



PSC Service and Product Directory

Fiscal Year 2009

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Who We Are

The Program Support Center (PSC) has a 12-year tradition of providing support services to all components of the U.S. Department of Health and Human Services (HHS) and other Federal Government Agencies worldwide. Our broad range of over 60 product and service offerings include: administrative operations, health resources, information technology support, financial management, occupational health, human resources, and strategic acquisitions.

PSC is a shared services organization dedicated to helping our customers achieve mission-critical results. Our business approach is to listen to, understand, and respond to your needs with high-quality solutions at the lowest possible cost.

What We Offer

- Unmatched customer service
- Simplified and fast access to our products and services through Interagency Agreements, Memorandums of Understanding, and Service Level Agreements
- Access to subject matter experts in key administrative support services
- Reduction of administrative costs, freeing assets to be allocated to your core mission objectives
- A proven track record of reducing administrative support costs

We welcome the opportunity to talk to you about how PSC can play an integral role in the success of your Agency.

Organizational Overview

PSC has five service units: Administrative Operations Service (AOS), Enterprise Support Service (ESS), Federal Occupational Health Service (FOH), Financial Management Service (FMS), and Strategic Acquisition Service (SAS).

Administrative Operations Service

AOS provides a wide range of administrative services including: property management; security and emergency services; Equal Employment Opportunity (EEO) services, policy, commemorative events, and complaint processing; and communication services as a liaison between the Defense Finance and Accounting Service (DFAS) and HHS employees. AOS also offers 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 serving in HHS and other Federal Agencies.

Enterprise Support Service

ESS provides an extensive array of human resource systems and services including: compensation and medical benefits; Equal Employment Opportunity (EEO) services, policy, commemorative events, and complaint processing; and communication services as a liaison between the Defense Finance and Accounting Service (DFAS) and HHS employees.

Federal Occupational Health Service

FOH provides comprehensive occupational health services, health and wellness programs, Employee Assistance Programs (EAPs), work/life services, and environmental health and safety services.

Financial Management Service

FMS provides grant payment management services; accounting and fiscal services; debt management services; rate review, negotiation, and approvals for Departmental and other Federal grant and program activities; and fiscal advice, technical and policy guidance, and assistance in implementing new initiatives to ensure compliance with regulatory requirements. FMS also offers HHS' Center of Excellence for E-Gov Travel.

Strategic Acquisition Service

SAS provides an extensive array of acquisition services to customers including: acquisition management, strategic sourcing, and the Supply Service Center.

Customers

PSC has a wide range of customers in HHS and many other Federal and local government agencies that include:

- U.S. Department of Health & Human Services
- Department of Agriculture
- Department of Commerce
- Department of Defense
- Department of Education
- Department of Homeland Security
- Department of Housing and Urban Development
- Department of the Interior
- Department of Justice
- Department of Labor
- Department of State
- Department of Transportation
- Department of Treasury
- Department of Veterans Affairs
- Environmental Protection Agency
- Consumer Product Safety Commission
- District of Columbia
- Federal Deposit Insurance Corporation
- General Accounting Office
- General Services Administration
- National Aeronautics and Space Administration
- Office of Personnel Management
- Peace Corps
- Railroad Retirement Board
- Securities and Exchange Commission
- Social Security Administration
- U.S. Agency for International Development
- U.S. Postal Service

Acquisition Services

HHS Consolidated Acquisition Solution Operations & Maintenance (HCAS O&M)

Provided by Financial Management Service

Offered to: HHS
Contact: 301-443-6756; bharat.govindani@psc.hhs.gov

As the designated Center of Excellence for HCAS O&M, the Financial Management Service (FMS) develops O&M policy and procedures, establishes services, monitors system performance, and ensures coordination and knowledge transfer. FMS oversees the HCAS change control process and configuration management, as well as production operations, including instance management. In addition, FMS also supports governance and reporting for HCAS O&M.

HCAS O&M services provide support for daily operations of the HCAS application.

Services offered include:

- Tracking and resolution of issues
- System monitoring and maintenance to ensure availability
- Coordination with peer systems: the Unified Financial Management System and the Departmental Contracts Information System
- Tracking, testing, and deployment of system changes
- Coordination and communication with customers and vendors
- Assurance of customer satisfaction

Performance: System availability will be maintained at 99.8% of the time scheduled – no more than 0.2% unplanned downtime.

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

90% of Tier 3 Help Desk issues will receive a response within 60 minutes.

Rate: Cost to OpDivs per agreement

Negotiated Contracts

Provided by Strategic Acquisition Service

Offered to: All Federal Agencies

Contact: 301-443-6557; PSCAcquisitions@psc.gov

Offering streamlined acquisition vehicles and customer cost savings through competition and effective negotiation strategies, the Strategic Acquisition Service (SAS) provides centralized negotiated contract services by trained and certified acquisition professionals.

SAS provides comprehensive acquisition support, from start to finish. Specifically, staff oversee the entire acquisition lifecycle, including initial strategic planning; soliciting and assessing offers; and negotiating, awarding, administering, and monitoring Government contracts.

SAS acquires equipment, supplies, and services for the Federal Government in the following areas:

- Healthcare and support services
- Evaluation design studies and analyses
- Conference management
- Technical assistance
- Information technology
- Professional services
- Commodities

Performance: 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.

95% success rate on all protests will be maintained.

Rate: 1.5% 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.

Purchase Card Management

Provided by Strategic Acquisition Service

Offered to: HHS

Contact: 301-443-6557; PSCAcquisitions@psc.gov

There are times when customers need a service or product quickly and want to just pick up the telephone and place an order. The Strategic Acquisition Service (SAS) issues purchase cards to authorized employees under the Government-wide commercial purchase card program. SAS ensures its customers have the required training, establish certain single and monthly spending limits, and monitor spending in accordance with Federal Acquisition Regulations.

Performance: 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 successfully complete the required training.

Rate: \$318.62 per card annually

Simplified Acquisitions

Provided by Strategic Acquisition Service

Offered to: All Federal Agencies

Contact: 301-443-6557; PSCAcquisitions@psc.gov

The Strategic Acquisition Service (SAS) specializes in the negotiation and award of purchase orders, delivery orders, and Blanket Purchase Agreements for all types of commodities and services using Federal simplified acquisition procedures. To streamline the process, SAS establishes and manages consolidated contracts for information technology (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: 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.

95% success rate on all protests will be maintained.

Rates: 3.51% 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 or time consumed will be charged.

Commissioned Corps Support Services

Board for Correction

Provided by Administrative Operations Service

Offered to: HHS

Contact: 301-443-6268; dan.clutch@psc.hhs.gov

If U.S. Public Health Service Commissioned Corps Officers believe that there is an error or injustice in their personnel records, they should contact the Board for Correction. The Board manages and conducts the appeals process for those officers.

Services offered are:

- Establishment and maintenance of an active Board for Correction for review of submissions
- Staff submissions through appropriate offices, such as the Office of the General Counsel and the Office of Commissioned Corps Operations, as necessary
- Documentation of Board proceedings and preparation of correspondence to applicants about Board decisions
- Provision of timely and accurate advice and assistance to Board members

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

Acknowledgement of receipt of application will be forwarded to applicants within 10 business days of receipt.

95% of Board meetings will be scheduled within 30 days of receipt of all preliminary comments.

Rate: \$18.21 per Active Duty Commissioned Corps Officer per year

Compensation Branch (CB)

Provided by Enterprise Support Service

Offered to: Active duty officers of the PHS, retired officers, survivor annuitants, and former spouses as the sole-source payroll services provider. The Office of Commissioned Corps Force Management (OCCFM), Office of the Secretary, authorizes and pays for the services.

Contact: 301-594-2963 or 1-800-638-8744
CompensationBranch@psc.hhs.gov

CB administers a system of basic pay, allowances, and special or incentive pay for active duty Commissioned Corps Officers of the U.S. Public Health Service (PHS). CB also administers a pay system for retired officers and survivor annuitants. The Branch provides these services in coordination with the Departments of Defense, Veterans Affairs, and Treasury.

Services offered are:

- Determination and documentation of eligibility for payments, deductions, and allotments, including all payment starts, stops, or changes
- Monthly payments of active duty pay and entitlements
- Monthly processing of voluntary/involuntary payroll allotments and deductions
- Administration and payment of special and incentive pays
- Monthly payments of retired and annuitant pay
- Fulfillment and maintenance of all Departmental audit requirements
- Customer assistance to payees
- Pre- and post-retirement counseling
- Management of Commissioned Corps Retirement Boards, applications for retirement processing, and handling of pay for retired officers
- Death benefit and survivor benefit counseling and payment processing
- Development of Uniformed Service pay policies

Performance: 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.

Less than 6 valid customer complaints per 1,000 payees per pay cycle will be achieved.

Rates: Total program costs are passed directly to OCCFM

Medical Affairs

Provided by Enterprise Support Service

Offered to: U.S. Public Health Service
Contact: 1-800-368-2777; FOH@psc.gov
http://dcp.psc.gov/medical_affairs.asp

Managing public healthcare is highly complex and multifaceted. To help customers manage all aspects of healthcare, the Medical Affairs Branch (MAB) has a dedicated group of knowledgeable professionals who keep current on the evolving dimensions of public health. With current healthcare information, customers are able to focus on their primary mission and administer healthcare with ease.

Services offered are:

- Maintenance of paper and electronic medical records
- Administrative management of active duty officer healthcare
- Support for healthcare authorization and access to care
- Periodic, separation, and retirement health evaluations
- Review/award of Combat-Related Special Pay, Traumatic Serviceman's Group Life Insurance, and Line of Duty determinations
- Mental health/substance abuse case management and support
- Fitness for duty and disability evaluations/determinations
- Medical waiver evaluations and issuance
- Medical Evaluation and Appeal Boards
- Veterans Administration liaison services for disabled veterans
- Individual and force readiness monitoring and report
- Federal payment audits for active duty officer healthcare
- Dental care authorizations and payments by United Concordia

Performance: 99% of properly submitted claims will be processed by the MAB within 5 business days of receipt.

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

Rates: Fee for service at cost

Customer Contact Centers

HHS Hotline - Department Information Line

Provided by Administrative Operations Service

Offered to: All Federal Agencies

Contact: 301-443-2414; kimberly.tran@psc.hhs.gov

The HHS Hotline manages the general information telephone line for the Department. The hotline receives inquiries, helps callers find information, and directs them to HHS program offices and other Federal, State, and local organizations.

Performance: 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.

Rate: \$2.99 per Full-Time Equivalent per year

PSC Contact Center “ONE-DHHS”

Provided by Administrative Operations Service

Offered to: All Federal Agencies

Contact: 301-443-0866; kathy.cooper@psc.hhs.gov

The PSC multi-channel Contact Center provides first-level telephone or e-mail support for both employees and the public.

Key features include:

- Toll-free calling using a toll-free number of the customer’s 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 to route incoming calls and provide unattended services including voice mail, special announcements, and pre-recorded messages. Voice mails are 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.
- A 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: 80% of calls will be answered within 45 seconds.

98% of e-mail will be answered within 2 business days.

90% of customers surveyed will be satisfied with their Help Desk experience.

99.9% of the time, the Help Desk will be available during operating hours.

Rate: By agreement per participating Agency

Employee Child Care Services

Provided by Administrative Operations Service

Offered to: All Federal Agencies
Contact: 301-443-2232; rebecca.donnelly@psc.hhs.gov

Finding and paying for a quality child care program can prove to be a real challenge. Employee Child Care Services brings relief by providing assistance through the Healthy Beginnings Child Care Development Center (HBCDC) and the Child Care Subsidy Program.

The HBCDC facility, located in the Parklawn Building complex, has the capacity to enroll 120 infants, toddlers, and preschool-age children.

Services offered are:

- Provision of an appropriate curriculum
- Employment of quality staff
- Location in a well-maintained and secure facility

In addition to overseeing the HBCDC, Employee Child Care Services manages PSC and customer Child Care Subsidy Programs that help pay child care costs to employees who meet specific criteria. By serving as a liaison between the parents and the subsidy contractor, Employee Child Care Services makes payments to the child care provider on a timely basis.

Performance: 95% of parent calls and requests for information will be responded to within 1 business day of call or request.

95% of employee child care subsidy applications will be reviewed and sent to the contractor within 3 business days of receipt.

Rates: \$255.81 per dependent child enrolled per month (Daycare Center Liaison)

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

Financial Management Services

Accounting Services/Financial Reporting

Provided by Financial Management Service

Offered to: HHS

Contact: 301-443-2990; glenda.conroy@psc.hhs.gov

The Financial Management Service (FMS) provides a full range of financial reporting and accounting services that meet strict Federal financial management system requirements and applicable Federal accounting and transaction standards.

FMS uses the Unified Financial Management System (UFMS), an online, real-time application that accepts both manual and electronic input. UFMS enables customers to perform accounting edits and validations and produces accounting transactions for general and subsidiary ledgers.

Services offered include:

- Accounting for all costs, obligations, disbursements, advances, receivables, and expense and revenue accruals
- Administrative control of funds
- Preparation of financial statements, supported by an array of standard and customized reporting
- Hard-copy reports
- Online reports from which data can be accessed via the Web and downloaded to an Excel spreadsheet for local use
- Extensive online query capabilities
- Assistance with financial problem solving and program design
- UFMS training

Performance: 100% of the time, FMS will prepare audit-quality annual financial statements within required timeframes.

100% of financial reports will be submitted within published deadlines of the U.S. Department of the Treasury/Office of Management and Budget 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, FMS will close the fiscal year within 15 days of year end.

99% of eligible disbursements will be issued electronically.

95% of invoices will be paid on time.

Rate:

Allocation Agreement

Cost Allocation/Indirect Cost Negotiations

Provided by Financial Management Service

Offered to: All Federal Agencies

Contact: 202-401-0215; darryl.mayes@psc.hhs.gov

The Division of Cost Allocation (DCA) provides negotiation services for indirect cost rate proposals and cost allocation plans. For more than 50 years, DCA has reviewed cost allocation methods and practices of entities that receive Federal funds, helping to ensure that indirect costs paid by the Federal Government are fair, equitable, and in accordance with Federal regulations.

Services offered include:

- Review and negotiation of indirect cost rates for colleges and universities, hospitals, nonprofit organizations, and State agencies
- Review and negotiation of statewide cost allocation plans and public assistance cost allocation plans, fringe benefit rates, research patient care rates, and special rates
- Resolution of audit findings on cost allocation plans and indirect cost rates
- Provision of technical assistance and guidance on matters relevant to cost allocation methods affecting grant programs through personal contact or through DCA's Web site
- Provision of recommendations on improving grantee accounting systems to support cost allocations
- Provision of operational assistance in developing Government-wide and Department-wide accounting policies, procedures, and regulations, offered to all Federal Agencies

Performance: 85% of cost rate proposals (colleges and universities, nonprofit organizations, hospitals, and State and local departments) will be reviewed and negotiated within 180 days of receipt.

85% of Statewide and Public Assistance Cost Allocation Plans will be reviewed and negotiated within 360 days of receipt.

100% of Facilities and Administrative (indirect) cost proposals for first-time grant recipients will be reviewed within 90 days of receipt.

Rate: \$121.29 per hour

Debt Collection Center Services

Provided by Financial Management Service

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.

Contact: 301-443-9237; don.pooton@psc.hhs.gov

PSC is a Treasury-designated Debt Collection Center providing a full range of state-of-the-art debt management and collection services that cover virtually all types of receivables.

Services offered include:

- Account maintenance
- Credit card processing
- Custom letters, account statements, and billing statements
- Lockbox facilities
- Referrals:
 1. Delinquent accounts to commercial debt collection agencies
 2. Health profession claims for exclusion from participation in Medicare and Medicaid
 3. Debts to the U.S. Department of Justice (DOJ) for enforced collection
 4. Debts to the Treasury Offset Program (TOP) for administrative offset
 5. Debts to Treasury for cross-servicing
- Reporting of debts to credit reporting agencies
- Report preparation, both regulatory and ad hoc
- Internal Revenue Service (IRS) 1099C, Cancellation of Debt, and 1098E, Student Loan Interest Statement, reporting

Performance: 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 Form 1099Cs will be issued to eligible health profession debtors and the debt that is written off reported to the IRS by the due date.

95% of all collections will be deposited with Treasury within 1 business day of receipt.

Rate: \$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 are directly related to overhead devoted to the specific portfolio.

Payment Management (Grant) Services

Provided by Financial Management Service

Offered to: All Federal Agencies
Contact: 301-443-9247; brian.harris@psc.hhs.gov
www.dpm.psc.gov

The Division of Payment Management (DPM) provides grant and grant-like payments, cash management, and grant accounting support services to Federal Agencies – processing approximately 75% of civilian grant payments made by the Federal Government – over \$300 billion annually.

DPM uses a custom-developed Payment Management System (PMS), one of only two civilian grant payment systems approved by the Chief Financial Officers Council. The PMS provides awarding agencies and grant recipients the tools to manage grant payment requests, drawdowns, and disbursement reporting activities. Flexibility within the PMS, matched with the professional competence of DPM staff, provides Federal Agencies an efficient and effective means of managing grant payments. Awarding Agencies may designate the level of oversight to be provided for a specific grantee's payment requests – from "self-serve" to accounts that are closely monitored.

Services offered include:

- Self-serve or monitored grant draw requests
- Next-day payments through the Treasury Automated Clearing House
- Same-day payments for emergencies or special circumstances
- Foreign payments (deposited to U.S. bank accounts)
- Cash management services that support the Cash Management Improvement Act
- Professional grant accounting support services
- PMS Web access:
 - Drawdown requests
 - Disbursement reporting
 - Payment and disbursement report monitoring
 - Reports and queries
 - News and information
 - Contacts, addresses, and telephone numbers
- Personalized account liaison services
- Help Desk support
- PMS training
- Collection services on overdrawn grants, disallowed costs, and excess interest
- Audit support (SAS-70 and requests for information)

Performance: 99% of grant payment requests will be processed, and funds deposited in the recipient's account, by the next business day.

99% of the time, management reports will be available to customers within 5 days of month end.

100% of new grantees will be registered within 4 business days.

95% of calls and/or e-mails received by the liaison staff will be returned with 3 hours.

100% of calls to the PMS Help Desk that are received by 5:00 p.m. Eastern Time will be answered by the end of the business day.

100% of e-mail and voice mail received by the PMS Help Desk will be responded to within 1 business day.

Rate: \$72.92 per Type 2 document*

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

Payroll Accounting Services

Provided by Financial Management Service

Offered to: All Federal Agencies

Contact: 301-443-6426; vincent.watson@psc.hhs.gov

The Financial Management Service (FMS) provides Department-wide payroll accounting services for HHS civilian employees and Commissioned Corps Officers. FMS maintains the Accounting for Pay System (AFPS) interface, which provides customers with a complete payroll accounting solution. Using AFPS gives customers online capability to manage payroll costs at the Common Accounting Number level and the ability to change the distribution of costs as necessary.

Services offered include:

- Payroll reconciliation
- Systematic interface for payroll accounting information needed to account for disbursements, obligations, and accruals for personnel costs
- Collection and disbursement of payroll items such as income taxes and unemployment benefits, and reporting of those items to Treasury, States, the Internal Revenue Service, and the U.S. Department of Labor
- Preparation of SF-224, the monthly Statement of Transaction, and a variety of Payroll and annual Departmental pension reports

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

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

Rate: \$46.14 per W-2 per year

Unified Financial Management System Operations & Maintenance (UFMS O&M)

Provided by Financial Management Service

Offered to: HHS
Contact: 301-443-6756; bharat.govindani@.psc.hhs.gov

As the designated Center of Excellence for the UFMS O&M, the Financial Management Service manages and delivers O&M services for UFMS by providing support for its daily operations.

Services offered include:

- Tracking and resolution of issues
- System monitoring and maintenance to ensure availability and performance
- Coordination with numerous peer and feeder systems: the HHS Consolidated Acquisition System, GovTrip, Accounting for Pay System, Enterprise Human Resource System, and others
- Tracking, testing, and deployment of system changes; provision of break-fix development and minor enhancements
- Coordination and communication with customers and vendors
- Support of the HHS Chief Financial Officer audit and A-123 (Management Accountability and Control) efforts
- Coordination of end-of-period functions (monthly, quarterly, and yearly)
- Assurance of customer satisfaction

Performance: System availability will be maintained at 99.8% of the time scheduled – no more than 0.2% unplanned downtime.

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

90% of Tier 3 Help Desk issues will be responded to within 60 minutes.

Batch processing will occur within 16 hours of the scheduled start time no less than 90% 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.

Rate: Cost to OpDivs per agreement

Freedom of Information Act (FOIA) Services

Provided by Administrative Operations Service

Offered to: HHS
Contact: 301-443-5252; foiarequest@psc.hhs.gov

The Division of FOIA Services has specialists experienced in processing FOIA requests and appeals to ensure compliance with Federal laws, HHS FOI regulations, and policies. The Division provides consultation services to all public health agencies and responds to all requests for records in the custody and control of any components of the Office of Public Health and Science, PSC, and the Rockville, Atlanta, and Baltimore Human Resource Centers.

Services offered include:

- Tracking appeals/requests from receipt to completion
- Coordinating searches for responsive records
- Advising regional staff and/or other officials who administer the FOIA
- Negotiating with requesters on the scope and/or time needed to process requests
- Reviewing documents for responsiveness and public disclosure
- Interpreting case law and Department of Justice guidance on complex disclosure issues
- Drafting appeal and response letters
- Preparing memorandums to the Deputy Assistant Secretary for Public Affairs (Media) recommending the Department's final response on appeal issues

Performance: 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 for and duplication of responsive records within 1 business day of receipt.

Rate: By agreement per participating OpDiv

Human Resource Services

Equal Employment Opportunity (EEO) Complaint Investigations

Provided by Enterprise Support Service

Offered to: HHS

Contact: 301-443-1144; eeoinvestigations@psc.hhs.gov

The EEO Complaint Investigations Program manages and assigns the contracts of outside EEO firms. This program serves as the liaison between contractors and Operating Division EEO offices and managers to ensure that discrimination complaints are handled expeditiously and result in a quality product.

Services offered include:

- EEO investigations
- EEO counseling
- Final Agency decisions
- Acceptance/dismissal letters

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

95% of customer 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.

Rates: \$678.43 per EEO investigation*
*Plus actual cost of contractor's fees

Equal Employment Opportunity (EEO) Services

Provided by Enterprise Support Service

Offered to: HHS

Contact: 301-443-1144; PSCDEEO@psc.hhs.gov

Federal government policy is to EEO; prohibit discrimination, retaliation, and harassment in all its forms; and promote diversity and inclusiveness in the workplace. To that end, the Office of Equal Employment Opportunity delivers the highest level of customer services to lead the effort in developing policies and programs that ensure EEO, foster a culture that values diversity and inclusiveness, and empower individuals to participate constructively to their fullest potential in support of HHS' mission.

Services offered are:

- Counseling during informal complaints
- Processing of formal EEO complaints
- Reasonable accommodation consulting
- Addressing of accessibility issues
- Preparation of legally mandated EEO reports and plans
- Preparation of ad hoc reporting
- Preparation of workforce analyses
- Identification of barriers to EEO through data analyses and development of recommendations for corrective actions
- Conducting briefings on new regulations/requirements
- Identification of underrepresentation of EEO groups
- Promotion of, conducting, and participation in commemorative observances, cultural awareness, and Special Emphasis Programs
- Coordination of mediation
- Provision of training on the following topics:
 - Basic EEO training for employees
 - EEO compliance for managers and supervisors
 - Workplace harassment prevention (including sexual harassment)
 - Reasonable accommodation
 - No Fear Act and MD-715 (policy guidance for EEO programs)

Performance: 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 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 before 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.

Rates:

\$411.92 per Full-Time Equivalent per year*

*Plus additional customer-specific expenses

Human Resource (HR) Systems

Provided by Enterprise Support Service

Offered to: All Federal Agencies

Contact: 301-504-3112; Richard.Butler@psc.hhs.gov

Managing state-of-the-art HR, Time and Attendance, and Payroll systems and interfaces, the Enterprise Applications Division (EAD) delivers the highest level of customer service to HHS civilian employees and Commissioned Corps Officers. EAD works closely with HHS and other Federal Agencies to develop, deliver, and support the best possible HR systems that use the latest available technology and maximize efficiency.

Services offered include:

- Capital HR, a leading-edge HR/benefits/payroll system based on a recently upgraded version of PeopleSoft Human Capital Management
- Application support for Federal civilian and Commissioned Corps HR systems
- HR data warehouse system utilizing state-of-the-art PeopleSoft technology
- HR reporting integrated with the HR data warehousing
- Help Desk assistance for HR, benefits, time and attendance, and Commissioned Corps systems
- Payroll interfaces between the Capital HR and Defense Finance and Accounting Service payroll systems

Performance: HR systems will be available 95% of the time, excluding scheduled maintenance and network outages beyond EAD's control.

95% of report requests will fully meet customer requirements.

90% of all Help Desk calls will be responded to within 3 hours.

Rate: \$442.99 per W-2 plus agreed-upon "actual" costs for special initiatives

Payroll Services

Provided by Enterprise Support Service

Offered to: All Federal Agencies and Departments serviced by the Defense Finance and Accounting Service (DFAS).

Contact: 301-504-3301; HHSPayLiaisonandAdvocacy@hhs.gov

Ensuring employees are paid accurately and on time is essential to overall staff satisfaction and to the success of an organization. The Payroll Services Division (PSD) offers centralized and affordable payroll liaison and advocacy services with a focus on customer needs and exceptional service. When customers let PSD handle their pay issues, they can concentrate on their work and be more productive.

As liaison, PSD manages all aspects of payroll customer services between DFAS and customer Agencies on all pay-related issues. These issues include pay policy, employee pay records, and supporting systems.

Services offered include:

- Oversight of payroll service requests from Agencies and Human Resource Centers
- Oversight of the biweekly time and attendance process
- Coordination of Agencies' payroll activities with DFAS
- Provision of direction, technical assistance, and standard operating procedures for payroll liaisons and others who input data or use output from personnel and payroll systems
- Diagnosis of problems and devising of solutions to systemic problems and inefficiencies related to payroll payments of Agency employees
- Provision of information and resolution of audit-related issues and findings
- Monitoring of DFAS performance against the Service Level Agreement

Performance: 99% or more of all civilian employees will be paid accurately and on time each pay period.

Rates: \$167.11 per W-2 plus agreed-upon "actual" costs for special initiatives

Information Technology (IT) Services

Information Technology (IT) Operations

Provided by Administrative Operations Service

- Offered to:** HHS Small OpDivs*: ACF, AOA, AHRQ, HRSA Regions, PSC, OS, and SAMHSA
*Campus facilities: have 100 or more personnel within a 5-mile radius; non-campus facilities: have fewer than 100 personnel within a 5-mile radius.
- Contact:** 202-260-0975; IT_Operations@hhs.gov

To help customers manage all aspects of IT, the Office of Information Technology Operations has a dedicated group of knowledgeable professionals. They work with customers to gather their requirements, design and develop plans, and implement and manage their IT needs.

Operations and support capabilities include:

- Planning, deployment, and maintenance of network devices and servers
- Enterprise network security monitoring and incident response
- Local Area Network high-speed data-transfer connectivity to the customer's data and applications
- Wide Area Network services to interconnect the customer's geographically expanding organization
- Courteous and experienced 24/7 Help Desk to answer questions or solve problems using remote desktop assistance
- Onsite desktop/laptop support with 3-year product lifecycle upgrades
- Government business continuity and disaster recovery services
- Government and commercial off-the-shelf software installation and technical support
- Network printer installation and technical support with toner replacement
- BlackBerry® e-mail and wireless solutions with annual product lifecycle upgrades
- Business application server hosting: hosting, maintaining, and managing the customer's critical applications and databases in dedicated data centers
- Outlook® Exchange Enterprise E-mail Server hosting: hosting, maintaining, and managing the customer's e-mail needs in dedicated data centers

The Office administers and implements its extensive IT program, which includes firewall and security protection, at the best affordable costs. Using IT services enables customers to minimize risks, lower costs, and concentrate on their day-to-day core Government business priorities.

Performance:

Help Desk/Technical Support

- The average speed to answer calls will be less than 45 seconds.
- Call abandonment rate (caller hangs up after 60 seconds) will occur less than 5% of the time.
- All calls will be resolved on the first call 85% of the time.

- Technical support tickets will be completed no longer than 10 business days from the first notice.
- 99% of Priority 1 (Major Outage, Multiple Users Impacted) tickets will be closed within 2 business hours.
- 99% of Priority 2 (Includes: Significant Degradation of Performance, Multiple Users Impacted) tickets will be closed within 4 business hours.
- 99% of Priority 3 (Includes: Minor Degradation of Performance, Minimal Users Impacted) tickets will be closed within 8 business hours.
- 99% of Priority 4 (Includes: “How To” Requests, No Operational Impact) tickets will be closed within 3 business days.

Installation

- 98% of new user installation will be completed within 5 business days.
- 98% of refresh/upgrade requests will be completed in accordance with the schedule agreed upon.

Adds/Changes

- 98% of campus adds/changes for premium customers (secretaries, executives, and other VIPs) will be completed within 1 business day.
- 95% of campus adds/changes for standard customers (professional and administrative) will be completed within 1 business day.
- 98% of non-campus adds/changes for premium customers will be completed within 3 business days.
- 95% of non-campus adds/changes for standard customers will be completed within 5 business days.

Equipment Moves

- 98% of campus equipment moves for premium customers will be completed within 3 business days.
- 95% of campus equipment moves for standard customers will be completed within 5 business days.
- 95% of non-campus equipment moves for premium customers will be completed within 5 business days.
- 95% of non-campus equipment moves for standard customers will be completed within 10 business days.

Hardware Break/Fix Requests

- 95% of campus hardware break/fix requests for premium customers will be completed within 4 business hours.
- 95% of campus hardware break/fix requests for standard customers will be completed within 8 business hours.

- 95% of non-campus hardware break/fix requests for premium customers will be completed within 8 business hours.
- 95% of non-campus hardware break/fix requests for standard customers will be completed within 2 business days.

File Restoration

- 95% of campus file restorations for premium customers will be completed within 4 business hours.
- 95% of campus file restorations for standard customers will be completed within 8 business hours.
- 95% of non-campus file restorations for premium customers will be completed within 4 business hours.
- 95% of non-campus file restorations for standard customers will be completed within 8 business hours.

Account Information Changes

- User account information changes for premium customers will be completed 2 business hours from the time of receipt.
- User account information changes for standard customers will be completed 8 business hours from the time of receipt.

Rates:

Product/Service	Description	Monthly Rate	Yearly Rate
Desktops			
Dell X755 - Standard Service	2.33GHz, 1GB memory, 80GB hard drive, speakers, 17" monitor	\$253.19	\$3,038.31
Dell X755 - Premium Service	2.33GHz, 1GB memory, 80GB hard drive, speakers, 17" monitor	\$291.92	\$3,503.02
Power User Dell X755 - Standard Service	3.0GHz, 2GB memory, 80GB hard drive, speakers, 19" monitor	\$275.47	\$3,305.61
Power User Dell X755 - Premium Service	3.0.GHz, 2GB memory, 80GB hard drive, speakers, 19" monitor	\$314.19	\$3,770.32
Laptops			
Dell D430 Lightweight Travel Laptop - Standard Service	1.2GHz, 1GB memory, 60GB hard drive, 12.1" screen	\$336.86	\$4,042.37
Dell D430 Lightweight Travel Laptop - Premium Service	1.2GHz, 1GB memory, 60GB hard drive, 12.1" screen	\$395.18	\$4,742.10

Dell D430 Laptop Docking System - Standard Service	1.2GHz, 1GB memory, 60GB hard drive, 12.1" screen, docking station, keyboard, mouse, 17" flat panel screen	\$333.56	\$4,002.77
Dell D430 Laptop Docking System - Premium Service	1.2GHz, 1GB memory, 60GB hard drive, 12.1" screen, docking station, keyboard, mouse, 17" flat panel screen	\$391.88	\$4,702.50
Dell D630 Standard Travel Laptop - Standard Service	1.8GHz, 1GB memory, 60GB hard drive, 14.1" screen	\$289.01	\$3,468.17
Dell D630 Standard Travel Laptop - Premium Service	1.8GHz, 1GB memory, 60GB hard drive, 14.1" screen	\$347.33	\$4,167.90
Dell D630 Laptop Docking System - Standard Service	1.8GHz, 1GB memory, 60GB hard drive, 14.1" screen, docking station, keyboard, mouse, 17" flat panel screen	\$315.41	\$3,784.97
Dell D630 Laptop Docking System - Premium Service	1.8GHz, 1GB memory, 60GB hard drive, 14.1" screen, docking station, keyboard, mouse, 17" flat panel screen	\$373.73	\$4,484.70
Dell D830 Power User Laptop Docking System - Standard Service	2.2GHz, 2GB memory, 120GB hard drive, 15.4" screen, docking station, keyboard, mouse, 19" flat panel screen	\$364.91	\$4,378.97
Dell D830 Power User Laptop Docking System - Premium Service	2.2GHz, 2GB memory, 120GB hard drive, 15.4" screen, docking station, keyboard, mouse, 19" flat panel screen	\$423.23	\$5,078.70
E-mail			
Standard Mailbox	Standard Mailbox	\$15.22	\$182.64
Basic Mailbox	Basic Mailbox	\$10.08	\$120.96
Parklawn Mailbox	Parklawn Mailbox	\$13.96	\$167.52
100MB Class 1 Storage	100MB Class 1 Storage	\$3.17	\$38.04
100MB Class 2 Storage	100MB Class 2 Storage	\$3.17	\$38.04
BlackBerry® (E-mail Connection)	BlackBerry® (E-mail Connection)	\$4.48	\$53.76
Network Printers			
Network Printer - Black/White	Laser printer includes hardware, toner, remote monitoring and on-site support	\$254.98	\$3,059.76
Network Printer - Color	Laser printer includes hardware, toner, remote monitoring and on-site support	\$640.09	\$7,681.08
Network Printer - Wide Format	Laser printer special use includes hardware, toner, remote monitoring and on-	\$258.35	\$3,100.20

	site support		
BlackBerry®			
BlackBerry® 8700	Wireless handheld device, e-mail service and technical support	\$146.59	\$1,759.06
BlackBerry® 8800	Wireless handheld device, e-mail service and technical support	\$199.21	\$2,390.54
BlackBerry® 8830	Wireless handheld device, e-mail service and technical support	\$191.15	\$2,293.82
Business Application Hosting			
Connection Only	Internet access only	\$64.12	\$769.50
Basic Server Support	Includes Internet access and security patching	\$106.72	\$1,280.66
Basic + Backup Server Support	Basic + backup	\$272.78	\$3,273.40
Basic + Backup + Operating System Management Server Support	Basic + backup + operating system management	\$728.41	\$8,740.97
Extended Large Server	Server with four or more processors hosted at the Government Transformation Center in Reston, VA	\$1,539.66	\$18,475.89
Extended Medium Server	Server with three processors hosted at the Government Transformation Center in Reston, VA	\$839.06	\$10,068.72
Extended Small Server	Server with two processors hosted at the Government Transformation Center in Reston, VA	\$621.56	\$7,458.74
San Storage Hosting/Management (GB/Mth)		\$2.76	\$33.09
Tape Hosting/Mgmt (Per Tape)		\$23.02	\$276.25
Restore (Per Restore)		\$109.90	\$1,318.86

Information Technology (IT) Security Services

Provided by Administrative Operations Service

Offered to: All Federal Agencies

Contact: 301-443-2365; dara.murray@psc.hhs.gov

IT Security Services is the one-stop shop for all of customers' IT security needs. Composed of award-winning and certified security professionals knowledgeable in all areas of IT security, IT Security Services integrates Certification and Accreditation (C&A) and other security services to ensure that customers' systems maintain their critical assets and are adequately protected.

Services offered include:

- C&A
- IT security training
- Federal Information Security Management Act audits
- Security test and evaluation
- IT Continuity of Operations in compliance with Federal guidance

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

90% of projects will be delivered within budget.

Rate: \$114.73 per hour

Project Management Services

Provided by Administrative Operations Service

Offered to: All Federal Agencies

Contact: 301-443-2365; jack.stoute@psc.hhs.gov

The Office of Business Technology Optimization provides custom IT project management services to identify, develop, and implement solutions that assist Federal Agencies in maximizing return on IT investments and support strategic business goals.

Services offered include:

- IT systems development
- Scheduling
- Budgeting
- Change management
- Implementation
- Stabilization

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

90% of projects will be delivered within budget.

Rate: By agreement

Logistics Services

General Storage

Provided by Administrative Operations Service

Offered to: All Federal Agencies

Contact: 240-276-0812; eddie.moore@psc.hhs.gov

The Personal Property Facility (PPF) is a state-of-the-art storage facility that affords a variety of space configurations.

Services offered include:

- Secure short-term, long-term, and new acquisition storage with 24-hour video monitoring and climate-controlled storage
- Delivery of materials
- Disposal services

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

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

Rate: \$0.05 per sq ft per day*

*Plus actual cost of additional customer-driven unique 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

Labor and Moving Services

Provided by Administrative Operations Service

Offered to: All Federal Agencies
Contact: Parklawn - 301-443-2567; darryl.bailey@psc.hhs.gov
Southwest Complex - 202-401-8651;
surayya.richardson@psc.hhs.gov
Personal Property Facility (PPF) - 240-276-0909;
phil.schneider@psc.hhs.gov

The Labor Services team provides labor, guidance, and move support to all Federal Agencies.

Services offered include:

- Pickup, transport, and unloading of materials with interoffice moves and building relocations
- Assembly and disassembly of furniture and components
- Pickup and delivery of boxes and packages
- Rearrangement of office space
- Labor services for other nonpersonal service requirements

Team members are conveniently located in the Parklawn and Cohen Buildings to serve customers in the immediate vicinity. In addition, support personnel can be dispatched to customers' location at any time from the Personal Property Facility (PPF) located in Gaithersburg, MD.

Performance: 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 second business day after the request. 100% will be delivered or picked up by the third business day after the request.

Rate: \$54.21 per hour*
*Plus actual cost of additional customer-driven requirements

Product Distribution

Provided by Administrative Operations Service

Offered to: All Federal Agencies
Contact: 240-276-0909; andrea.herzog@psc.hhs.gov
<https://propshop.psc.gov>

Delivery of customers' products in a timely, effective, and cost-efficient manner is important. Customers can be sure that their products are in good hands with the dependable Logistics Services team. Through inventory control, management services, and an integrated, internal shipping and handling service, the team minimizes customer-paid shipping costs to move printed items.

Services offered are:

- Receiving, storing, and distributing customer-owned stock
- Issuing forms, letterhead, envelopes, memorandum stationery, publications, and other promotional and advertisement material
- Developing mass mailing, including packaging, labeling, and mailing
- Accepting new receipts and orders
- Reporting statistical data on inventory status, storage space utilization and fees, product utilization, and postage and distribution costs
- Tracking customer orders and reporting demand history to customers, as required
- Maintaining a Web site (<https://propshop.psc.gov>) for 24/7 electronic products orders

Performance: 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.

Rates: Web-Streamed Distribution: \$24.83 per line item*
Mass-Mail Distribution: \$2.20 per mailing address*
*Plus actual postage costs. A one-time fee may apply for Web or catalog development.

Occupational Health Programs and Services

Alternative Dispute Resolution (ADR) Services

Provided by Federal Occupational Health Service

Offered to: All Federal Agencies
Contact: 1-800-457-9808; FOHPortal@psc.gov
www.foh.dhhs.gov

ADR services help Federal Agencies effectively manage and resolve difficult differences through the use of non-litigation processes such as mediation and facilitation. ADR techniques often use a neutral individual, such as a mediator, to assist disputing parties in resolving their disagreements. These services increase opportunities to resolve disputes either before or during the use of administrative procedures and litigation. One of the key administrative objectives is to reduce conflict while preserving the relationship between the parties involved in the dispute.

Services offered are:

- Coaching
- Conciliation
- Directive mediation
- Dispute panels
- Evaluative mediation
- Facilitative mediation

Performance: 100% of requests for ADR services are responded to within 1 business day.

Rates: Customized and vary with the level of service required

Automated External Defibrillator (AED) Services

Provided by Federal Occupational Health Service

Offered to: All Federal Agencies
Contact: 1-800-457-9808; FOHPortal@psc.gov
www.foh.dhhs.gov

More than 300,000 Americans die of Sudden Cardiac Arrest (SCA) every year; many of these deaths occur in the workplace. As many as 50% could have been saved if an AED had been available immediately at the time of the emergency.

This life-saving equipment is integrated into a comprehensive program that includes clinical expertise and quality assurance to ensure the highest level of responder preparedness.

The AED program provides:

- Development of customized AED programs and protocols
- AED Medical Director oversight and consultation services
- Cardiopulmonary resuscitation and AED training
- Purchase of equipment and supplies
- SCA event analysis
- Integration with Critical Incident Stress Management
- Integration with local emergency medical services

Performance: 95% of cardiac event data are analyzed within 5 business days.

95% of surveyed clients rate their satisfaction with services as Good or Excellent.

Rates: Cost is variable and dependent upon services and equipment purchased

Clinical Services

Provided by Federal Occupational Health Service

Offered to: All Federal Agencies
Contact: 1-800-457-9808; FOHPortal@psc.gov
www.foh.dhhs.gov

A comprehensive selection of occupational health and wellness services is available to improve and maintain the health of Federal employees and increase their productivity. These programs and services assist managers in meeting Occupational Safety and Health Administration and other regulatory requirements and are available at nearly 300 managed sites as well as from a nationwide network of more than 3,000 providers.

Services offered are:

- Management and oversight of onsite health centers
- Walk-in care for minor illnesses and injuries
- Emergency response and first aid
- Immunizations (flu, tetanus, pneumonia, hepatitis, and work-related travel)
- Health promotion programs (weight management, exercise, and nutrition)
- Health screenings (blood pressure, cholesterol, diabetes, vision, and hearing)
- Health education programs
- Management of confidential medical records
- Specialized programs for law enforcement agencies
- Smoking cessation programs
- Physical exams (e.g., pre-placement, preventive, periodic, and fit for duty)
- Analysis of exposures to job hazards (e.g., noise, asbestos, and chemicals)
- Medical surveillance programs to monitor exposures to job hazards
- Medical clearance (for a commercial driver's license and for respirator use)
- Expert medical consultation for reasonable accommodation, family and medical leave, and other employability issues
- Health fairs
- Consultation on pandemic flu preparedness
- Online health risk appraisals and tracking tools
- Determination of risk of exposure to communicable diseases (e.g., tuberculosis, hepatitis, and meningitis)

Performance: 97% of requests for appointments are made within 24 hours.

97% of surveyed clients rate their satisfaction with services as Good or Excellent.

Rates: Cost is variable and dependent upon mix of services and number of Federal employees

Employee Assistance Program (EAP)

Provided by Federal Occupational Health Service

Offered to: All Federal Agencies
Contact: 1-800-457-9808; FOHPortal@psc.gov
www.foh.dhhs.gov

Personal problems can affect the lives of employees both at home and at work. The comprehensive EAP services increase productivity by assisting employees with personal concerns.

This program addresses problems in the quickest, least restrictive, and most convenient manner while minimizing cost and protecting client confidentiality. Investment returns have been documented, for example, in these types of measures: productivity, work performance, absenteeism, and medical benefits and workers' compensation.

Services offered are:

- 24/7 telephone access for managers, employees, and family members to professional counselors for assessment, consultation, referral, and crisis management
- Face-to-face assessment, short-term focused counseling, and referral services
- Orientations to the EAP for employees and managers
- Courses, seminars, and workshops
- Comprehensive, interactive EAP Web site
- Critical Incident Stress Management
- Financial and legal services including identity theft prevention and recovery services
- Specialized program supporting law enforcement personnel
- Quarterly reports providing EAP usage details to evaluate and highlight program effectiveness

Performance: 100% of requests for EAP services from employees will be responded to within 2 hours of request.

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

Rates: Cost is variable and dependent upon mix of services and number of Federal employees

Environmental Health Services

Provided by Federal Occupational Health Service

Offered to: All Federal Agencies
Contact: 1-800-457-9808; FOHportal@psc.gov
www.foh.dhhs.gov

Providing a safe and healthful workplace enables employees to focus on their Agency's mission. Environmental health services promote total workplace wellness and increase worker productivity. This integrated approach assists Agencies in establishing programs that not only comply with Occupational Safety and Health Administration (OSHA) and other environmental regulations, but also improve and maintain employee health, productivity, and morale. These services offer customers the expertise and experience needed to anticipate, evaluate, and control hazards in the Federal workplace.

Services offered are:

- Comprehensive occupational health program evaluation and design
- Industrial hygiene assessments and evaluations
- Emergency response services
- Safety surveys and audits
- Indoor air quality studies and monitoring
- Oversight of asbestos detection, monitoring, and abatement
- Oversight of lead-based paint detection, monitoring, and remediation
- Water quality assessments and studies
- Food service safety and sanitation programs, inspections, and assessments
- Personal protective equipment, program development, and implementation
- Respirator fit-testing (quantitative and qualitative)
- Assessment of occupational noise hazards and development of hearing conservation programs
- Ergonomic programs, services, and assessments
- Occupational health and environmental compliance training programs, including:
 - Asbestos Lead Training accredited by the Environmental Protection Agency
 - Hazardous Waste Operations and Emergency Response (29 Code of Federal Regulations (CFR) 1910.120)
 - Hearing Conservation (29 CFR 1910.95)
 - Head Protection (29 CFR 1910.135)
 - Hazard Communication Standard (29 CFR 1910.1200)
 - Respiratory Protection (29 CFR 1910.134)
 - Safety Awareness
 - Food Safety and Sanitation
- Hazardous material/waste management
- Hazard communication program development and implementation
- Laboratory analytical services (chemical, fine particle, and microbiological)

Performance: 100% of requests for field work/services are provided within the requested timeframe.

100% of all written reports will be delivered to the customer by the negotiated due date.

Requests for personal protective equipment and occupational health support in response to emergencies will be delivered to the disaster site within 24 hours.

Rates: Cost is dependent upon the scope, level, locations, and extent of services to be provided

Organizational Development Services

Provided by Federal Occupational Health Service

e

Offered to: All Federal Agencies

Contact: 1-800-457-9808; FOHPortal@psc.gov
www.foh.dhhs.gov

Well-qualified organizational development consultants help Agency leaders analyze organizational problems, develop strategies, and implement customized solutions that will improve mission effectiveness. A full range of organizational development services includes management retreats and executive coaching that focus on developing specific skills that assist management with change initiatives.

Services offered are:

- Change management resulting in more productive and satisfying work environments
- Strategic planning for clearly defined organizational goals and measurable results
- Team building that includes energizing teams, getting employees to work more effectively with each other, and addressing cross-cultural issues and difficult team dynamics
- Retreat and meeting facilitation using the latest proven adult learning techniques to achieve positive outcomes
- Resilience training for handling adversities and challenges
- Leadership training and coaching using emotional intelligence to tap leaders' strengths and work effectively with a diverse staff
- Professional competency training, including Supervisor Development, Career Development, Communications (written and oral), Conflict Management, Diversity, Worksite Wellness, and Customer Service

Performance: 100% of requests for organizational development services are responded to within 1 business day.

Rates: Cost is variable and dependent upon mix of services and number of Federal employees

Wellness/Fitness Programs

Provided by Federal Occupational Health Service

Offered to: All Federal Agencies
Contact: 1-800-457-9808; FOHPortal@psc.gov
www.foh.dhhs.gov

Wellness and fitness services offer numerous benefits to employees that result in reduced absenteeism and healthcare costs, as well as greater job satisfaction, improved morale, and productivity. This program supports the President's HealthierUS initiative that is intended to fight obesity and improve the long-term health of all Americans.

Services offered are:

- Consultation on the design and development of a wellness program or fitness facility
- Staffing, management, and oversight of onsite wellness/fitness centers
- Virtual wellness and fitness programs
- Health screenings (blood pressure, Body Mass Index, and pre-exercise)
- Cardiac risk assessment
- Health education programs
- Fitness assessments (cardiovascular, strength, flexibility, and body composition)
- Fitness equipment orientation
- Personalized exercise programs
- Group exercise classes (Yoga, Pilates, Sculpt, and Aerobics)
- Online health risk appraisals and comprehensive lifestyle management Web site
- Motivational challenges and contests
- Health promotion programs (e.g., newsletters, bulletin boards, and seminars)
- Fitness equipment management
- Health and fitness fairs
- Membership fee collection

Performance: 97% of customers are satisfied with courteousness of staff.

97% of customers are satisfied with overall staff helpfulness.

Rates: Cost is variable and dependent upon mix of services and number of participating members

Work/Life Services

Provided by Federal Occupational Health Service

Offered to: All Federal Agencies
Contact: 1-800-457-9808; FOHPortal@psc.gov
www.foh.dhhs.gov

By helping employees better care for themselves and their loved ones, work/life services will help Agencies reduce absenteeism, improve retention, and enhance productivity. These services offer expert consultations, comprehensive educational materials, personalized referrals, and interactive Web tools to assist with everyday challenges. Without this support, even the most productive workers are at risk of losing focus, calling in sick, showing up late or leaving early, or quitting their jobs.

Work/life services are available 24 hours per day, 365 days per year, to provide consultation and resources regarding:

- Child care and parenting
- Adult care and aging
- Pregnancy and adoption
- Financial and legal concerns
- Daily needs (e.g., moving relocation, home repair, and others)
- Educational toolkits specific to: Prenatal Care, Child Safety, College, and Adult Care

Performance: 90% of requests for work/life customized referrals and educational materials will be fulfilled within 2 business days of intake.

Rates: Cost is dependent upon mix of services and number of Federal employees

**Pharmaceutical, Medical, and Dental Supplies and
Services**

Supply Service Center

Provided by Strategic Acquisition Service

Offered to: All Federal Agencies
Contact: 410-642-2244; PSCAcquisitions@psc.gov
<http://sscweb.psc.gov>

With 85 years in operation, the Supply Service Center (SSC) offers expert, trouble-free support. It is a full-service national and international source of pharmaceutical, medical, and dental supplies to Federal Civilian Agencies as well as Branches of the U.S. Armed Forces.

SSC, a bulk pharmaceutical repackaging facility registered with the Food and Drug Administration, offers the following services:

- Procurement of pharmaceutical, medical, and dental equipment and supplies
- Distribution
- Storage
- Repackaging
- Relabeling
- Custom unit-of-use prepacks
- Custom medical, dental, and diagnostic kits and assemblies
- Clinical trial management and distribution center
- Pharmaceutical Shelf-Life Extension Programs
- Specialized assistance and logistical support for Presidential Initiatives, national emergencies, and medical readiness programs
- Onsite training for pharmacy and supply-chain management
- Technical assistance and supply support for foreign assistance projects

Performance: Customer Correspondence

95% of customer requests and inquiries will be addressed within 1 business day. This support will include personal contact with customers by telephone and/or e-mail.

Customer Order Processing

Continental United States (CONUS) orders – All stock items (on-hand) shipped to CONUS customers will be processed and shipped as follows:

95% of Standard Orders will be processed and shipped within 3 business days of order receipt.

97% of Priority Orders will be processed and shipped within 2 business days of order receipt.

98% of Express Orders will be processed and shipped within 1 business day.

International Orders – All orders placed for international accounts will be processed according to customer confirmation and shipping method.

Product Availability

95% fill rate standard will be maintained. If an item is unavailable, every effort will be made to ship an acceptable product substitution.

Order Discrepancies

For all reported discrepancies, the affected customer will be contacted by telephone or e-mail for timely resolution.

0.3% delivery discrepancy rate will be maintained.

0.05% damaged shipment rate will be maintained.

Rates:

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.

Property Management Services

Asset Management

Provided by Administrative Operations Service

Offered to: HHS
Contacts: 240-276-0800; martha.diskin@psc.hhs.gov or myla.haines@psc.hhs.gov

The Asset Management team offers an automated, electronic, and efficient method of tracking customer personal property assets for the Department's Property Management Information System (PMIS). In addition, the team offers customized user refresher training on system functionality.

Services offered include:

- Preparing and submitting Federal Financial Management Improvement Act (FFMIA) reports electronically to the Unified Financial Management System (UFMS)
- Completing data entry reports from customer Agencies for qualified material received directly at the customer's site
- Providing barcode scanners with Web-based data to assist property custodians with physical inventory management
- Providing barcode tagging for all accountable assets received through the PSC Personal Property Facility
- Advising on activity when rotational inventories are due
- Providing technical support for completion of the Department's mandatory 3-year inventory review and additional yearly inventory checks for customer Agencies
- Calculating results, advising customers of those results, and reporting financial adjustments electronically to UFMS

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

98% of system user responsibility packets will be prepared within 5 work days after the 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.

Rates: Original Acquisition Value under \$25,000: \$0.30 per item per month*

Original Acquisition Value over \$25,000: \$27.57 per item per month*

*Plus actual cost of additional customer-specific requirements

Building Management

Provided by Administrative Operations Service

Offered to: HHS

Contact: 301-443-6340; buildingmanagement@psc.gov

Managing more than 1.4 million square feet of delegated leased space and providing lease administration services in seven non-delegated leased buildings, the PSC Building Management team delivers the highest level of customer service to HHS tenants of the Parklawn Building, the 370 Personal Property Facility, and other HHS outbuildings. The team, staffed with specialists who hold professional designations in real property services, energy management, and environmental and facility safety, provides a safe and healthful workplace that saves customers money.

Services available to Parklawn Building tenants include:

- Cleaning, landscaping, window washing, snow removal, and pest control
- Energy management and energy audits
- Waste removal, recycling, and shredding services
- Operations and maintenance of Heating, Ventilation, and Air Conditioning systems
- Emergency backup power systems
- Lock work
- Safety services and inspections that include fire extinguishers, environmental and fire safety services, and automated external defibrillator programs
- Lease administration
- Parking management
- Other services upon customer request

Services in outbuildings are tailored to customer needs and can include:

- Lease administration
- Service call management
- Environmental and building safety
- Consultation on operational issues and service contracts
- Other services upon customer request

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

A minimum of 60% of all service calls will receive a follow-up call from the Service Call Help Desk to ensure the service was provided successfully.

Rates: 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

Leased Space Management

Provided by Administrative Operations Service

Offered to: All Federal Agencies

Contact: 301-443-2001; psc.dpm.smb@psc.hhs.gov

The Space Management Branch analyzes and processes customers' monthly General Services Administration rent bill, and prorates rent bills for multi-tenant buildings.

Services offered include:

- Assigning space
- Verifying space utilization
- Preparing rent budgets
- Administering leases

Performance: 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.

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

Property Disposal

Provided by Administrative Operations Service

Offered to: All Federal Agencies
Contact: 240-276-0812; eddie.moore@psc.hhs.gov

The Property Disposal team offers collection, classification, interagency transfer, donation documentation, and disposal services for most surplus Government equipment. Disposals are conducted in accordance with all regulatory and environmental requirements.

Working cooperatively with HHS' Asset Management function, the team ensures timely updating of accountable property records, when applicable, and performs disk and media destruction services as prescribed by the National Institute of Standards and Technology.

Performance: 99% of property identified as surplus will be received at the Personal Property Facility within 3 business days of request.

100% of property will be disposed of per General Service Administration direction, with 90% disposed of within 180 days or less.

Rates: Office Furniture: \$28.33 per piece*
Information Technology: \$427.90 per piece*
Equipment: \$27.90 per piece*
Hazardous Materials: \$953.74 per piece*
*Plus actual cost of additional customer-driven requirements

Real Property

Provided by Administrative Operations Service

Offered to: HHS

Contact: 301-443-2265; rpb@psc.hhs.gov

The General Services Administration, under the authority of the Federal Property and Administrative Services Act of 1949, identifies real property that is no longer required by the Federal Government. Under the authority of the above Act and Title V of the McKinney-Vento Homeless Assistance Act, as amended, HHS may transfer declared Federal surplus real estate to eligible non-Federal applicants for both public health and homeless purposes.

The Real Property Branch administers the Federal Real Property Assistance Program for HHS. The Branch transfers Federal surplus real properties for use by various public health programs, as well as homeless assistance programs offered by State and local government agencies and private nonprofit organizations. The Branch monitors and oversees the proper use of the property after its transfer.

Performance: 100% of information requests will be processed within 2 business days upon receipt of request.

99% of requests for an application will be properly responded to within 3 business days.

Rate: \$10.26 per Full-Time Equivalent per year

Space Acquisition

Provided by Administrative Operations Service

Offered to: All Federal Agencies

Contact: 301-443-2001; psc.dpm.smb@psc.hhs.gov

Having acquired leases through the General Services Administration (GSA) for more than 20 years, the Space Management Branch takes a turn-key approach to customers' new space needs. Acquiring GSA office, warehouse, or other technical facility will be managed by SMB, serving as liaison between customers and GSA in all phases of a project, including:

- Design
- Space acquisition
- Construction
- Coordination of direct contracts
- Occupancy
- Move-in

Performance: 95% of projects will be delivered on time and within budget.

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

Space Alterations

Provided by Administrative Operations Service

Offered to: All Federal Agencies

Contact: 301-443-2001; psc.dpm.smb@psc.hhs.gov

The Space Management Branch (SMB) can help customers design and construct any type of space. With a long history of providing space alterations that include executive suites, open office plans, warehouses, daycare, and historical and laboratory facilities, SMB manages customers' space alteration projects and coordinates all with the lessor and the General Services Administration.

Services offered include:

- Selection of designers and contractors
- Review of design intent and construction documents
- Review of submittals
- Facilitation with all aspects of design and construction phases

Performance: 95% of projects will be delivered on time and within budget.

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

Shredding

Provided by Administrative Operations Service

Offered to: All Federal Agencies
Contact: 301-443-6340; robyn.evans@psc.hhs.gov
<http://propshop.psc.gov>

Sensitive documents that end up in the wrong hands can have disastrous results. Shredding Services uses state-of-the-art processes to ensure customers' sensitive paper materials remain secure, from collection until destruction.

Services offered include:

- Lockable storage containers to HHS Operations and Staff Division customers in the Washington metropolitan area for convenient collection of sensitive materials.
- Pickup of sensitive paper materials from various customer locations.
- Transport of materials to secured shredding sites for destruction.
- Shredding and recycling of paper materials.
- The receipt of service requests, data collection, and billing done using an automated system. A biweekly pickup of sensitive materials is scheduled, and arrangements for additional (unscheduled) collections are made upon customer request.
- Periodic visits to the destruction facility by a Building Management Specialist to observe the operations and verify the security processes.
- <http://propshop.psc.gov> to place an order and have a container delivered, emptied, or removed.

Performance: 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.

Rate: \$0.18 per lb

Regional Services

Cooperative Administrative Support Units (CASUs)

Provided by Administrative Operations Service

The CASU network facilitates interagency cooperation in the acquisition and delivery of commonly needed services and products, promoting effectiveness and economy throughout the Federal Government.

The network promotes nine broad-range support services categories:

- Administrative Services
- Financial and Procurement Services
- Human Resources
- Light Industrial
- Mail Management
- Printing, Duplication, Imaging, and Copiers
- Professional and Technical
- Technology
- Training

PSC sponsors the following CASUs:

- The Mid-America CASU in Kansas City, MO
Contact: 816-426-3501; kenneth.truax@psc.hhs.gov
<http://www.psc.gov/casu/midam/>
- The Rocky Mountain Regional CASU in Denver, CO
Contact: 303-236-8140; lori.rhodes@psc.hhs.gov
<http://www.psc.gov/casu/rmrc/>
- The Mid-Atlantic CASU in New York City, NY
Contact: 212-264-0722; 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.

Regional Support

Provided by Administrative Operations Service

Offered to: HHS

Contact: 301-443-1875; alisa.azarsa@hhs.gov

PSC's Administrative Operations Service provides a wide variety of 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 offered include:

- Facilities
- Space management
- Personal property
- Subsidized mass transit support/distribution (Transhare)
- Telecommunications
- Mail
- Personal security
- Homeland Security Presidential Directive 12 (HSPD-12)
- Miscellaneous administrative support services

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

Rate: Actual cost allocated by population served

Security Services

Background Investigations

Provided by Administrative Operations Service

Offered to: All Federal Agencies

Contact: 301-443-2714; security@psc.hhs.gov

PSC's Division of Security and Emergency Services provides comprehensive background investigations that comply with both customer and Homeland Security Presidential Directive 12 (HSPD-12) requirements.

Services offered include:

- Reviewing personnel suitability and security forms for accuracy and forwarding cases to the Office of Personnel Management (OPM) for investigation
- Preparing preemployment security investigation waivers
- Initiating preemployment security investigations and reinvestigations as required
- Fingerprinting both Federal employees and contractors
- Debriefing outgoing personnel
- Adjudicating personnel suitability cases
- Verifying background investigations for issuance of Personal Identity Verification cards
- Serving as HSPD-12 registrar and adjudicator

Performance: 90% of personnel suitability and security forms will be submitted to OPM within 5 business days of receipt.

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

Rate: \$172.44 per request*

*Plus cost of OPM investigation

Digital Fingerprinting and Special Agency Checks (SACs)

Provided by Administrative Operations Service

Offered to: All Federal Agencies
Contact: 301-443-2714; security@psc.hhs.gov

The Division of Security and Emergency Services (DSES) offers à la carte electronic and digitally scanned fingerprint services for Federal Agency employees and contractors.

Note: Electronic and digitally scanned fingerprint services are included as part of the full-service background processing package.

Performance: 90% of submitted electronic fingerprints will be classifiable.
95% of fingerprint results returned to DSES from the Office of Personnel Management will be provided to the customer within 3 business days of receipt.

Rate: \$29.41 per request*
*Plus actual cost of OPM investigation

Personal Identity Card Issuance and Homeland Security Presidential Directive 12 (HSPD-12) Services

Provided by Administrative Operations Service

Offered to: All Federal Agencies
Contact: 301-443-2714; security@psc.hhs.gov

PSC's Division of Security and Emergency Services provides end-to-end and tailored programs that help Agencies meet HSPD-12 requirements in a timely manner.

Services offered include:

- HSPD-12 enrollment
- Registration for Personal Identity Verification (PIV) card credentialing
- Networked portable systems
- Integration of physical access control systems

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

95% of all PIV 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 list.

Rate: \$29.94 per HSPD-12-compliant credential (badge)
*Plus cost of OPM investigation

Physical Security and Emergency Operations Services

Provided by Administrative Operations Service

Offered to: All Federal Agencies
Contact: 301-443-2714; security@psc.hhs.gov

Protecting personnel, facilities, and critical infrastructure is a key responsibility of every Federal Agency. The Division of Security and Emergency Services understands physical security and emergency requirements and offers comprehensive services to ensure that customer Agencies have the best protection possible.

Services offered include:

Security Equipment

- A wide variety of access control and standalone monitoring systems (i.e., motion sensors, door contacts, and high-temperature alarms)
- Intercoms and Closed Circuit Television
- Development of program requirements and statements of work
- Issuance of requests for proposals of new equipment, procurement of new equipment, and oversight for installation of new equipment
- 24/7 monitoring and maintenance of systems
- Installation and monitoring of security systems including access control systems compliant with Federal Information Processing Standards Publication 201, intrusion detection systems, and facility-hardening programs

Contract Guards

- Trained and certified contract guards for a variety of roles including access control, perimeter surveillance, roving patrols, and personal protection
- Development of guard posts to meet the certification of the U.S. Department of Homeland Security (DHS) and to balance customer needs and requirements
- Development and maintenance of protocols for implementing the DHS National Alert Level (Green, Blue, Yellow, Orange, or Red)
- Guards and services for special events

Emergency Operations

- Emergency notification and accountability programs
- Comprehensive Continuity of Operations and Business Continuity planning

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

95% of security incidents will be responded to with 30 minutes.

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

Rates:

Parklawn Building (delegated buildings): \$5.35 per ft² per year

Outbuildings: Actual costs plus 7% fee

Security Assessments and Consultation

Provided by Administrative Operations Service

Offered to: All Federal Agencies
Contact: 301-443-2714; security@psc.hhs.gov

Each Federal building possesses vulnerabilities that affect security. Security measures that mitigate these vulnerabilities must be identified and solutions developed that will reduce risks to life and property. The Division of Security and Emergency Services assesses and evaluates these vulnerabilities and offers plans and strategies to eliminate them.

Assessment services offered include:

- Site-specific physical security assessments that determine threats, vulnerabilities, consequences, and risks
- Recommendations for areas deemed below security-level standards
- Follow-up surveys based upon the building security level as defined in the U.S. Department of Justice's "Vulnerability Assessment of Federal Buildings" study and the *Interagency Security Committee Facility Security Level Determination* document

Consultation services include guidance on:

- All security matters including:
 - Access control protocols and systems
 - Standard operating procedures
 - Guard post orders
 - U.S. Department of Homeland Security and General Services Administration requirements
 - Homeland Security Presidential Directive 12
 - Continuity of Operations planning and exercises
 - Emergency Operations planning and exercises for emergency notification and personnel accountability programs
- Privacy Act restrictions
- All personnel security matters, including:
 - Administration of foreign travel and visitation
 - Customer briefings
 - Development of tailored procedures for administering customers' personnel security programs

Performance: 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.

Rate: \$115.08 per hour*

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

Note:

Costs for physical security assessments and physical security consultations are included in “Physical Security” for Parklawn Building occupants.

Technical Services

Conference Services

Provided by Administrative Operations Service

Offered to: All Federal Agencies
Contact: 301-443-2585; cservices@psc.gov

Conference rooms at the customer's disposal, state-of-the-art equipment for quality audiovisuals, and experienced staff for great customer service add up to a successful meeting. The PSC Conference Center offers 15 meeting rooms, located at the Parklawn Building, which can accommodate training sessions, conferences, meetings, and special events of various sizes. Conference staff work side-by-side with customers to coordinate every detail of the event to ensure their satisfaction.

Services offered include:

- Logistic coordination
- Telephone and Local Area Network accessibility
- Audio video recording
- Video teleconferencing
- Tape duplication
- Conference equipment (e.g., LCD and slide projectors, projection screens and laser pointers, VHS and DVD players, microphones, conference telephones, lecterns, and flip charts)
- Satellite downlink services

Performance: 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).

Rates:	Large Conference Room:	\$145.11 per hour
	Small Conference Room:	\$45.40 per hour
	DVD Tape Duplication:	By agreement
	Video Teleconferencing:	By agreement

Note: A charge of 25% of the reservation cost will be assessed for any cancellation not made within 24 hours of the scheduled reservation.

Departmental Forms Management

Provided by Administrative Operations Service

Offered to: HHS

Contact: 301-594-0545; lisa.sneed@psc.hhs.gov

The Departmental Forms Management Program reviews, clears, numbers, and controls inventory for all official forms used within the Department. In addition, the program ensures that forms are in compliance with policies including Section 508 compliance. The program also issues form clearances required and/or mandated by the Office of Management and Budget, Chief Information Officer, Information Technology Service Center, Freedom of Information Act (privacy), and Records Management offices.

Services offered include:

- Developing Department-wide initiatives, policy, and procedures governing the program
- Serving as the focal point for HHS in the implementation of the President's Management Agenda E-Forms Initiative
- Providing technical assistance and training to Operating Division Forms Management Officers

Performance: 95% of customer requests to create, modify, or delete Departmental forms will be processed within 3 days of receipt, and an e-mail notification will be sent back to the customer.

Rate: \$10.72 per Full-Time Equivalent per year

Graphic Arts and Photography Services

Provided by Administrative Operations Service

Offered to: All Federal Agencies
Contact: Graphic Arts - 301-594-3185; ralph.russell@psc.hhs.gov
Photography - 301-443-1090; cathy.brown@psc.hhs.gov

The Graphic Arts team of the Visual Communications Branch is a one-stop shop for all visual communication needs. The team offers its customers consultation, design, writing and editing, layout, and production services for a wide variety of products that include:

- Brochures
- Posters
- Web design
- Publications
- Exhibits
- Displays
- Presentations
- Signs
- Awards
- Flyers
- Plaques
- 508-compliant forms analysis and design
- Conference materials

Photography services include:

- Special events
- Employee-of-the-month plaques
- Official portraits
- Passport photographs
- Film processing for color as well as black-and-white film
- Processing and mounting of 35mm slides

Performance: 95% of all customers' orders will be assigned to a Specialist within 3 business days of receipt, and an e-mail notification will be sent back to the customer.

Rate: \$101.25 per hour*
*Plus actual overtime, travel, contract charges, and other related expenses. Expedited orders will be charged with a 25% surcharge.

Note: 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 PSC.

Mail Operations

Provided by Administrative Operations Service

Offered to: All Federal Agencies
Contact: 301-443-2447; bobbisue.cline@psc.hhs.gov

Mail Operations offers metering and twice-daily interoffice delivery and pickup of all categories of Government documents or packages to the Parklawn Building, outbuildings, and Southwest Complex offices in Washington, DC.

Services offered include:

- Registered and certified mail
- Messenger and transportation services
- Interagency, special, and foreign mail service
- Small-package carrier and overnight delivery

Performance: 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.

Rate: \$0.21 per mail piece*
*Plus actual postage cost (USPS, small-package carrier)

Printing Procurement

Provided by Administrative Operations Service

Offered to: All Federal Agencies

Contact: 301-443-6740; diana.mathews@psc.hhs.gov

The Printing Procurement Service of the Visual Communications Branch (VCB) ensures that customers' print orders are completed in accordance with rules and regulations set forth by the Congressional Joint Committee on Printing and other guidelines. At the same time, the service delivers a high-quality product in a cost-efficient way.

The service saves customers time by procuring printing orders utilizing term contracts, simplified purchase agreements, and Government Printing Office contract services.

Services offered include:

- Providing technical advice, assistance, and estimates in all aspects of preplanning, including composition and layout of publications and forms
- Using professional page-layout programs
- Selecting paper stock, ink, and production methods
- Developing highly technical printing and binding specifications for all types of products
- Determining the appropriate class of mail for distribution in compliance with postal regulations
- Developing delivery schedules and informing the customer about their effect on cost
- Providing monthly reports to all customers on bid costs associated with printing procurement orders

Performance: 95% of customers' orders received will be procured within 4 business days of receipt, and an e-mail notification will be sent back to the customer confirming that the order has been processed.

Rate: 11% of actual procured value of the order*
*Expedited orders will be assessed an additional 5% fee of procured value of the order

Telecommunications Management

Provided by Administrative Operations Service

Offered to: All Federal Agencies

Contact: 301-443-8600; mike.pravlik@psc.hhs.gov

Understanding and managing telecommunications needs and costs can be challenging. The Telecommunications Management Service understands customer requirements and develops solutions to fulfill those needs, allowing customers to manage costs and improve productivity.

By establishing and managing partnerships with customers and vendors, and acting as a liaison with customer telecommunications managers, the service enables the customer to focus on core endeavors. In addition, the service co-chairs the customer-based Steering Committee.

Services offered include:

- Management of the voice mail system
- Centralized, error-free billing for telecommunications dial-tone, voice mail, adds/moves/changes, and telecommunications equipment
- Monitoring of vendor invoices to ensure accuracy and contract compliance
- Management of desktop maintenance
- Evaluation of proposals from contractors to provide state-of-the-art equipment and services
- Management and oversight of domestic and international long-distance services

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

Rate: \$37.68 per line per year*
*Plus actual cost of equipment and service usage

Telecommunications Services

Provided by Administrative Operations Service

Offered to: All Federal Agencies

Contact: 301-443-8600; mike.pravlik@psc.hhs.gov

In the ever-evolving world of telecommunications, having a system that meets current voice and data demands requires experience. The Telecommunications team offers Federal Agencies located within the National Capital Region expertise on technical design and support for customer systems. The result: Customers walk away with cost-effective, responsive, and flexible telecommunications products and services.

Services offered include:

- Voice mail services
- Voice telecommunications technical design and support
- Domestic and international calling cards
- Toll-free services
- Domestic long-distance and international long-distance connectivity
- Advice and assistance for audio conference calls
- Advice and assistance on customer billing issues resulting from direct bills from vendors

Performance: 95% of telephone service requests involving 10 or fewer stations will be processed within 4 business days of receipt, and the customer will receive a notification that the request has been processed to include the assignment of a service delivery date.

Rate: \$90.96 per line per year*
*Plus actual cost of equipment and service usage

Travel and Transportation Services

E-Gov Travel Center of Excellence (CoE)

Provided by Financial Management Service

Offered to: HHS

Contact: 301-443-9552; david.flynn@psc.hhs.gov

The E-Gov Travel CoE provides HHS with comprehensive customer service and operational support on E-Gov Travel-related services. To ensure E-Gov Travel fits the customer's need, the CoE assigns the customer an account manager who is able to create customer-specific applications in the E-Gov Travel system.

Services offered include:

- Tier 3 support provided by highly skilled program specialists
- Federal Agency Travel Administrators who provide personalized customer service and Tier 2 support
- Liaison to the Tier 1 E-Gov Travel Help Desk
- Establishment and management of relationships between the General Services Administration, HHS customer Agencies, and other E-Gov Travel vendors
- Contract management and maintenance
- Lifecycle travel management
- Online booking tool for air and rail travel, car rentals, and hotel reservations
- Financial systems integration for reimbursement of local and TDY travel
- Coordination of Permanent Change of Station relocation
- A comprehensive Help Desk available from 7:30 a.m. to 9:00 p.m. Eastern Standard Time
- New Web site housed within <http://www.hhs.gov> for easy worldwide access to contacts, policies, travel information, advisories, Frequently Asked Questions, and other valuable information

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

90% of reservations will be issued within 4 business hours after receipt of authorization.

95% of PSC survey respondents will state that they are satisfied with the overall service provided by the E-Gov Travel CoE.

Rate: \$36.61 per travel order or voucher

Rental Vehicles

Provided by Administrative Operations Service

Offered to: All Federal Agencies
Contact: 240-276-0814; pat.hennighan@psc.hhs.gov

Transportation Services is customers' source for obtaining long-term and daily rental vehicles for use on official business or for executive transportation.

Performance: 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.

Rates: 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

Subsidized Mass Transit Tickets (Transhare)

Provided by Administrative Operations Service

Offered to: All Federal Agencies
Contact: 301-443-2414; pscstranshareprogram@psc.gov
<http://intranet.hhs.gov/transhare/>

The PSC Transhare Program offers transit subsidies to Federal employees nationwide who commute to and from work by public transportation or State-registered vanpool and who meet all applicable requirements for program participation.

Services offered include:

- Processing of transit subsidy applications
- Purchase of media
- Distribution of media to participants
- Tracking of media use
- Annual recertification of participant eligibility

Performance: 95% of eligible new enrollees will have access to benefits within 10 business days of receipt of their applications by the PSC Transhare Program Office.

Rate: 6.0% of media value*
*Plus actual cost of media and express mailings to regional customers