Coordinates with DFAS to resolve EFT return issues or nonreceipt of paper checks as submitted by OPDIVs and HR Center staff via the Peregrine Tracking System.

Performance Standard: 90% of missing EFT/check payments will be reviewed, corrected as necessary, and forwarded to DFAS within 3 business days of receipt.

Special Pay

Requests "Special Pays" from DFAS when an HHS employee did not receive at least 90% of his or her biweekly salary payment.

Performance Standard: 90% of all special pay requests will be submitted to DFAS within 2 business days of receipt within the Payroll Services Division.

STRATEGIC ACQUISITION SERVICE (SAS)

The Strategic Acquisition Service (SAS) provides leadership, policy, guidance, and supervision to the procurement operations of the PSC and improving procurement operations within the U.S. Department of Health and Human Services (HHS). Major service areas include: **Acquisition Management**, which comprises negotiated contracts, simplified acquisitions, and purchase card management; **Strategic Sourcing**, which comprises purchasing consolidation of expendable commodities and improvement of procurement practices; and the **Supply Service Center**, which provides pharmaceutical, medical, and dental supplies to Federal Agencies and other related customers worldwide.

Director: Christie Goodman, Acting
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Acquisition Management (OP704)

Provides services for negotiated contracts, purchase card management, and simplified acquisitions.

Services Include:

Negotiated Contracts

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 (IT), professional services, and commodities. Contract actions can include negotiated sole source contracts and negotiated competitive contracts worth over \$100,000. Supports socioeconomic goals and initiatives such as performance-based acquisition. More than 50 performance-based task order contracts have been competitively awarded to well-known contractors providing customers with technical assistance, studies, and assessments through the use of streamlined acquisition procedures.

Performance Standards: 95% of all acquisition requirements will be completed within the following acquisition lead times:

1. Negotiated Contracts (sole source) – Up to 105 days.
2. Negotiated Contracts (competitive, less complex) – Up to 140 days.
3. Negotiated Contracts (competitive, complex) – Up to 180 days.

5% sustained protest rate will be maintained.

Offered to: All Federal Agencies

Service Fee: 1.51% of the obligation*

*An additional 25% of the normal service fee will be charged to expedite negotiated contracts.

A cancellation fee of \$65.00 per hour or time consumed will be charged.

Point of Contact: Christie Goodman

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Purchase Card Management

Issues purchase cards to authorized employees with certain single and monthly spending limits and restrictions coded electronically, under the Government-wide commercial purchase card program. The purchase card is the preferred means for authorized Government employees to purchase and pay for micro purchases. Purchase cards are monitored for spending in accordance with Federal Acquisition Regulations.

Performance Standards: 95% of requests for establishment of new purchase cards will be acted upon within 1 business day of receipt of complete information.

95% of all cardholders and approving officials will take the required training.

Offered to: HHS

Service Fee: \$325.43 per card annually

Point of Contact: Sheri Kretschmaier

Phone: (301) 443-6557

E-mail: sheri.kretschmaier@psc.hhs.gov

Simplified Acquisitions

Negotiates and awards purchase orders, delivery orders, and blanket purchase agreements for all types of commodities and services utilizing Federal simplified acquisition procedures. Manages consolidated contracts for office equipment repair, IT equipment, and contract closeout services as well as strategically sourced, Department-wide contracts for temporary medical, professional, and administrative staffing, office equipment, supplies and furniture, and IT peripherals. A-76 acquisition support services are also available to meet the needs of customer agencies and Federal initiatives.

Performance Standards: 85% of all acquisition requirements will be completed within the following acquisition lead times:

1. Simplified Acquisitions (less complex) – Up to 15 days.

2. Simplified Acquisitions (complex) – Up to 45 days.

5% sustained protest rate will be maintained.

Offered to: All Federal Agencies

Service Fee: 3.86% of obligation*

*An additional 25% of the normal service fee will be charged to expedite simplified acquisitions.

A cancellation fee of \$65.00 per hour/time consumed will be charged.

Point of Contact: Ruth Crown

Phone: (301) 443-6557

E-mail: ruth.crown@psc.hhs.gov

Strategic Sourcing (OP701)

Establishes Department-wide initiatives to consolidate purchasing with specific focus on expendable commodities, commercial-like services and systems integration, including conducting spend analysis to support acquisition decisions, implementing change management processes to empower the acquisition community, and investigating and implementing innovative government and industry procurement practices within the HHS acquisition environment.

Performance Standards: 98% minimum fill and on-time delivery rates will be achieved for IT peripherals, hardware, and office supplies.

2% of product return rate will be maintained.

Offered to: HHS

Service Fee: 1.44% of obligation

Point of Contact: Kesa Russell

Phone: (202) 690-7326

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Supply Service Center (SSC) (OP705)

The HHS SSC is a national and international source of pharmaceutical, medical, and dental supplies for healthcare facilities throughout HHS and other Federal Civilian Agencies as well as all branches of the U.S. Armed Forces. The SSC is a full-service supply, warehouse, and distribution activity offering logistical support worldwide, in concert with technical assistance and materiel management, to service the customer's requirements.

The SSC is a Food and Drug Administration (FDA) registered bulk pharmaceutical repackaging facility offering customized labeling and unit-of-use prepacks for both prescription and over-the-counter (OTC) drugs. Strict quality control standards must be maintained by the SSC in order to assure compliance with FDA's Current Good Manufacturing Practice Regulations. The Center's Pharmacy Branch has four state-of-the-art, high-speed packaging lines that produce customized unit-of-use containers of solid oral dosage forms in large volumes in a short time period. These unit-of-use containers are convenient, prescription size, and patient ready for direct distribution to patients by healthcare professionals.

The SSC established a comprehensive program for managing clinical drug trials, provided in cooperation with the National Institutes of Health (NIH) and other Federal Government Agencies. The Center can perform all duties associated with the management of the trials, including customized labeling and repackaging, inventory management, distribution and logistical support, and any technical assistance that may be required.

Additional services offered by the SSC include specialized assistance and medical supply support to Presidential Initiatives, national emergencies, and medical readiness programs involving the Federal Government. The SSC is committed to providing qualitative and accountable logistical support services to meet the requirements of its large customer base. This expertise, coupled with an international pharmacoeconomic experience, ensures a competitive edge for current and future customers.

Performance Standards: 90% of customer requests and inquiries will be addressed within 1 business day of request or inquiry.

95% of routine orders will be processed and shipped within 2 business days of order receipt.

95% of medical express orders will be processed and shipped within 1 business day of order receipt.

95% fill rate standard will be maintained.

0.5% delivery discrepancy rate will be maintained.

0.05% damaged shipment rate will be maintained.

Offered to: All Federal Agencies

Service Fee: For a list of current products and prices, see the Product Listing/Catalog at <http://sscweb.psc.gov>. Price per line item*

*Plus other related expenses such as storage, kit assembly, and repackaging fees may apply.

Point of Contact: Steven F. Pearson

Phone: (410) 642-2244

E-mail: steven.pearson@psc.hhs.gov

PSC Service Level Agreement General Provisions

The Program Support Center uses the Service Level Agreement (SLA) to document the fee-for-service relationship with its customers. The SLA contains General Provisions that provide the terms and conditions of the agreement. Listed below are the General Provisions that are included in the SLA.

a. AUTHORITY: All provisions of this agreement shall comply with 42 USC 231 and the SSF Charter.

b. SERVICE LEVEL REQUIREMENT ESTIMATION AND CHANGES IN ESTIMATES:

The receiving organization will provide the PSC Business Office projections of projected support volume. Significant changes in the receiving organization's support requirements should be submitted to the PSC in a manner that will permit timely modification of resource requirements. It is the responsibility of the receiving organization to bring these major changes in required support to the attention of the PSC Business Office as soon as possible prior to changing support requirements.

c. BILLING: The PSC will provide clear statements of costs incurred (to organizations receiving recurring support) via the PSC Revenue, Invoicing, and Cost Estimation System (PRICES) Online Viewer. The PSC will provide on-line access to named points of contact provided by the receiving organization. One-time customers will receive hardcopy billing documents.

d. BILLING RESOLUTION: The receiving organization will utilize the customer feedback form, available on the Online Viewer, to submit billing inquiries. The PSC has ten (10) business days to respond to customer inquiries as follows: the PSC Business Office will forward the customer feedback form to the appropriate cost center point-of-contact (POC) within three (3) business days of receipt; the cost center POC will respond directly to the customer within seven (7) business days of receipt from the Business Office.

e. RATES: All rates expressing the unit cost of services provided in this agreement are based on current SSF Board approved rates. Changes to these rates will be in accordance with the provisions of the SSF Charter. For rate changes that do not require Board action, the receiving organization will be notified immediately of such rate changes that affect the support receivers. All hourly rated services will be charged in increments of quarter hours.

f. CANCELLATION: Cancellation of services for receiving organizations is covered by the SSF Charter. This agreement may be revised at any time by the mutual consent of the parties concerned. The PSC may cancel this agreement upon giving at least 180 days written notice to the receiving organization. These cancellations are dependent on SSF Board Charter stipulations as they apply to products/services.

g. EMERGENCY: In case of an emergency which affects the PSC, this agreement will remain in force only within the extent of the PSC's capabilities.

h. FUNDING AND REIMBURSEMENT: The receiving organization will provide the PSC an annual funding document in advance to cover estimated charges for the fiscal year. At the end of each quarter, customer bills available through PRICES OnLine Viewer will reflect a "Final" designation. The final quarterly billing will be reflected as a drawdown on the PRICES OnLine Viewer funding status report. For one-time customers, the PSC will forward a monthly summary of actual charges incurred during that period. After a five (5) day receiver review period, the PSC will create a job order in the amount of the earned monthly charge. Based on this order, the PSC will prepare and process an IPAC transaction (or other intergovernmental billing, as appropriate). Discrepancies in quarterly charges must be addressed to the PSC Business Office within one hundred and twenty (120) days of the close of the quarter in which the billing occurred. Conversely, the receiving organization will provide the PSC with additional funding to cover charges in excess of advanced fiscal year funding; and credits will be issued in the instance of excess charges.

i. AUDITING: The PSC will permit the receiver to examine documents and other evidence, regardless of form or type, necessary to permit adequate evaluation of cost and pricing data along with computations and projections used in performing the service. The PSC agrees to make this information available at reasonable times for a period of twenty-four (24) months after the end of the fiscal year in which the service was performed.

j. SYSTEM SECURITY: The PSC will ensure all levels of system security; computer terminals, communication lines, passwords, access applications and data output are authorized, protected and secured. System security is integrated into PSC's products and service offerings where applicable.

k. SECURITY: The receiving organization will implement the following security requirements. (1) Designate a security point of contact to interface with the PSC Chief Information System Security Officer (CISSO) on security related issues to ensure compliance with Secure One HHS IT Security Policy; (2) Ensure access requests are properly authorized; (3) Ensure access profiles are periodically reviewed; (4) Enforce password complexity requirements per the Secure ONE HHS and PSC guidance; (5) Ensure physical access to computers or terminals that provide access to PSC systems is restricted; (6) Ensure security incidents that impact access to PSC systems are timely communicated to the PSC CISSO; and (7) Ensure users adhere to the governing "Rules of Behavior" for the PSC system.

i. CUSTOMER SATISFACTION: The PSC will measure the quality of service delivery as the percentage of customers expressing overall satisfaction with services provided. To measure customer satisfaction, the PSC will use the PSC Online Comment Card responses to obtain the percentage of customers that rate overall satisfaction with services as Satisfied or Very Satisfied. To ensure quality service delivery across all product and service lines, the PSC will strive to achieve a customer satisfaction rating of at least 90%.



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
Office of the Assistant Secretary for Administration and Management

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