



SOCIAL SECURITY

The Commissioner

December 31, 2007

The Honorable Max Baucus
Chairman, Committee on Finance
United States Senate
Washington, D.C. 20510

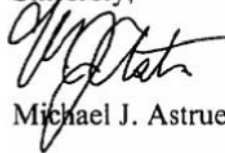
Dear Mr. Chairman:

The purpose of this letter is to transmit the Social Security Administration's (SSA) Report to Congress on Fiscal Year (FY) 2007 Competitive Sourcing Efforts as required by Section 647(b) of Division F of the Consolidated Appropriations Act, 2004, Public Law 108-199. The report has been prepared in accordance with Office of Management and Budget Memorandum M-08-02.

SSA continues to focus on results that create more efficient functions within the Agency, generate cost savings and improve performance. In FY 2007, SSA completed six competitive sourcing competitions, which resulted in improved service and increased efficiency for the Agency.

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Sincerely,



Michael J. Astrue

Enclosures:

Tab A -- FY 2007 Summary Spreadsheets

Tab B -- Narrative Statement

Tab C -- Statement on Alignment of Human Capital



SOCIAL SECURITY

The Commissioner
December 31, 2007

The Honorable Richard B. Cheney
President of the Senate
Washington, D.C. 20510

Dear Mr. Cheney:

The purpose of this letter is to transmit the Social Security Administration's (SSA) Report to Congress on Fiscal Year (FY) 2007 Competitive Sourcing Efforts as required by Section 647(b) of Division F of the Consolidated Appropriations Act, 2004, Public Law 108-199. The report has been prepared in accordance with Office of Management and Budget Memorandum M-08-02.

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SOCIAL SECURITY

The Commissioner

December 31, 2007

The Honorable Susan M. Collins
United States Senate
Washington, D.C. 20510

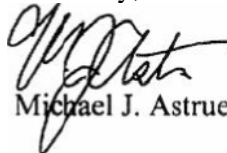
Dear Senator Collins:

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SOCIAL SECURITY

The Commissioner

December 31, 2007

The Honorable Tom Davis
House of Representatives
Washington, D.C. 20515

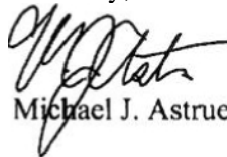
Dear Mr. Davis:

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The Commissioner

December 31, 2007

The Honorable Charles E. Grassley
United States Senate
Washington, D.C. 20510

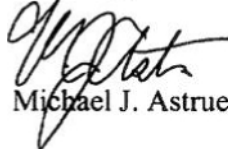
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The Commissioner

December 31, 2007

The Honorable Tom Harkin
Chairman, Subcommittee on Labor, Health
and Human Services, Education, and Related Agencies
Committee on Appropriations
United States Senate
Washington, D.C. 20510

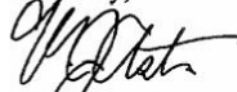
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The Commissioner
December 31, 2007

The Honorable Sam Johnson
House of Representatives
Washington, D.C. 2051 5

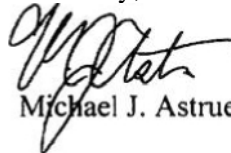
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December 31, 2007

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Chairman, Committee on Homeland Security
and Government Affairs
United States Senate
Washington, D.C. 20510

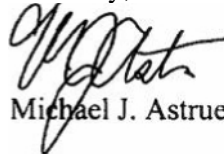
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December 31, 2007

The Honorable Michael R. McNulty
Chairman, Subcommittee on Social Security
Committee on Ways and Means
House of Representatives
Washington, D.C. 20515

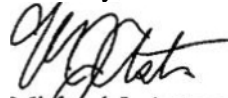
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The Commissioner

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The Honorable David R. Obey
Chairman, Subcommittee on Labor, Health
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Committee on Appropriations
House of Representatives
Washington, D.C. 20515

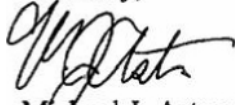
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December 31, 2007

The Honorable Nancy Pelosi
Speaker of the House of Representatives
Washington, D.C. 20515

Dear Madam Speaker:

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The Honorable Arlen Specter
United States Senate
Washington, D.C. 20510

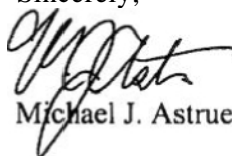
Dear Senator Specter:

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House of Representatives
Washington, D.C. 20515

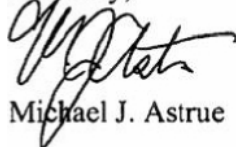
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December 31, 2007

The Honorable Henry A. Waxman
Chairman, Committee on Oversight
and Government Reform
House of Representatives
Washington, D.C. 20515

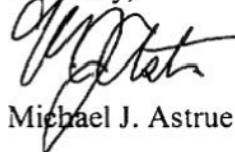
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**Social Security Administration
FY 2007 COMPETITIVE SOURCING ACTIVITIES WORKSHEET**

Enclosure 1

**COMPLETED COMPETITIONS
(Dollars in Millions)**

Agency	Primary Activity Code	Description of Activity Competed	Type of Competition	Location (State)	# of FTE in study	Competition Description						Source Selection Strategy Used	Winning Provider	Savings and/or Performance Improvements						
						# of Bids Received	Start Date (MM/DD/YYYY)	End Date (MM/DD/YYYY)	Expected Phase-In Completion Date (MM/DD/YYYY)	Actual Phase-In Completion Date (MM/DD/YYYY)	FY 2007 Costs			Total Cost - All Years	Estimated Savings	Period of Est. Savings (Performance Period--in years)	Annualized Savings	Actual Savings (if available)	Saving Methodology: Calculation/ Proxy	Quantifiable Description of Improvements in Service or Performance (if appropriate)
STREAMLINED																				
SSA	H118	Occupational Health Services for employees such as general health services, dispensing influenza vaccination, etc	Streamlined competition without MEO	AL	2	0	01/10/2007	03/21/2007		08/01/2007		In-house government personnel (I/H)	0.006	0.006	0.000	5	0.000	0.000		
SSA	H118	Occupational Health Services for employees such as general health services, dispensing influenza vaccination, etc	Streamlined competition without MEO	PA	4	0	01/10/2007	03/21/2007		08/01/2007		In-house government personnel (I/H)	0.006	0.006	0.000	5	0.000	0.000		
SSA	H118	Occupational Health Services for employees such as general health services, dispensing influenza vaccination, etc	Streamlined competition without MEO	PA	2	0	01/10/2007	03/21/2007		08/01/2007		In-house government personnel (I/H)	0.006	0.006	0.000	5	0.000	0.000		
SSA	H118	Occupational Health Services for employees such as general health services, dispensing influenza vaccination, etc	Streamlined competition without MEO	NY	2	0	01/10/2007	03/21/2007		08/01/2007		Private sector source (CTR)	0.006	0.006	0.062	5	0.012	0.022	Calculation	
SSA	W826	Chip is an application that assists SSA 800# telephone agents in responding to public calls.	Streamlined competition without MEO	MD	9	0	02/28/2007	03/28/2007		08/01/2007		In-house government personnel (I/H)	0.002	0.002	0.000	5	0.000	0.000		
SSA	S731	Inventory, requisition, distribution and administration services.	Streamlined competition without MEO	PA	2	0	06/05/2007	07/13/2007	12/01/2007			In-house government personnel (I/H)	0.002	0.002	0.000	5	0.000	0.000		
SUBTOTAL, STREAMLINED					21	0							0.026	0.026	0.062		0.012	0.022		
STANDARD SUBTOTAL,					0	0							0.000	0.000	0.000		0.000	0.000		
TOTAL, ALL					21	0							0.026	0.026	0.062		0.012	0.022		

FY 2007 Fixed Costs* 1.137
*Note: These costs are not competition-specific

**Social Security Administration
FY 2007 COMPETITIVE SOURCING ACTIVITIES SUMMARY SHEET**

Announced Competitions*
(Dollars in Millions)

Competition Description											
Agency	Bureau	Primary Activity Code	Secondary Activity Code	Additional Activity Code	Description of Activity Competed	Type of Competition	Location (State)	# of FTE in study	Source Selection Strategy Used (If Known)	Incremental Costs of Conducting Studies	Anticipated Savings or Quantifiable Description of Improvements in Service or Performance (if available)
STREAMLINED COMPETITIONS											
SUBTOTAL, STREAMLINED COMPETITIONS								0		0.000	
STANDARD COMPETITIONS											
SSA		T807			Editing of chart books, statistical reports, and journals.	Standard competition	DC	3		0.012	
SUBTOTAL, STANDARD COMPETITIONS								3		0.012	
TOTAL, ALL COMPETITIONS								3		0.012	

**Social Security Administration
FY 2007 COMPETITIVE SOURCING ACTIVITIES**

**SAVINGS & PERFORMANCE UPDATE
(Dollars in Millions)**

Agency	Bureau	Function Completed	Description of Activity Completed	Type of Competition	FTEs	Total Estimated Savings (As reported to Congress in past 647 reports)	Total Performance Period (in years)	Actual Phase-In Completion Date (MM/DD/YYYY)	Actual Accrued Savings FY 2004	Actual Accrued Savings FY 2005	Actual Accrued Savings FY 2006	Actual Accrued Savings FY 2007	Total Actual Accrued Savings	Pd Over Which Actual Savings Accrued (In Years)	Savings Methodology: Calculation/ Proxy	Quantifiable Description of Improvements in Service or Performance (if appropriate)
STREAMLINED COMPETITIONS																
SSA		W826	Validates new software programs.	Streamlined competition without MEO	25	0.000	5	10/10/2004	0.000	0.000	0.000	0.000	0.000	3.0		The Agency met cost/performance requirements. The provider also performed quality assurance/control for new or modified software within the prescribed cost requirements.
SSA		Y820	Parking and Badging Services	Streamlined competition without MEO	9	0.875	5	10/01/2004	0.000	0.121	0.130	0.167	0.418	3.0	Calculation	Monthly post competition accountability reports indicate all expectations are being met or exceeded.
SSA		Y820	Mailroom Clerk	Streamlined competition without MEO	1	0.061	4	02/01/2005	0.000	0.013	0.020	0.016	0.049	2.7	Calculation	Service provider consistently met the requirements for collecting, receiving, processing, logging, forwarding, delivering and distributing mail. Specially delivered the certified and registered mail within 3 hours. The standards for timeliness service were also met. Performance ensured acceptable levels of service.
SSA		Y820	Cash Collection Clerks	Streamlined competition without MEO	2	0.000	5	12/01/2005	0.000	0.000	0.000	0.000	0.000	1.8		Monthly post competition accountability reports indicate all expectations are being met.
SSA		S210	Conference Room Scheduler	Streamlined competition without MEO	1	0.000	5	12/01/2005	0.000	0.000	0.000	0.000	0.000	1.8		Monthly post competition accountability reports indicate all expectations are being met.

Agency	Bureau	Function Completed	Description of Activity Completed	Type of Competition	FTEs	Total Estimated Savings (As reported to Congress in past 647 reports)	Total Performance Period (in years)	Actual Phase-In Completion Date (MM/DD/YYYY)	Actual Accrued Savings FY 2004	Actual Accrued Savings FY 2005	Actual Accrued Savings FY 2006	Actual Accrued Savings FY 2007	Total Actual Accrued Savings	Pd Over Which Actual Savings Accrued (In Years)	Savings Methodology: Calculation/ Proxy	Quantifiable Description of Improvements in Service or Performance (if appropriate)
SSA		S739	Locksmith Services	Streamlined competition without MEO	1	0.000	5	12/01/2005	0.000	0.000	0.000	0.000	0.000	1.8		Service provider consistently met standards for the full range of locksmith functions i.e. installation, maintenance, repair, key cutting and procurement. Accurately kept inventory and fulfilled automated ticket assignments which provided quality performance within 24 hours.
SSA		Y570	Electronics Technician	Streamlined competition without MEO	1	0.000	5	12/01/2005	0.000	0.000	0.000	0.000	0.000	1.8		Service provider was responsible for developing, installing and implementing routine maintenance for broadcast television equipment period. Consistently maintain acceptable levels of performance in terms of timeliness and quality.
SSA		H118	Occupational Health Nursing Services	Streamlined competition without MEO	5	0.579	5	10/01/2005	0.000	0.000	0.149	0.071	0.220	2.0	Calculation	Quarterly post competition accountability reports shows performance meets or exceeds performance standards.
SSA		Y820	Federal Records Center Unit (mailroom function)	Streamlined competition without MEO	36	0.000	5	12/01/2005	0.000	0.000	0.000	0.000	0.000	1.8		Service provider performed full range of folder maintenance and shipment. Overall standards regarding timeliness and quality met; ensured acceptable level of service.
SSA		W210	Telecommunication Specialists	Streamlined competition without MEO	3	0.000	5	12/01/2005	0.000	0.000	0.000	0.000	0.000	1.8		Service provider has consistently met standards for timeliness and quality.
SSA		D100	Supply Technicians	Streamlined competition without MEO	2	0.115	5	12/01/2006	0.000	0.000	0.000	0.013	0.013	0.8	Calculation	Service provider has consistently met standards for timeliness and quality.

Agency	Bureau	Function Completed	Description of Activity Completed	Type of Competition	FTEs	Total Estimated Savings (As reported to Congress in past 647 reports)	Total Performance Period (in years)	Actual Phase-In Completion Date (MM/DD/YYYY)	Actual Accrued Savings FY 2004	Actual Accrued Savings FY 2005	Actual Accrued Savings FY 2006	Actual Accrued Savings FY 2007	Total Actual Accrued Savings	Pd Over Which Actual Savings Accrued (In Years)	Savings Methodology: Calculation/ Proxy	Quantifiable Description of Improvements in Service or Performance (if appropriate)
SSA		S753	Equipment Specialist	Streamlined competition without MEO	2	0.151	5	08/01/2006	0.000	0.000	0.034	0.027	0.061	1.2	Calculation	Monthly post competition accountability reports indicate all performance requirements are being met.
SSA		S717	Automotive Inspection Worker	Streamlined competition without MEO	1	0.000	5	03/01/2006	0.000	0.000	0.000	0.000	0.000	1.6	Calculation	Monthly post competition accountability reports indicate all performance expectations are being met.
SSA		W826	Electronic forms development	Streamlined competition without MEO	10	0.484	3	09/30/2006	0.000	0.000	0.000	0.383	0.383	1.0	Calculation	Service provider has consistently met standards for timeliness and quality.
SSA		Y820	Mail Metering Operations	Streamlined competition without MEO	3	0.000	5	08/01/2006	0.000	0.000	0.000	0.000	0.000	1.2	Calculation	Service provider consistently met the quantifiable timeliness and service standards of performing required work within one workday. Requirements include quality and timeliness standards regarding mail delivery processing, metering, etc.
SSA		Y820	Preparation, Batch and Scanning of incoming mail.	Streamlined competition with MEO	21	0.696	5	10/01/2006	0.000	0.000	0.000	0.140	0.140	1.0	Calculation	Monthly post competition accountability reports indicate all performance expectations were met.
SSA		S716	Warehouse Laborers	Streamlined competition	9	0.609	5		0.000	0.000	0.000	0.000	0.000	0.0	Calculation	
SSA		Y820	Special Messenger	Streamlined competition without MEO	1	0.000	5	12/01/2006	0.000	0.000	0.000	0.000	0.000	0.8	Calculation	Monthly post competition accountability reports indicate all performance expectations were met.
SSA		W100	Media production staff	Streamlined competition without MEO	10	0.000	5	01/01/2007	0.000	0.000	0.000	0.000	0.000	0.7	Calculation	Monthly post competition accountability reports indicate all expectations are being met.
SUBTOTAL, STREAMLINED COMPETITIONS					142	3.570							1.284			

Agency	Bureau	Function Competed	Description of Activity Competed	Type of Competition	FTEs	Total Estimated Savings (As reported to Congress in past 647 reports)	Total Performance Period (in years)	Actual Phase-In Completion Date (MM/DD/YYYY)	Actual Accrued Savings FY 2004	Actual Accrued Savings FY 2005	Actual Accrued Savings FY 2006	Actual Accrued Savings FY 2007	Total Actual Accrued Savings	Pd Over Which Actual Savings Accrued (In Years)	Savings Methodology: Calculation/ Proxy	Quantifiable Description of Improvements in Service or Performance (if appropriate)
STANDARD COMPETITIONS																
SSA		W600	Help desk	Standard competition	68	35.364	5	11/01/2004	0.000	6.209	7.494	4.893	18.596	2.9	Calculation	Service provider consistently met the quantifiable timeliness and service standards for resolving hardware problems within the first contact. Kept the user informed when the systems problems were resolved and answered a minimum of 98 % of use calls within 90 seconds of automated call processing.
SUBTOTAL, STANDARD COMPETITIONS					68	35.364							18.596			
TOTAL, ALL COMPETITIONS					210.350	38.934							19.879			

Narrative Statement

Total Projected Number of Full-time Equivalents Scheduled for Competition in Fiscal Year 2008

- The Social Security Administration plans to analyze activities involving 139 full-time equivalents (FTE) in Fiscal year 2008 for potential competition.

Alignment of Competitive Sourcing and Human Capital

SSA has taken several steps to ensure that its competitive sourcing plans and human capital plans are aligned and complement each other. Specific human resources and human capital issues affected by competitive sourcing are addressed in the Agency's Competitive Sourcing Human Resources Plan and Labor Relations Strategic Plan. These plans outline alternatives for employees affected by competitive sourcing and offer strategies for placing, hiring, training and accommodating those employees. SSA's Competitive Sourcing Human Resources Plan also supports the Agency's efforts to hire and promote people with disabilities. (In FY 2007, the Agency hired 5,077 permanent and temporary employees, of which 348 were people with disabilities; bringing the overall percentage for this group to 8.1% of the total workforce.) The SSA Labor Relations Strategic Plan addresses labor relations obligations and issues arising from competitive sourcing activities.

The Competitive Sourcing Human Resources Plan and Labor Relations Strategic Plan are strategically aligned with the Agency's major human capital planning and accountability documents. SSA has developed a comprehensive Strategic Human Capital Plan (SHCP) that fully supports the President's Management Agenda on the Strategic Management of Human Capital. The SHCP, which is aligned with the Agency Strategic Plan and the Office of Personnel Management's Human Capital Assessment and Accountability Framework, sets our course for achieving measurable human capital results that will not only improve the service we provide, but also provide accountability for all of our human capital activities. Specific goals and strategies regarding competitive sourcing activities and the use of the aforementioned strategic competitive sourcing plans are identified in the SHCP. Further, these and other activities in the SHCP are tracked quarterly through SSA's Future Workforce Transition Plan, and annual goal attainment is evaluated and reported in the annual Human Capital Management Accountability Report.

The Office of Human Resources (OHR) and Human Capital Planning Staff work closely with the Competitive Sourcing Staff on competitive sourcing activities. When a study is announced, OHR also works with the component developing the Performance Work Statement to identify a specific transition plan for potentially affected employees involved in the competition. These transition plans include identifying potential positions where employees could be redirected, if necessary, as well as skill gap assessments and training. OHR also identifies the extent to which functions are occupied with persons with disabilities. This information is used in considering functions for competitive sourcing. As new functions are considered for study, SSA evaluates the effect that competition will have on this significant part of our workforce, working to ensure employees with disabilities are not adversely affected by any of the Agency's competitions.

Finally, on an Agency-wide scale, OHR has been actively working for many years to identify and properly plan for the potential effects of the impending retirement wave on the Agency's ability to deliver services. The primary document that captures this effort is the "Retirement Wave Analysis." This document is updated annually and shared with all staffs, including the Competitive Sourcing Staff, and can be used to help determine whether a function is a potential candidate for a competitive sourcing study.