



# PSC

SERVICE &  
PRODUCT  
DIRECTORY



2012



Paul S. Bartley, Director  
Program Support Center

Program Support Center

# 2012 Service & Product Directory

In an era when resources are more constrained than ever, federal agencies need innovative solutions to reduce costs and stretch budget dollars to meet their missions. The Program Support Center (PSC) is committed to providing the best value in support services to address our customers' needs and allow them to focus on their core missions.

PSC launched the SMART (Save, Manage, and Assess our Resources Together) Initiative to comprehensively review our budgets and reduce costs. The results were dramatic. Through SMART, PSC generated \$11.1 million in savings for federal agency customers in Fiscal Year (FY) 2011, and we will reduce our operating budget by 8.2% (\$32.2 million) in FY 2012. Our customers benefit directly from these cost savings without any compromise in service delivery standards or quality.

PSC provides the essential functions needed to keep government agencies operating and has been "Managing the Business of Government" for 17 years. As a fee-for-service organization, we offer over 50 shared services to the U.S. Department of Health and Human Services (HHS) and 31 other federal agencies that span the globe. We reduce the overall costs by using economies of scale, thus spreading our costs over a large customer base. We deliver a high level of expertise, performance, and efficiency that most organizations cannot attain independently.

Descriptions, rates, performance measures, and contact information for each service and product that we offer are contained in this directory. The information is also available online at [www.psc.gov](http://www.psc.gov).

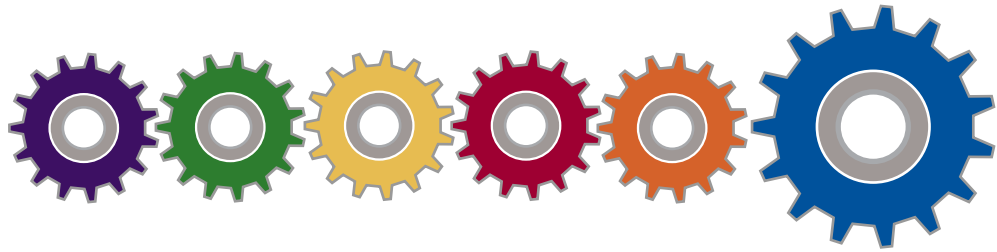
PSC is also committed to promoting environmental sustainability. This directory is printed in very limited quantities, on Forest Stewardship Council (FSC) certified recycled paper by an FSC-certified printer, using soy-based inks. Please see the PSC Sustainability Statement at the back of this directory for information on our efforts to improve energy efficiency and reduce greenhouse gas emissions.

I encourage you to learn more about PSC and to discover the ways in which we can assist your organization.

**Paul S. Bartley**  
Director

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## WHO WE ARE

The Program Support Center (PSC) is a federal entity that provides 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 services and products include: administrative operations, information technology support, financial management, occupational health, 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. We are dedicated to achieving business results the right way, with a commitment to our customers, integrity, and service.

## WHAT WE OFFER

- Unmatched customer service
- A broad range of offerings to meet your support needs
- Simplified and fast access to our services and products 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

We welcome the opportunity to discuss with you ways in which PSC can play an integral role in the success of your agency.

## CUSTOMERS

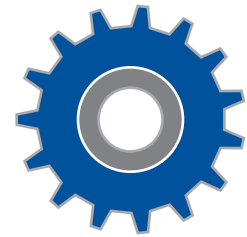
PSC has a wide range of customers in HHS and many other federal and local government agencies:

- Agency for International Development
- Department of Agriculture
- Department of Commerce
- Department of Defense
- Department of Education
- Department of Health and Human Services
- 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 the Treasury
- Department of Veterans Affairs
- Consumer Product Safety Commission
- District of Columbia
- Environmental Protection Agency
- Federal Deposit Insurance Corporation
- General Accounting Office
- General Services Administration
- National Aeronautics and Space Administration
- Office of Personnel Management
- Peace Corps
- Postal Service
- Railroad Retirement Board
- Securities and Exchange Commission





# OVERVIEW OF SERVICES & PRODUCTS



PSC delivers fee-for-service support in five crucial business areas:

## Administrative Operations Service (AOS)

AOS provides a wide range of services and, through its Regional Support Program, maintains offices in each of the 10 HHS Regions. Services include customer contact centers, logistics and storage, labor and moving, mail delivery, property management, security, transportation and travel, telework strategy solutions, and visual media. AOS also provides compensation and medical affairs support to Active Duty Commissioned Corps Officers in the U.S. Public Health Service.

## Federal Occupational Health (FOH)

FOH works in strategic partnership with federal agencies to design and deliver comprehensive occupational health services that improve the health, safety, and productivity of federal employees. Services include health and wellness programs, health clinics, fitness centers, employee assistance programs, work/life management, and environmental health and safety.

## Financial Management Service (FMS)

FMS provides grant payment management and financial services. Services include accounting, cost allocation/indirect cost negotiations, financial reporting, payment management, and payroll accounting. FMS offers best practices consulting, technical and policy guidance, and assistance in implementing new initiatives to ensure compliance with regulatory requirements. FMS is also a Treasury-designated debt collection center.

## Information Systems Management Service (ISMS)

ISMS provides operations and management for enterprise systems, information security services, telecommunications, records management, and Freedom of Information Act (FOIA) management and implementation. ISMS also offers project management services to assist federal agencies in maximizing the return on information technology (IT) investments.

## Strategic Acquisition Service (SAS)

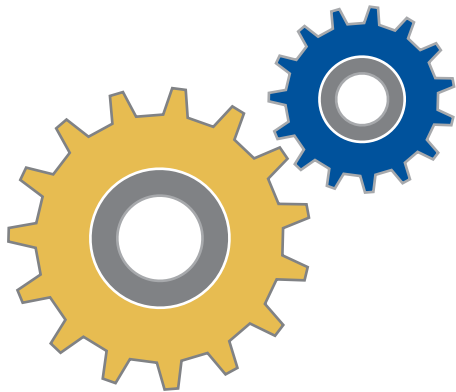
SAS offers acquisition services and medical supply management. Acquisition services include negotiated contracts, simplified acquisitions, and purchase card management. Through the Supply Service Center, SAS provides medical supply management and support services, including medical and dental supplies, pharmaceuticals, and specialized drug repackaging, for its customers worldwide.



# Acquisition Services

## Negotiated Contracts and Simplified Acquisitions

The Strategic Acquisition Service (SAS) takes advantage of all acquisition vehicles recognized by Federal Acquisition Regulations to meet a customer's specific needs while seeking customer cost savings through maximum use of competition and other acquisition strategies. SAS provides negotiated contract and simplified acquisition services by trained and certified acquisition professionals. It also provides comprehensive acquisition support, from start to finish. SAS staff oversee the entire acquisition lifecycle, including initial strategic planning, soliciting and assessing offers, and negotiating, awarding, administering, and closing government contracts. SAS also takes advantage of strategic sourcing vehicles, including Government-Wide Acquisition Contracts (GWACs), General Services Administration (GSA) schedules, and local awards.



### Offered to:

All federal agencies  
(including the Department of Defense)

### Performance:

95% of all negotiated contracts and 85% of all simplified acquisitions (from receipt of a complete customer acquisition package, including certification of funds availability) will be awarded within the following lead times:

- Non-competitive negotiated contracts (including 8(a) awards) – within 90 business days
- Competitive, less complex negotiated contracts, including “fair opportunity” orders against Indefinite Delivery/Indefinite Quantity (IDIQ) contracts – within 120 business days
- Competitive, more complex, or “full and open” negotiated contracts – within 160 business days
- Less complex simplified acquisitions – within 20 business days
- More complex simplified acquisitions – within 45 business days
- 95% success rate maintained on all protests

### Rate:

Negotiated Contracts: 1.5% of the obligation  
Simplified Acquisitions: 3.5% of the obligation

### Contact:

301-443-6557; [pscacquisitions@psc.hhs.gov](mailto:pscacquisitions@psc.hhs.gov)







# Commissioned Corps Support Services

## Board for Corrections

The Board for Corrections manages and conducts the appeals process for U.S. Public Health Service Commissioned Corps Officers who believe there is an error or injustice in their personnel records.

### Services offered include:

- Establishment and maintenance of an active Board for Corrections 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

### Offered to:

HHS

### Performance:

95% of cases will be forwarded by the Board to the appropriate parties within five (5) business days of receipt.

95% of the time, applicants will receive acknowledgment of application receipt within 10 business days.

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

### Rate:

\$11.07 per Active Duty Officer per year

### Contact:

301-492-4690; dan.clutch@psc.hhs.gov



# Commissioned Corps Support Services

## Commissioned Corps Systems

The Commissioned Corps Systems Branch (CCSB) provides software development support for pay and personnel applications. The Branch also provides webmaster services for the Commissioned Corps Management Information Systems website and the U.S. Public Health Service (USPHS) website.

### Services offered include:

- Certifies monthly Commissioned Corps (CC) payroll to Treasury
- Makes supplemental and third-party payments to Treasury
- Reviews payroll reports, identifies potential payroll-related issues, and validates the monthly CC payroll
- Provides data reporting and data extracts to CC organizations and other government agencies
- Maintains CC personnel data in an Oracle environment and ensures integrity and 24/7 availability of data
- Maintains CC websites and ensures 508 compliance
- Provides Help Desk services to CC organizations
- Provides CC application support to CC organizations
- Provides audit support for annual SSAE-16, A-123, and financial audits
- Provides security officer duties for CC systems

**Offered to:**  
USPHS

### Performance:

100% of monthly CC payroll will be validated and certified to Treasury on the official Treasury processing day.

99% of supplemental and third-party payments will be processed and sent to Treasury within two (2) business days.

99% of Help Desk customers will be provided a response within four (4) business hours.

99% of Help Desk outstanding issues will be resolved within two (2) business days.

### Rate:

Billed to the Office of Commissioned Corps Force Management (OCCFM)

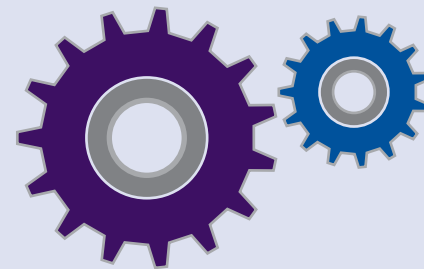
### Contact:

301-594-0961; cchelpdesk@psc.hhs.gov

*“The Commissioned Corps Systems Branch serves all members of the U.S. Public Health Service.”*



# Commissioned Corps Support Services



## Compensation

The Compensation Branch (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 (USPHS). CB also administers a pay system for retired officers and survivor annuitants. These services are provided in coordination with the Departments of Defense, Veterans Affairs, and the Treasury.

### Services offered include:

- 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

**Offered to:**  
USPHS

### 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 five (5) business days.

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

A level of fewer than six (6) valid customer complaints per 1,000 payees per pay cycle will be achieved.

### Rate:

Billed to the Office of Commissioned Corps Force Management (OCCFM)

### Contact:

301-594-2963 or 1-800-638-8744  
compensationbranch@psc.hhs.gov



*“The Compensation Branch serves Active Duty and Retired Commissioned Corps Officers of the U.S. Public Health Service.”*



# Commissioned Corps Support Services

## Medical Affairs

The Medical Affairs Branch (MAB) effectively manages all aspects of medical and dental services for Active Duty members of the U.S. Public Health Service (USPHS).

### Services offered include:

- 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
- Department of Veterans Affairs - USPHS veterans' liaison services
- Individual and force readiness monitoring and reporting
- Federal payment audits for Active Duty Officer healthcare
- Dental care authorizations and payments by United Concordia

### Offered to:

USPHS

### Performance:

99% of properly submitted claims will be processed by the MAB within five (5) business days of receipt.

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

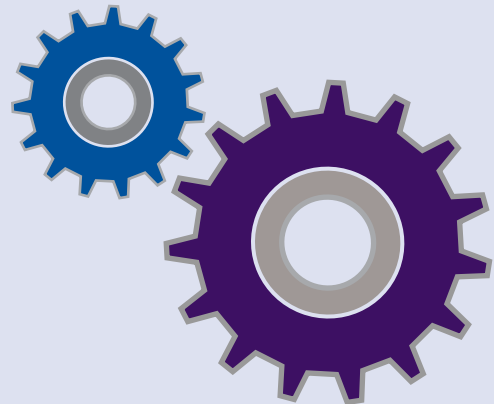
95% of submitted medical information will be filed within five (5) business days.

### Rate:

Billed to the Office of Commissioned Corps Force Management (OCCFM)

### Contact:

301-594-1503; [russell.garisto@psc.hhs.gov](mailto:russell.garisto@psc.hhs.gov)  
[http://dcp.psc.gov/medical\\_affairs.asp](http://dcp.psc.gov/medical_affairs.asp)





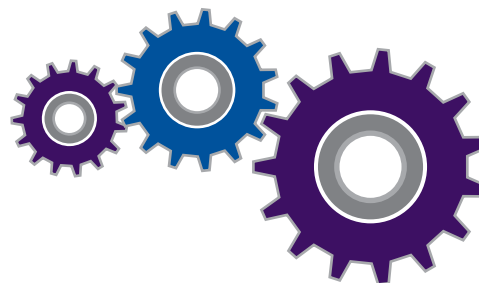
# Customer Contact Centers

## ONE-DHHS Contact Center

ONE-DHHS is a dedicated Contact Center providing centralized support for all federal agencies and the public through its toll-free numbers, email, interactive voice response, and self-service Web portal. The ONE-DHHS Contact Center serves customers by providing consistent service levels, responses, and resources. Bilingual customer support representatives are available.

### Services offered include:

- Toll-free calling using the ONE-DHHS number or a toll-free number of the customer's choosing
- Fully staffed Contact Center (bilingual customer support service available)
- 24/7 self-service Web portal allows customers to search the same vast knowledge base used by our Contact Center staff
- Interactive voice response system routes incoming calls and provides unattended services including voice mail, special announcements, and pre-recorded messages
- Email support with trouble-ticket compatibility featuring immediate email acknowledgments, predefined email templates for auto-responses, and ability to redirect emails to the Contact Center automatically from any source
- Weekly and monthly executive and operational reports summarizing performance metrics and analyses of call and email patterns
- Automated customer satisfaction surveys for callers through the telephone keypad
- Systematic approach to preserving program knowledge, developing competencies, and tracking trends



### Services offered continued:

- Benchmarking against other Contact Centers and industry standards
- A secure environment monitored for systems and personnel compliance
- Rapid set-up time with the ability to implement new programs within eight (8) weeks

### Offered to:

All federal agencies

### Performance:

85% of calls will be answered within 30 seconds.

5% or fewer calls will be abandoned (hang-ups or dropped calls).

98% of emails will be answered within one (1) business day.

99.9% of the time, the Contact Center will be available during operating hours.

90% of customers surveyed will be satisfied with their Contact Center experience.

### Rate:

Dependent on volume and complexity of telephone calls, emails, etc.

### Contact:

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



*"The ONE-DHHS Contact Center serves customers by providing consistent service levels, responses, and resources."*

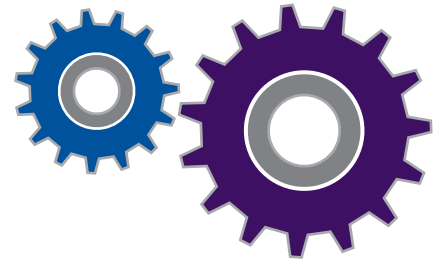
# Customer Contact Centers

## Payroll

The Payroll Services Division (PSD) offers centralized and affordable payroll liaison and advocacy services with a focus on customer needs and exceptional service. As liaison, PSD manages all aspects of payroll customer services between the Defense Finance and Accounting Service (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



### Offered to:

All federal agencies and Departments serviced by DFAS

### Performance:

99% of civilian employees will be paid accurately and on time each pay period.

95% of all Electronic Funds Transfer (EFT)/Check Return requests will be interfaced to DFAS within three (3) business days.

90% of all Special Pay requests will be interfaced to DFAS within two (2) business days.

Average time to resolve all pay/leave issues will be 10 business days or less from the time of receipt.

### Rate:

\$142.63 per W-2 plus agreed-upon actual costs for special initiatives

### Contact:

301-504-3301; [hhs payrolliaisonandadvocacy@hhs.gov](mailto:hhs payrolliaisonandadvocacy@hhs.gov)



# Financial Services

## Accounting

The Financial Management Service (FMS) provides a full range of 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 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
- 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

### Offered to:

HHS

### Performance:

92% of accounting events will be recorded within two (2) business days of receipt of electronic transactions and within three (3) business days of receipt of valid hardcopy 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.

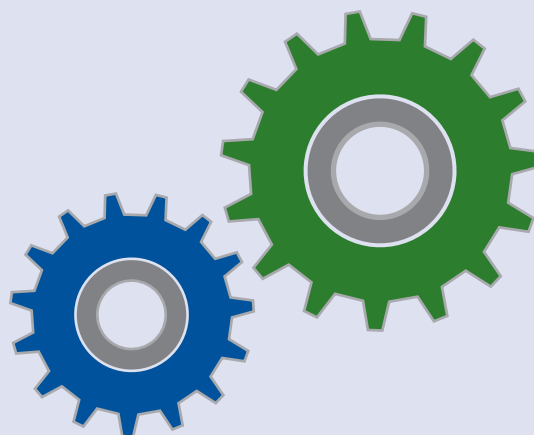
95% of invoices will be paid on time.

### Rate:

By agreement per customer

### Contact:

301-443-2990; [matthew.zakielarz@psc.hhs.gov](mailto:matthew.zakielarz@psc.hhs.gov)



*“FMS uses the Unified Financial Management System, an online, real-time application that accepts manual and electronic input.”*

# Financial Services

## Cost Allocation/ Indirect Cost Negotiations

The Division of Cost Allocation (DCA) provides negotiation services for indirect cost rate proposals and cost allocation plans. For more than 40 years, DCA has reviewed the cost allocation methods and practices of entities that receive federal funds 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, non-profit 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 the DCA website
- 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 indirect cost rate proposals 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.

95% of first-time grantees will have at least a 5% rate reduction in their proposed facilities and administrative (indirect) cost rate.

### Rate:

\$112.04 per hour

### Contact:

301-492-4855





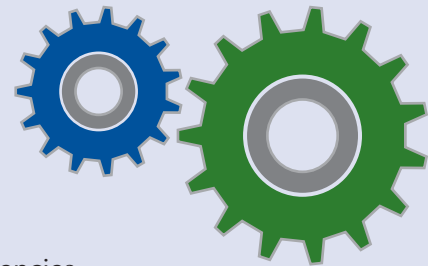
# Financial Services

## Debt Collection

PSC is a Treasury-designated debt collection center providing a full range of debt management and collection services that cover virtually all types of receivables.

### Services offered include:

- Accounting support
- Administrative wage garnishment
- Credit bureau reporting
- Credit card processing
- Custom letters, account statements, and billing statements
- Lockbox facilities
- Paper check conversion deposits
- Referrals:
  - Delinquent accounts to commercial debt collection agencies
  - Debts to the Department of Justice (DOJ) for enforced collection
  - Debts to the Treasury Offset Program (TOP) for administrative offset
  - Debts to Treasury for cross-servicing
  - Medicare and Medicaid participation exclusion
- Reporting – regulatory and ad hoc
- Internal Revenue Service (IRS) 1099C and 1098E reporting



### Offered to:

All federal agencies

### 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 from DOJ.

100% of Form 1099Cs will be issued to eligible health profession debtors, and the debt that is written off will be reported to the IRS by the due date.

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

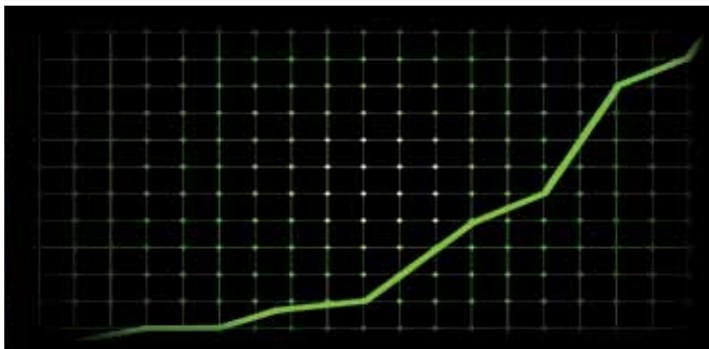
100% of Quarterly Treasury Reports on Receivables for Collections will be prepared accurately and transmitted to Treasury within one (1) business day of receipt.

### Rate:

\$230.49 per hour

### Contact:

301-443-2990; [matthew.zakielarz@psc.hhs.gov](mailto:matthew.zakielarz@psc.hhs.gov)



*“PSC is a Treasury-designated debt collection center providing a full range of debt management and collection services.”*

# Financial Services

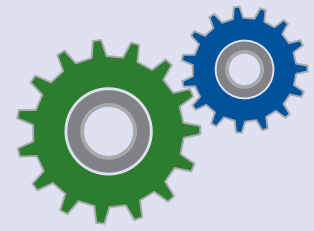
## Financial Reporting

The Financial Management Service (FMS) produces a full range of financial reports using data and reports generated from the Unified Financial Management System (UFMS). UFMS is an online, real-time application that accepts manual and electronic input, performs accounting edits and validations, and produces accounting transactions for the general ledger and subsidiary ledgers.

Major services include analysis and reporting of accounting data, preparation and distribution of financial reports, audited financial statements, financial statement notes, and supplemental information. FMS assures customer agencies that the financial reports meet all federal financial management system requirements and applicable federal accounting and transaction standards.

### Services offered include:

- Production of reports from Treasury's Federal Agencies' Centralized Trial-Balance System (FACTS) I and II
- Preparation or guided preparation of auditable financial statements in accordance with the requirements of the Chief Financial Officers Act of 1990
- Analysis of financial data from UFMS, as well as other financial sources, to ensure reasonableness
- Support, liaison, reports, and responses required during performance of audits by private accounting firms, OMB, Congressional Committees, and internal auditors
- Assistance to auditors in obtaining all documents and records selected for examination



### Services offered continued:

- Production of ad hoc reports upon request
- Coordination of the preparation of responses to observations and recommendations by audit agencies
- Tracking and ensuring completion of all program actions required to comply with accepted audit findings and recommendations
- Maintenance of systematic, easily retrievable records on all audit activity

### Offered to:

HHS

### Performance:

100% of the time, audit-quality quarterly and annual financial reports will be prepared within agreed-upon time frames.

100% of financial reports will be submitted within the Treasury/OMB published deadlines after the end of the covered period (e.g., monthly, quarterly, and yearly).

Findings will be reduced, and the annual clean opinion will be maintained.

### Rate:

Weighted level of effort

### Contact:

301-492-4945; [angela.walter@psc.hhs.gov](mailto:angela.walter@psc.hhs.gov)

*“FMS provides a full range of financial reporting and accounting services that meet strict federal financial management system requirements.”*



# Financial Services

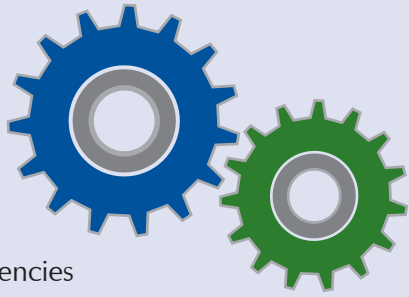
## Payment Management (Grant)

The Division of Payment Management (DPM) provides grant and grant-like payments, cash management, and grant accounting support services to agencies processing approximately 75% of civilian grant payments made by the federal government, amounting to more than \$412 billion annually.

The DPM Payment Management System (PMS) is one of two civilian grant payment systems approved by the Chief Financial Officers Council. It provides awarding agencies and grant recipients the tools to manage grant payment requests, drawdowns, and disbursement reporting activities. Awarding agencies may designate the level of oversight to be provided for a specific grantee's payment requests.

### 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. and foreign bank accounts)
- Cash management services that support the Cash Management Improvement Act
- Professional grant accounting support services
- PMS Web access for drawdown requests, reports and queries, and contacts
- Personalized account liaison services
- PMS training and Help Desk support
- Collection services on overdrawn grants, disallowed costs, and excess interest
- Audit and attestation support (SSAE-16 and requests for information)



### Offered to:

All federal agencies

### 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 five (5) business days of month end.

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

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

100% of the time, the PMS is available from 5:00 a.m. to 11:00 p.m., Monday through Friday, and from 9:00 a.m. to 9:00 p.m., Saturday and Sunday, excluding federal holidays.

### Rate:

Type 1 document: upon request\*

\*Type 1 document rate is formula driven and applies to state/local/tribal government grants. Please call for a Type 1 document rate calculation.

Type 2 document: \$65.06 per document\*\*

\*\*Type 2 document rate applies to non-profit/hospital/university grants.

### Contact:

301-492-4960; helio.chaves@psc.hhs.gov  
<http://www.dpm.psc.gov>



*"We process approximately 75% of civilian grant payments made by the federal government – more than \$412 billion annually."*

# Financial Services

## Payroll Accounting

Payroll Accounting Services maintains the Accounting for Pay System (AFPS) interface, which provides a complete payroll accounting solution. AFPS gives customers online capability to manage payroll costs at the Common Accounting Number (CAN) 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
- Reporting of payroll items to Treasury, states, Internal Revenue Service, and Department of Labor
- Preparation of SF-224, the monthly Statement of Transaction, and a variety of payroll and annual Departmental pension reports

### Offered to:

All federal agencies

### Performance:

95% of the time, payroll SF-224 information will be submitted to Treasury within three (3) business days of the following month.

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

95% of payroll errors will be corrected within the quarter.

### Rate:

\$40.21 per leave and earnings statement

### Contact:

301-443-2990; [matthew.zakielarz@psc.hhs.gov](mailto:matthew.zakielarz@psc.hhs.gov)





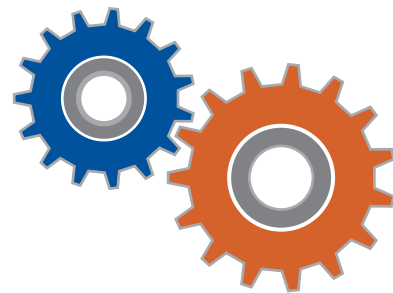
# Information Management Services

## Freedom of Information Act (FOIA)

The Division of FOIA and Records Management Services processes FOIA requests and appeals to ensure compliance with federal laws and HHS Freedom of Information 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 the Assistant Secretary for Health, PSC, and the Bethesda and Atlanta Client Services Divisions.

### Services offered include:

- Tracking appeals and 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 response letters
- Drafting final responses on appeal issues



**Offered to:**  
HHS

### Performance:

95% of requests and appeals will be logged into the tracking system, and interim letters will be sent to the requesters/appellants identifying the assigned case numbers and office contact information, within one (1) business day of receipt.

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

### Rate:

\$1,051.17 per request processed  
\$5,233.41 per appeal processed

### Contact:

301-492-4800; foiarequest@psc.hhs.gov



*“The Division of FOIA and Records Management Services tracks FOIA appeals and requests from receipt to completion.”*

# Information Management Services

## Information Security

Information Security Services are performed by the Information Security Branch, designated a Shared Service Center for Certification and Accreditation (C&A) of information systems by the Office of Management and Budget. Our certified security professionals are experts in computer security, information assurance, and security awareness. They are qualified in all areas required under the Department of Homeland Security's Information System Security Line of Business (ISSLOB). Our approach seeks to integrate C&A into the system development lifecycle, which assures our customers that their critical assets are securely maintained and adequately protected.

### Services offered include:

- C&A of systems security
- Assessment and Authorization (A&A) necessary to receive Approval to Operate (ATO)
- Information technology security awareness, privacy, and role-based training

### Services offered continued:

- Privacy assessments, systems of records notices, and development of privacy awareness programs
- Privacy awareness presentations to ensure adequate protection is in place for Personally Identifiable Information (PII)
- Assistance in meeting Federal Information Security Management Act (FISMA) requirements and responding to audits
- Security Test and Evaluation (ST&E), vulnerability assessment, and ethical hacking/penetration testing
- Project budgeting
- Continuous monitoring

### Offered to:

All federal agencies

### Performance:

90% of C&A/A&A projects are recommended for ATO without documentation changes.

90% of projects will be delivered within budget.

### Rate:

By agreement per customer

### Contact:

301-443-0881; [dara.murray@psc.hhs.gov](mailto:dara.murray@psc.hhs.gov)



# Information Management Services

## Operations and Management of Enterprise Systems

The Division of Enterprise Systems Operations Management (DESOM) is an experienced and customer-focused shared services provider that offers operations and management support for Human Resource (HR) and financial management enterprise information systems, including the Unified Financial Management System (UFMS), HHS Consolidated Acquisition Solution (HCAS PRISM), Property Management Information System (PMIS), an Integrated Time and Attendance System (ITAS), and the Enterprise Human Resource Processing System (EHRP).

UFMS is a Department-wide financial management solution that provides relevant, reliable, and timely financial information to support cost-effective business operations for HHS. UFMS utilizes the Oracle e-Business Suite and includes several custom interfaces and extensions.

EHRP, also known as CapHR, is a leading HR/benefits/payroll interface system based on PeopleSoft Human Capital Management software that supports the HHS Human Resource Line of Business.

DESOM leverages service delivery and system management frameworks to bring best practices from across the private and public sectors to its customers. Based on extensive federal systems management experience, DESOM has developed customized processes, practices, and tools that address the unique needs of its customer environments.

### Services offered include:

- IT services management, including incident management, change and release management, and configuration management
- Integrated testing suite, including performance, regression, and security testing
- Scalable Help Desk assistance with up to 24/7 coverage (additional Tier 3 support for financial and HR systems)
- IT infrastructure and database management services
- Application development and support
- System transformation advisory services, including standup, migration, optimization, and decommissioning
- Program management, contract, and vendor management support
- Security management
- System training
- Data warehouse system and integrated reporting, utilizing state-of-the-art database technology
- Application-specific support services, including coordination and interface with internal and external systems such as:
  - GovTrip Travel System
  - Accounting for Pay System
  - Defense Finance and Accounting Service
  - Departmental Contracts Information System
  - Treasury



**Services offered continued:**

- Support of the HHS Chief Financial Officer audit, OPM Agreed-Upon Procedures reviews, Statement on Standards for Attestation Engagements, GAO Federal Information System Controls Audit Manual (FISCAM), and OMB Circular A-123 (Management Accountability and Control) efforts
- Coordination of end-of-period functions (i.e., pay period, monthly, quarterly, and yearly)

**Offered to:**

All federal agencies

**Performance:**

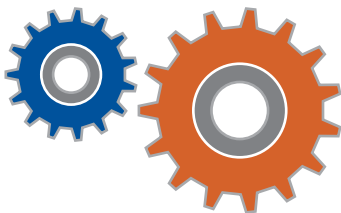
**UFMS and HCAS**

99.8% of the time, excluding scheduled business/system maintenance and network outages, financial systems will be available.

95% of critical correspondence (calls/tickets/emails) will be responded to and triaged within one (1) business hour.

95% of high correspondence (calls/tickets/emails) will be responded to and triaged within eight (8) business hours.

90% of deployed change requests, excluding data fixes, will not result in a new incident.



**Performance continued:**

**EHRP (CapHR) and ITAS**

98% of the time, the CapHR System will be available, excluding scheduled business/system maintenance and network outages.

98% of the time, excluding scheduled business/system maintenance and network outages, ITAS will be available.

98% of automated standard reports will be delivered within 8 business hours of the established delivery time.

95% of general ad hoc reports will be delivered within eight (8) business hours of the agreed delivery time upon the confirmed receipt of the customer's request.

95% of critical ad hoc reports will be delivered within four (4) business hours of the agreed delivery time upon the confirmed receipt of the customer's request.

90% of Help Desk tickets will be created within three (3) business hours of receiving a call or email.

**Rate:**

**UFMS, HCAS, and PMIS**

Cost to Operating Divisions (OpDivs) by agreement

**EHRP (CapHR) and ITAS**

\$336.19 per W-2

**Contact:**

**UFMS, HCAS, and PMIS**

301-504-3115; ed.klein@psc.hhs.gov

**EHRP (CapHR) and ITAS**

301-504-3097; gregory.huttman@hhs.gov





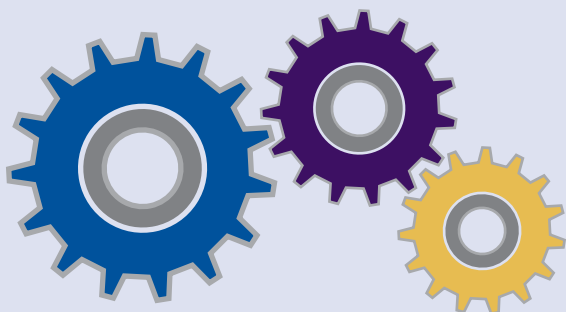
# Logistics Services

## Storage

PSC provides general storage at its Personal Property Facility (PPF) in Gaithersburg, Maryland, and specialized custom storage for medical supplies and pharmaceuticals at the Supply Service Center (SSC) in Perry Point, Maryland. PPF is a state-of-the-art facility that affords customers a variety of space configurations. SSC is a current Good Manufacturing Process-compliant (cGMP) facility specializing in storage and materiel management for pharmaceutical, medical/surgical, emergency response, and related supplies.

### Services offered include:

- Secure short-term or long-term storage
- Customer-provided new acquisition storage
- SSC-acquired materiel storage and management including potency/dating surveillance
- 24-hour video monitoring and climate control
- Transportation and delivery services
- Disposal services



### Offered to:

All federal agencies

### Performance:

#### Personal Property Facility

95% of items for storage will be picked up from the customer by close of business on the third business day after receipt of request.

95% of materials delivered to the PPF will be processed and stored by close of business, no more than two (2) business days after receipt.

#### Supply Service Center

Performance is by agreement and determined by specific customer requirements.

### Rate:

#### Personal Property Facility

\$.06 per square foot per day

#### Supply Service Center

By agreement per customer

### Contact:

#### Personal Property Facility

240-276-0800; eddie.moore@psc.hhs.gov

#### Supply Service Center

410-642-2244; mark.burchess@psc.hhs.gov



# Logistics Services

## Labor and Moving

The Labor Services team provides labor, guidance, and move support to all federal agencies.

### Services offered include:

- Pickup, transport, and unloading of materials for interoffice moves and building relocations by a professional workforce
- Assembly and disassembly of furniture and components
- Pickup and delivery of boxes and packages
- Rearrangement of office space
- Labor services for other non-personal service requirements

Support personnel can be dispatched to customer locations at any time from the Personal Property Facility located in Gaithersburg, Maryland.

### Offered to:

All federal agencies

### Performance:

95% of internal material will be delivered, and surplus property will be picked up, by close of business on the third business day after the request.

### Rate:

\$38.49 per hour

### Contact:

#### Parklawn

301-443-2567; [darryl.bailey@psc.hhs.gov](mailto:darryl.bailey@psc.hhs.gov)

#### Southwest Complex

202-401-8651; [surayya.richardson@psc.hhs.gov](mailto:surayya.richardson@psc.hhs.gov)

#### Personal Property Facility

240-276-0909; [craig.moore@psc.hhs.gov](mailto:craig.moore@psc.hhs.gov)

## Mail Management and Policy

Mail Management and Policy offers twice-daily interoffice delivery and pickup of all categories of official government documents or packages to the Parklawn Building, outlying government facilities, Federal Register, Government Printing Office, and the Southwest Complex offices in Washington, DC.

### Services offered include:

- Certified, Registered, and Foreign mail services
- Special Hand Carry messenger service upon request to existing government buildings
- Interagency mail service
- Domestic and international express and ground service
- United Parcel Service (UPS) Overnight delivery
- Cost comparison for mail service
- Special assembling of mailing jobs on a per request basis

### Offered to:

All federal agencies

### Performance:

99% of properly addressed and legible incoming and outgoing mail will be processed within one (1) business day of receipt.

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

### Rate:

\$.22 per mail piece plus actual postage and/or UPS Air and Ground charges

### Contact:

301-443-5921; [bobbisue.cline@psc.hhs.gov](mailto:bobbisue.cline@psc.hhs.gov)

NOTE: The Departmental Mail Manager is located within the AOS Division of Support Services and provides implementation of policies and procedures to manage and maintain an efficient and economical mail management operation for HHS. The Mail Manager also provides analytical advice, instructions, and guidance to the Operating Division (OpDiv) Mail Managers concerning a variety of mail management operations policies.



# Logistics Services

## Medical Supply

With more than 88 years in operation, the Supply Service Center (SSC) offers expert, trouble-free health supply management support. SSC 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 is a bulk pharmaceutical repackaging facility registered with the Food and Drug Administration.

### Services offered include:

- 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





**Offered to:**

All federal agencies

**Performance:****Customer correspondence**

95% of customer requests and inquiries will be addressed within one (1) business day. This support will include personal contact with customers by telephone and/or email.

**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 three (3) business days of order receipt.

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

98% of Express Orders will be processed and shipped within one (1) business day of order receipt.

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.

**Performance continued:****Order discrepancies**

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

99.7% of deliveries to customers will have no discrepancies.

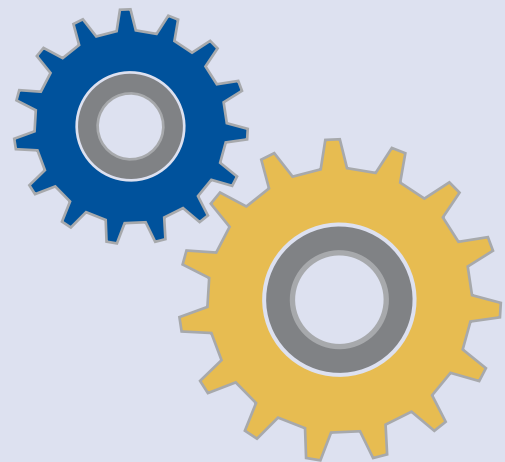
99.95% of deliveries to customers will have no damaged shipments.

**Rate:**

For a current list of products and prices, see the SSC Medical Catalog at <http://sscweb.psc.gov>

**Contact:**

410-642-2244; [pscacquisitions@psc.hhs.gov](mailto:pscacquisitions@psc.hhs.gov)  
<http://sscweb.psc.gov>



*“With more than 88 years in operation, SSC offers expert, trouble-free support.”*





# Logistics Services

## Product Distribution

Delivery of customers' products in a timely, effective, and cost-efficient manner is important. Through inventory control, management services, and an integrated internal shipping and handling service, the Product Distribution team minimizes customer-paid shipping costs to move printed items, as well as other forms of media, worldwide.

### Services offered include:

- Receiving, storing, and distributing customer-owned stock
- Issuing organization 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
- Online ordering of all products is available 24/7 at <https://propshop.psc.gov>

### Offered to:

All federal agencies

### Performance:

100% of orders will be shipped within three (3) business days of receipt.

100% of premium or overnight service requests will be processed and shipped the same day, if received with 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.

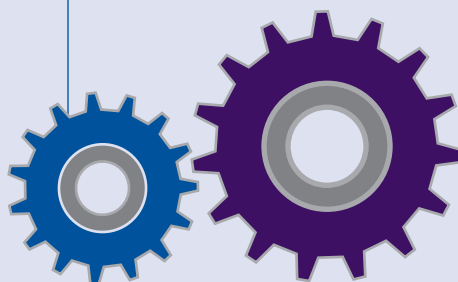
### Rate:

Web-Streamed Distribution:  
\$20.85 per line item plus actual

Mass-Mail Distribution:  
\$1.84 per mailing address

### Contact:

240-276-0909; [michael.plowden@psc.hhs.gov](mailto:michael.plowden@psc.hhs.gov)



# Occupational Health Services

## Automated External Defibrillator

More than 300,000 Americans die of Sudden Cardiac Arrest (SCA) every year, and many such deaths occur in the workplace. Immediate use of an automated external defibrillator (AED) could save up to 50% of these lives.

The AED program from Federal Occupational Health integrates life-saving equipment into a comprehensive program that ensures the highest level of responder preparedness.

### Services offered include:

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

### Offered to:

All federal agencies

### Performance:

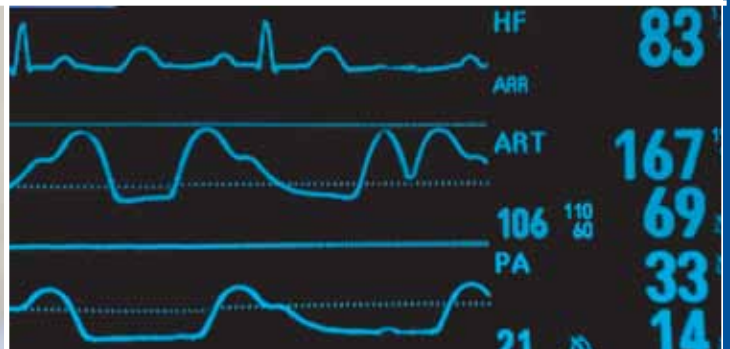
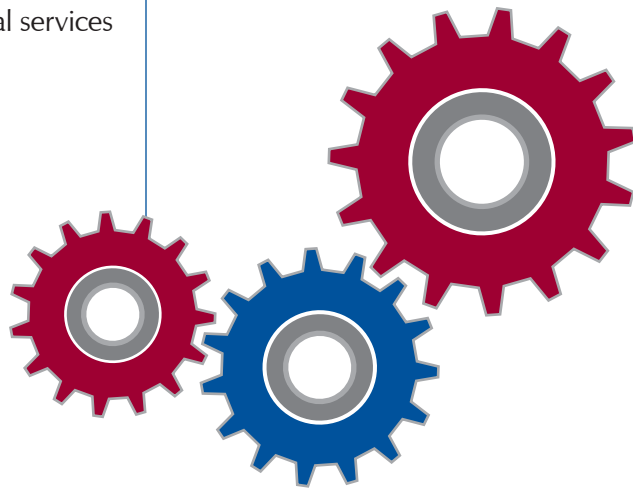
95% of requests for new equipment will be processed within two (2) business days.

### Rate:

By agreement per customer

### Contact:

1-800-457-9808; fohportal@psc.hhs.gov  
<http://www.foh.hhs.gov>



# Occupational Health Services

## Clinical

Clinical health and wellness services improve and maintain the health of federal employees. These services help managers meet federal regulatory requirements and increase the overall productivity of the federal workforce.

Federal Occupational Health (FOH) has more than 65 years of experience delivering solutions to more than 360 federal partners, reaching 1.8 million employees. FOH delivers comprehensive, integrated occupational health and wellness services through a nationwide network of more than 3,000 providers and nearly 300 managed sites.

### Services offered include:

- 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 exposure to job hazards (e.g., noise, asbestos, and chemicals)

### Services offered continued:

- Medical surveillance programs to monitor exposure 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)

### Offered to:

All federal agencies

### Performance:

95% of appointments will be made within 24 hours of request.

95% of surveyed clients will rate their satisfaction with services as good or excellent.

### Rate:

By agreement per customer

### Contact:

1-800-457-9808; fohportal@psc.gov  
<http://www.foh.hhs.gov>



*“From doctors and nurses to the administrators of the program, the FOH staff show a firm dedication to their services.”*

# Occupational Health Services

## Employee Assistance Program

The Employee Assistance Program (EAP) helps employees and managers develop the skills and confidence needed to deal with challenges and opportunities at work and in life. With the help of EAP, employees learn how to manage issues such as stress, relationship concerns, grief, addictions, financial distress, or health problems.

EAP helps agencies build a healthy and productive workforce by promoting emotional wellness throughout federal workplaces.

### Services offered include:

- Face-to-face assessments, solution-focused counseling, referral services for family/relationship issues, workplace concerns, personal and emotional difficulties, health and behavioral issues, alcohol and drug problems, and more
- 24/7 telephone access for managers, employees, and family members
- EAP orientation for employees and managers
- Health and wellness presentations
- Comprehensive, interactive EAP website
- Critical Incident Stress Management
- Financial and legal services, including identity theft prevention and recovery services
- Quarterly reports providing EAP usage details to evaluate and highlight program effectiveness

### Offered to:

All federal agencies

### Performance:

95% of requests for EAP services from employees will be responded to within two (2) hours of request.

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

Call abandonment rate (ABR) at the EAP Service Center will not exceed 5%.

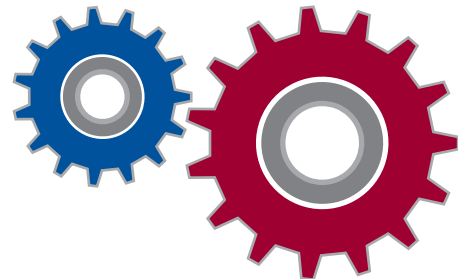
Average speed of answer (ASA) at the EAP Service Center will not exceed 20 seconds.

### Rate:

By agreement per customer

### Contact:

1-800-457-9808; [fohportal@psc.hhs.gov](mailto:fohportal@psc.hhs.gov)  
<http://www.foh.hhs.gov>



*“EAP is a results-oriented program that helps individuals and organizations manage the challenges of daily life.”*





# Occupational Health Services

## Environmental Health

Providing a safe and healthy workplace enables employees to focus on their agency's mission. Environmental Health Services from Federal Occupational Health (FOH) promotes total workplace wellness and increased productivity.

Environmental Health Services uses an integrated approach that helps agencies comply with Occupational Safety and Health Administration and environmental health regulations. FOH provides the expertise and experience needed to anticipate, evaluate, and control hazards in the federal workplace while also maintaining and improving employee health, productivity, and morale.

### Services offered include:

- 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
- Asbestos detection, monitoring, and abatement oversight
- Lead-based paint detection, monitoring, and abatement oversight
- Water quality assessments and studies
- Food service safety and sanitation programs, inspections, and assessments
- Development and implementation of the personal protective equipment program

### Services offered continued:

- 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:
  - Accredited Asbestos Lead Training (Environmental Protection Agency/Department of Housing and Urban Development curriculum)
  - 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
- Development and implementation of the hazard communication program
- Laboratory analytical services (chemical, fine particle, and microbiological)
- Support for "green" projects and sustainability efforts through consultation and evaluation of plans and programs



**Offered to:**

All federal agencies

**Performance:**

95% of requests for field work/services will be provided within the negotiated due date.

95% of all written reports will be delivered to the customer by the negotiated due date.

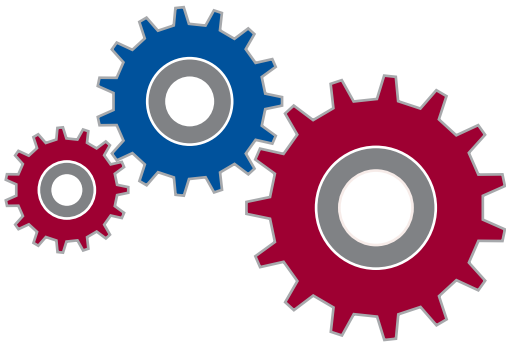
95% of requests for personal protective equipment and occupational health support in response to emergencies will be delivered to the disaster site within 24 hours.

**Rate:**

By agreement per customer

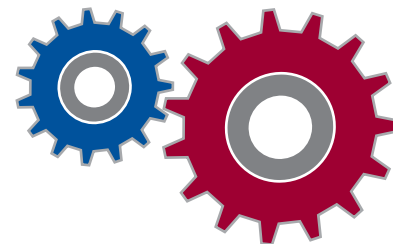
**Contact:**

1-800-457-9808; fohportal@psc.hhs.gov  
<http://www.foh.hhs.gov>



*“Environmental Health Services uses an integrated approach to promote total workplace wellness and increased productivity.”*

# Occupational Health Services



## Wellness/Fitness

Wellness and fitness services offer numerous benefits to employees, resulting in reduced absenteeism and healthcare costs, greater job satisfaction, and improved morale and productivity.

Federal Occupational Health (FOH) Wellness/Fitness Services are in accordance with the President's *HealthierUS Initiative* and are designed to improve the health of every federal employee. These services provide agencies with the certified professionals, facilities, programming, and support to establish and maintain fitness centers or virtual fitness programs at federal work sites.

### Services offered include:

- 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

### Services offered continued:

- Group exercise classes (Yoga, Pilates, Sculpt, and Aerobics)
- Online Health Risk Appraisals (HRAs) and comprehensive lifestyle management website
- Motivational challenges and contests
- Health promotion programs (e.g., newsletters, bulletin boards, and seminars)
- Fitness equipment management
- Health and fitness fairs
- Membership fee collection

### Offered to:

All federal agencies

### Performance:

95% of customers will be satisfied with overall staff helpfulness.

95% of customers will be satisfied with the Wellness/Fitness programs offered.

### Rate:

By agreement per customer

### Contact:

1-800-457-9808; fohportal@psc.gov  
<http://www.foh.hhs.gov>



*"A healthier workforce with more energy is the most significant outcome of the two fitness centers used by nearly 700 employees."*

# Occupational Health Services

## Work/Life

The Work/Life Program from Federal Occupational Health provides a flexible range of options to help boost productivity by providing resources and tools to help employees ease the tension between their work and personal priorities. The program offers research, referral to qualified resources, confidential consultation, and interactive Web tools.

### Services offered include:

- Resources and information pertaining to:
  - Child care and parenting
  - Adult care and aging, including free in-person assessments by a professional geriatric manager
  - Pregnancy and adoption
  - Financial and legal concerns, including retirement planning
  - Daily needs (e.g., moving relocation, home repair, and others)
- Educational kits specific to prenatal care, child safety, college, adult care, and wellness
- Quarterly reports that provide usage details to highlight agency caregiving need
- Return-on-investment reports that demonstrate bottom-line value of dollars invested
- 24/7 toll-free telephone access

### Offered to:

All federal agencies

### Performance:

90% of requests for Work/Life customized referrals and educational materials will be fulfilled within two (2) business days of intake.

90% of responses on the Quality Assurance survey will be positive on overall satisfaction.

Call abandonment rate (ABR) at the Work/Life Service Center will not exceed 5%.

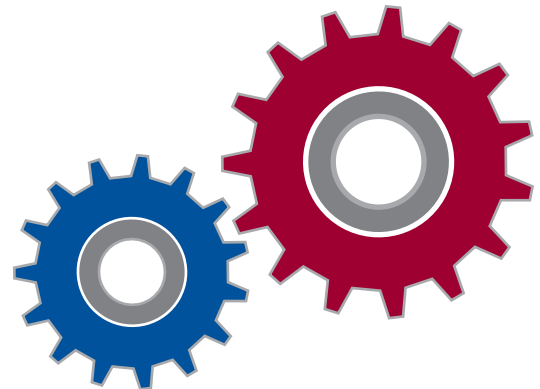
Average speed of answer (ASA) at the Work/Life Service Center will not exceed 20 seconds.

### Rate:

By agreement per customer

### Contact:

1-800-457-9808; fohportal@psc.hhs.gov  
<http://www.foh.hhs.gov>



*“The Work/Life Program boosts productivity by providing resources and tools to help employees.”*





# Project Management Services

Project management services identify, develop, and implement solutions that assist federal agencies in maximizing return on information technology (IT) investments and support strategic business goals.

## Services offered include:

- Project management
- IT systems development
- Communication plan development and execution
- Project scheduling
- Project budgeting
- Change management
- IT systems implementation
- System stabilization
- Information security

## Offered to:

All federal agencies

## Performance:

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

90% of projects will be delivered within budget.

## Rate:

By agreement per hour

## Contact:

301-443-2365; [steve.wood@hhs.gov](mailto:steve.wood@hhs.gov)



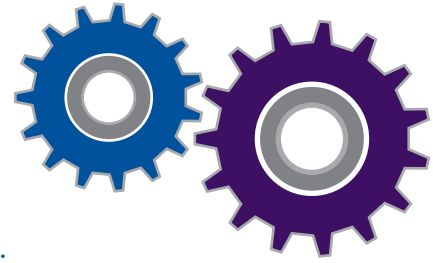
# Property Management Services

## Asset Management

The Asset Management team offers an automated, electronic, and efficient method of tracking customer personal property assets for the HHS 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 for customer agencies for qualified material received directly at the PSC Personal Property Facility (PPF)
- 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 PPF
- Advising on activity when rotational inventories are due
- Providing technical support for completion of mandatory three-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



**Offered to:**  
HHS

### Performance:

95% of system users will be assigned within two (2) workdays after receipt of final request.

98% of all customer requests for new catalog entries to the PMIS system will be completed within three (3) workdays of final request.

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

98% of system user responsibility packets will be prepared within five (5) business days after a user account is established.

### Rate:

Under \$25,000: \$.20 per item per month\*  
Over \$25,000: \$23.62 per item per month\*

\*Plus actual cost of additional customer-specific requirements.

### Contact:

240-276-0800;  
myla.muise@psc.hhs.gov  
stanford.walrond@psc.hhs.gov  
kyle.lewis@psc.hhs.gov



# Property Management Services

## Building Management

PSC Building Management oversees more than 1.1 million square feet of delegated leased space and provides lease administration services in seven non-delegated leased buildings. Members of the Building Management team hold professional designations in real property services, energy management, and environmental and facility safety.

### 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
- 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

### Offered to:

HHS

### Performance:

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

A minimum of 70% of all service calls will receive a follow-up call from the Help Desk to ensure that the service was provided successfully.

### Rate:

Parklawn: \$8.90 per square foot per year  
Outbuilding: \$.58 per square foot per year

### Contact:

301-443-6340; [buildingmanagement@psc.hhs.gov](mailto:buildingmanagement@psc.hhs.gov)



*“Specialists hold professional designations in real property services, energy management, and environmental and facility safety.”*



# Property Management Services

## Employee Child Care

Employee Child Care Services provides assistance to federal employees through the Healthy Beginnings Child Care Development Center (HBCDC) and the Child Care Subsidy Program.

The HBCDC facility, in the Parklawn Building complex, has an enrollment capacity of 118 children. The facility can accommodate infants, toddlers, and preschool-age children.

### Services offered include:

- 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 make child care costs more affordable for employees who meet specific criteria. By serving as liaison between the parents and the subsidy contractor, Employee Child Care Services makes payments to the child care provider on a timely basis.

### Offered to:

All federal agencies

### Performance:

95% of parent calls and requests for information will be responded to within one (1) business day.

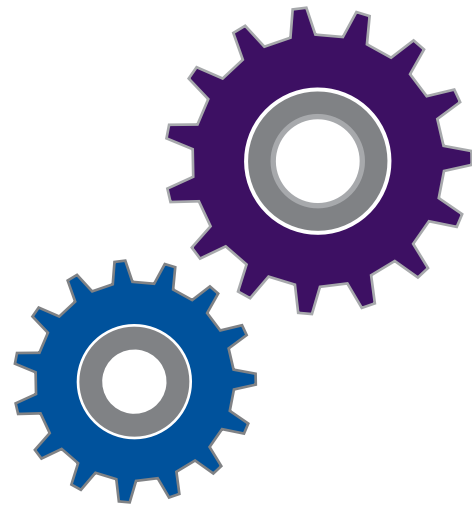
95% of employee child care subsidy applications will be reviewed and sent to the contractor within three (3) business days of receipt.

### Rate:

\$3,207.13 per agreement, 21.47% surcharge

### Contact:

301-443-2232; [rebecca.donnelly@psc.hhs.gov](mailto:rebecca.donnelly@psc.hhs.gov)



*“The HBCDC has an enrollment capacity of 118 children – infants, toddlers, and preschoolers.”*





# Property Management Services

## Property Disposal

Property Disposal includes 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.

The service works cooperatively with the HHS Property Management Information System (PMIS) team to ensure timely updating of accountable property records, when applicable.

### Offered to:

All federal agencies

### Performance:

95% of property identified as surplus will be received at the Personal Property Facility within three (3) business days of request.

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

### Rate:

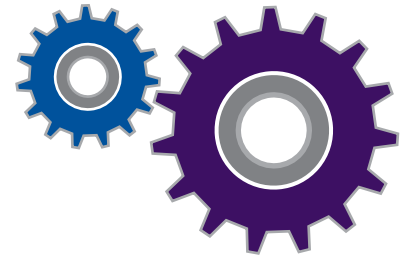
Furniture:  
\$23.80 per piece plus actual

Equipment (Automated Data Processing):  
\$24.04 per piece plus actual

Equipment (Large/Scientific/Hazardous):  
\$816.61 per piece plus actual

### Contact:

240-276-0800; eddie.moore@psc.hhs.gov



## Real Property

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 this authority 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 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 non-profit organizations. It monitors and oversees the proper use of the property after its transfer.

### Offered to:

HHS

### Performance:

100% of information requests will be processed within two (2) business days of receipt.

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

### Rate:

\$9.42 per FTE per year

### Contact:

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



*“The Real Property Branch administers the Federal Property Assistance Program for the U.S. Department of Health and Human Services.”*

# Property Management Services

## Property Management Services

### Shredding

The PSC Document Destruction Service is a reliable, convenient, state-of-the-art process that ensures sensitive paper materials remain secure from the time of collection until destruction.

#### Services offered include:

- Lockable storage containers provided to HHS Operating and Staff Division (OpDiv and StaffDiv) customers in the Baltimore/Washington metropolitan area for convenient collection of sensitive documents
- Assurance of secure handling:
  - All personnel assigned to pick up sensitive paper documents from customer locations are cleared for and carry a Homeland Security Presidential Directive 12 (HSPD-12) Personal Identity Verification (PIV) card
  - All personnel assigned to handle HHS material onsite or offsite are background checked
- Transport of materials to a local, secured site for destruction, where material is shredded under closed circuit surveillance and then recycled
- 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
- Agency's annual shredding data provided upon request to assist with recycling initiatives
- Easy ordering of containers or requests for shredding service at <https://propshop.psc.gov>

#### Offered to:

All federal agencies

#### Performance:

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

90% of special orders placed for pickup (outside of the biweekly schedule) will be completed within three (3) business days of receipt.

95% of telephone inquiries will be responded to within one (1) business day.

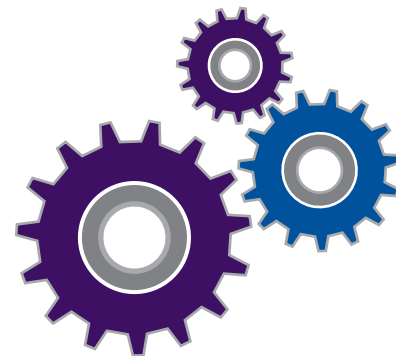
#### Rate:

\$.21 per lb\*

\*Additional charge of \$70 for special pick-up requests outside of the biweekly schedule.

#### Contact:

301-443-6340; [robyn.evans@psc.hhs.gov](mailto:robyn.evans@psc.hhs.gov)  
<https://propshop.psc.gov>



*“A reliable, convenient, state-of-the-art process that ensures sensitive paper materials remain secure from the time of collection until destruction.”*



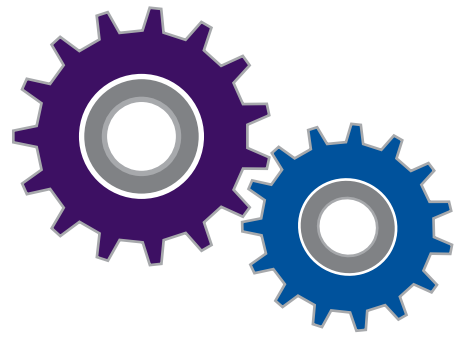
# Property Management Services

## Space Acquisition and Alterations

The PSC Space Management Branch (SMB) acquires General Services Administration (GSA) leases and manages office, warehouse, laboratory, or other technical facilities on behalf of customers. The SMB serves as liaison between the customer and GSA in all phases of a project and provides a turn-key approach to meeting space needs. Design and construction management services are available for many types of space, including executive suites, open office plans, warehouses, laboratories, daycare facilities, and historical buildings.

### Services offered include:

- Development of project procurement strategies
- Identification and acquisition of suitable GSA leases
- Space design and construction management
- Review of scopes of work, proposals, and contracts for construction
- Coordination of direct contracts
- Occupancy
- Move-in



### Offered to:

All federal agencies

### Performance:

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

### Rate:

By agreement per customer

### Contact:

301-443-2001; [john.hicks@psc.hhs.gov](mailto:john.hicks@psc.hhs.gov)



# Regional Support Services

PSC coordinates and facilitates a wide range of services for HHS customers through its Regional Support Program.

## Services coordinated and facilitated include:

- Building management and maintenance
- Space acquisition and alterations
- Asset management and property disposal
- Subsidized mass transit support/distribution (Transshare and **GO!card™**)
- Telecommunications support
- Mail services
- Homeland Security Presidential Directive 12 (HSPD-12) services and badge recertification (available to HHS only)
- Other administrative support services

## Offered to:

All federal agencies

## Performance:

95% of all customer requests or inquiries for assistance will be responded to within one (1) business day.

## Rate:

By agreement per FTE count

## Contact:

202-437-7907; [alisa.cottone@hhs.gov](mailto:alisa.cottone@hhs.gov)  
301-957-0567; [jamie.cooke@psc.hhs.gov](mailto:jamie.cooke@psc.hhs.gov)

*“PSC personnel in each of the HHS regional offices coordinate and facilitate a wide range of services for our Regional Support Program customers.”*





# Security Services

## Background Investigations

The Division of Security and Emergency Services (DSES) provides comprehensive background investigations that comply with 5 CFR 731, Executive Order 10450, Homeland Security Presidential Directive 12 (HSPD-12), and customer requirements.

### Services offered include:

- Processing suitability and security investigations using eQIP (Electronic Questionnaire for Investigations Processing) for accuracy and forwarding cases to the Office of Personnel Management (OPM) for investigation
- Initiating pre-employment fingerprint checks
- Conducting reinvestigations as required
- Fingerprinting federal employees and contractors
- Briefing and debriefing personnel
- Adjudicating suitability investigations

### Offered to:

All federal agencies

### Performance:

90% of personnel suitability cases will be adjudicated within 90 business days of receipt of case records from OPM.

### Rate:

\$794.62 per request plus actual cost of OPM investigation

### Contact:

301-443-2714; [personnelsecurity@psc.hhs.gov](mailto:personnelsecurity@psc.hhs.gov)

## Digital Fingerprinting and Special Agency Checks

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.

### Offered to:

All federal agencies

### Performance:

95% of favorable fingerprint results returned to DSES from the Office of Personnel Management (OPM) will be provided to the sponsor within five (5) business days of receipt.

### Rate:

\$112.26 per request plus actual cost of OPM fingerprint charge

### Contact:

301-443-2714; [security@psc.hhs.gov](mailto:security@psc.hhs.gov)

*“DSES processes suitability and security investigations and forwards cases to the Office of Personnel Management for investigation.”*



# Security Services

## HSPD-12 Badge Issuance and Recertification

The Division of Security and Emergency Services (DSES) provides end-to-end and tailored programs to meet Homeland Security Presidential Directive 12 (HSPD-12) requirements in a timely manner. Personal Identity Verification (PIV) cards that allow logical access are issued to HHS employees and contractors. Recertification is required every 36 months for federal employees and every 12 months for contractors.

### Services offered include:

- HSPD-12 enrollment for PIV card
- Offsite enrollment services
- Issuance of PIV card
- Recertification

### Offered to:

HHS

### Performance:

95% of applicants will be contacted for HSPD-12 enrollment within seven (7) business days of receipt of paperwork.

95% of applicants will be contacted for PIV card issuance within seven (7) business days of receipt of card.

95% of all properly received recertification requests will be scheduled within five (5) business days of receipt of request.

### Rate:

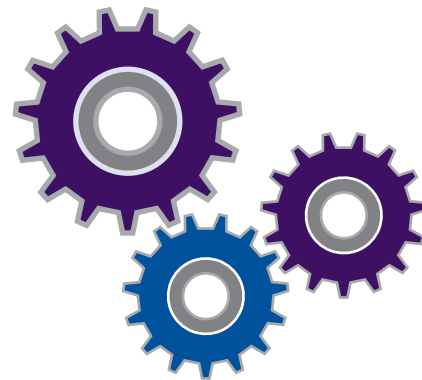
HSPD-12 Badges: \$190.80 per request

Non-HSPD-12 Badges: \$76.00 per request

Recertification: \$30.87 per request

### Contact:

301-443-2714; [security@psc.hhs.gov](mailto:security@psc.hhs.gov)



*“DSES provides end-to-end and tailored programs that help the U.S. Department of Health and Human Services meet HSPD-12 requirements.”*

# Security Services

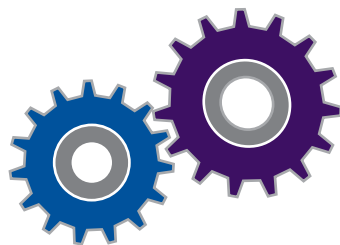
## Physical Security

Protecting personnel, facilities, and critical infrastructure is a key responsibility of every federal agency. The Division of Security and Emergency Services (DSES) 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 stand-alone monitoring systems (e.g., 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
- Integration of Personal Identity Verification (PIV) cards and physical access control systems



### Services offered continued:

#### 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 Department of Homeland Security (DHS) and to balance customer needs and requirements
- Development and maintenance of protocols for implementing DHS National Alert Levels
- Guards and services for special events

### Offered to:

All federal agencies

### Performance:

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

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

### Rate:

Parklawn: \$8.47 per square foot per year  
Outbuilding: Actual cost plus 13% fee

### Contact:

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



*“DSES offers comprehensive services to ensure that customer agencies have the best protection possible.”*

# Telecommunications Services

The PSC Telecommunications team offers federal agencies located in the National Capital Area (NCA) flexible, responsive, and cost-effective telecommunications services and products. This is accomplished through managing partnerships with customers and acting as liaison between customer telecommunications managers and telecommunications vendors.

## Services offered include:

- Telecommunications equipment and installation
- Voice telecommunications technical design and support
- Voicemail services
- Management of the HHS NCA voicemail system
- Domestic and international calling cards
- Toll-free services
- Management and oversight of domestic and international long-distance connectivity and services
- Advice and assistance for audio conference calls
- Centralized, error-free billing for telecommunications dial-tone, voicemail, adds/moves/changes, and telecommunications equipment
- Monitoring of vendor invoices to ensure accuracy and contract compliance
- Advice and assistance on customer billing issues
- Management of desktop maintenance for telecommunications services
- Evaluation of proposals from contractors to provide state-of-the-art equipment and services

## Offered to:

All federal agencies in the NCA

## Performance:

### Installation and connectivity

95% of telephone service requests involving 10 or fewer stations will be processed within three (3) business days of receipt. The customer will receive notification that the request has been processed and confirmation of the service delivery date.

### Management and support

95% of all telephone trouble/repair calls will be cleared within one (1) business day of the initial report.

## Rate:

### Installation and connectivity

\$88.80 per line per year plus actual cost of equipment and service usage

### Management and support

\$38.16 per line per year plus actual cost of equipment and service usage

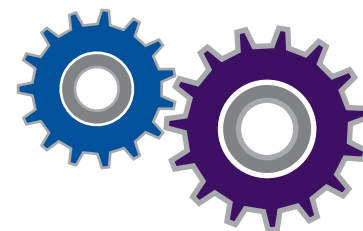
## Contact:

301-402-4736; don.ditullo@psc.hhs.gov  
301-594-0551; bradly.foster@psc.hhs.gov





# Transportation, Travel, and Telework Services



## Employee Relocation

Relocation Services provides comprehensive customer care and operational support. To ensure customers' needs are met, each employee is assigned a dedicated relocation counselor to assist and guide the employee through the relocation process. From pre-move counseling to payment, Relocation Services removes the day-to-day administrative tasks and allows the employee to concentrate on his/her move.

### Services offered include:

- Fully automated end-to-end process includes:
  - Pre-move employee counseling
  - Preparation of travel order/authorization voucher
  - Interface with customer accounting systems to automate obligations and payments
  - Comprehensive reporting
  - Arrangement for third-party services
  - Processing of third-party invoices
  - Preparation of W-2s
- Dedicated, highly skilled relocation counselors with knowledge of Federal Travel Regulations (FTR), Joint Federal Travel Regulations (JFTR), Department of State Standardized Regulations (DSSR), and the Foreign Affairs Manual (FAM)
- Relocation policy guidance and assistance
- Standardization and enforcement of relocation policy
- Comprehensive reporting, down to the expense level, to meet all Office of Management and Budget and General Services Administration reporting requirements

### Services offered continued:

- Setup, maintenance, and updating of the Permanent Change of Station (PCS) software, including maintaining the customer profile, per diem rates, system audits and edits, security tables, and accounting
- Customer service and assistance, Monday through Friday, from 7:00 a.m. to 4:30 p.m.
- Support for all relocation types:
  - Continental United States (CONUS)
  - Specific Authority (fellowships)
  - Transfers
  - Uniformed Services (Commissioned Corps)
  - Outside of Continental United States (OCONUS) – Foreign and Non-Foreign
  - Temporary Change of Station
  - Early Return of Dependents
  - New Appointee
  - Home Leave
  - Education Travel

### Offered to:

All federal agencies

### Performance:

95% of the time, the initial counseling session for a relocating employee will be conducted within 48 hours of the request.

### Rate:

By agreement per customer

### Contact:

301-443-9552; david.flynn@hhs.gov



*“Relocation Services removes the day-to-day administrative tasks and allows the employee to concentrate on his/her move.”*

# Transportation, Travel, and Telework Services

## Telework Strategy Solutions

PSC works with the Office of Personnel Management (OPM) to provide services that assist organizations in developing and implementing telework programs. These programs reduce operating costs, increase employee morale, expand recruiting scope, minimize environmental impact, and decrease energy consumption.

### Services offered include:

- Evaluation of the organization's telework knowledge
- Review of the organization's telework policy
- Guidance for determining position classification and eligibility
- Advice for aligning individual and organizational performance with telework strategies
- Training for managers and employees
- Development of individual employee telework plans

### Offered to:

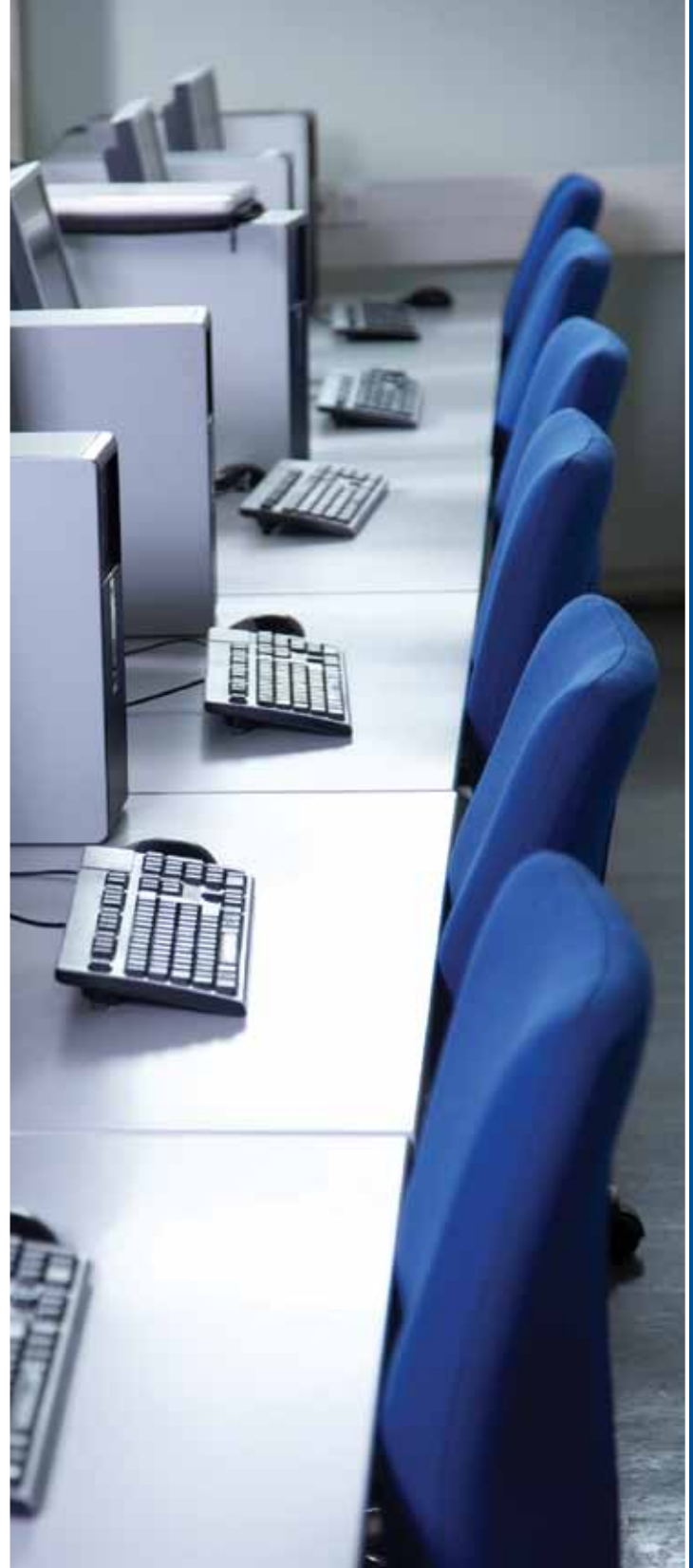
All federal agencies

### Rate:

By agreement per customer

### Contact:

301-957-0567; [jamie.cooke@psc.hhs.gov](mailto:jamie.cooke@psc.hhs.gov)



# Transportation, Travel, and Telework Services

## Transit Subsidy Benefits (Transhare and **GO!card™**)

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

### Offered to:

All federal agencies

### Performance:

95% of eligible new enrollees will have access to benefits within 10 business days of application receipt.

### Rate:

7.9% of media value plus applicable fees

### Contact:

301-443-2414; david.flynn@hhs.gov



**GO!card**, exclusively available to PSC Transhare customers, is a revolutionary way for federal employees to receive monthly transit subsidy benefits. The cardholder is permitted to purchase transit passes, vouchers, or other fare media (transit media) for subway, bus, train, and/or ferry service directly from transit vendor(s). The approved subsidy amount is applied to the cardholder account each month.\* PSC is working with transit vendors nationwide to ensure the modernization of their systems in order to improve our programs and provide you with the easiest and most efficient mass transit benefits.

### For more information:

Email: [gocard@hhs.gov](mailto:gocard@hhs.gov)

Website: <http://www.hhs.gov/travel/gocard>

\*Charge is billed directly to the employee's agency and does not appear on the employee's credit report. Employees are not responsible for bills or statements.





# Transportation, Travel, and Telework Services

## Travel

The HHS Travel Services provides comprehensive customer service and operational support for HHS employees who travel on official business. To ensure customers' needs are met, a dedicated account manager is assigned to each Travel Services customer.

### Services offered include:

- Online booking tool for air and rail travel, car rentals, and hotel reservations
- Management of the end-to-end travel process, from booking to reimbursement
- HHS Travel Services policy support
- Ongoing HHS Travel Services communications and education
- A comprehensive Help Desk available from 7:30 a.m. to 9:00 p.m. Eastern Time
- Federal Agency Travel Administrators who provide personalized customer service and Tier 2 support
- Tier 3 support provided by highly skilled program specialists
- Establishment and management of relationships between the General Services Administration, HHS customer agencies, and vendors
- Travel website <http://www.hhs.gov/travel> conveniently linked within <http://www.hhs.gov> for easy access to all travel-related data (contacts, policy, advisories, FAQs, etc.)

### Offered to:

All federal agencies

### Performance:

95% of unanswered calls will be returned within three (3) hours of receipt.

95% of survey respondents will be satisfied with the services received.

### Rate:

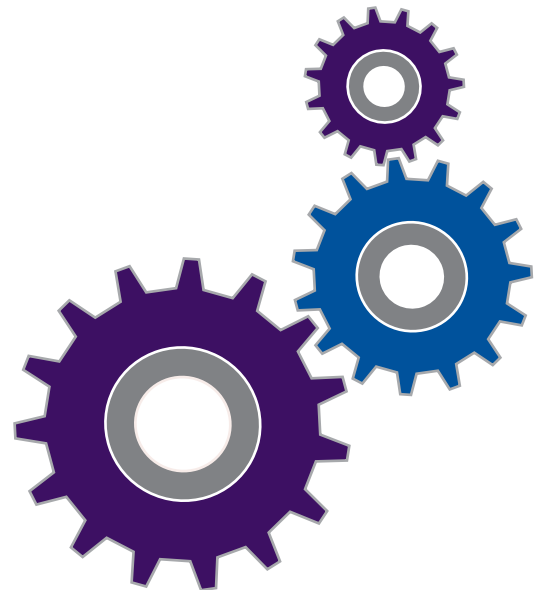
\$15.99 per travel order or voucher

\$ 5.56 per call for Tier 1 services

\$ 9.37 per action for Tier 2 and Tier 3 services

### Contact:

301-443-9552; [david.flynn@hhs.gov](mailto:david.flynn@hhs.gov)



*“To ensure customers’ needs are met, a dedicated account manager is assigned to each Travel Services customer.”*





# Transportation, Travel, and Telework Services

## Vehicle Rental

The PSC Vehicle Rental Service is the source for obtaining long-term General Services Administration (GSA) leased and daily rental vehicles. Vehicles are provided from either commercial sources or government leased pools of vehicles.

### Services offered include:

- Coordination of daily rental and long-term lease vehicles
- Coordination with GSA on vehicle rotation, replacements, and general daily contact for all matters related to leased vehicles
- Use of a “loaner” vehicle when the assigned vehicle is due for preventive maintenance. A vehicle is also provided when unscheduled maintenance is required because of mechanical malfunctions, or when repairs are necessary because of an accident
- Monthly data input into the GSA Mileage Express system
- Inputting of daily fuel and related maintenance activity and costs into the HHS Motor Vehicle Management Information System (MVMIS)
- Maintenance of records to include activities such as removals and additions as vehicles are rotated through a replacement cycle by GSA
- Consolidation and processing of monthly vendor invoices
- Arrangement of 15-passenger transport vehicles on an “as needed” basis
- Arrangement of transportation equipped to support passengers with physical limitations on an “as needed” basis

### Offered to:

All federal agencies

### Performance:

100% of vehicles requested more than 24 hours in advance will be delivered to specified sites by 8:00 a.m. on the requested delivery date.

90% of vehicles requested less than 24 hours in advance will be delivered to specified sites by 8:00 a.m. on the requested delivery date.

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

### Rate:

GSA Leased Vehicle: \$262.06 per month per vehicle plus GSA lease costs

Daily Rental: \$21.64 per day per vehicle plus actual rental costs

### Contact:

240-276-0800; [gary.boykin@psc.hhs.gov](mailto:gary.boykin@psc.hhs.gov)



*“All vehicles are fueled and inspected for cleanliness before each use.”*

# Visual Media Services

## Departmental Forms Management

The Departmental Forms Management Program reviews, clears, numbers, and controls inventory for all official forms used within HHS. In addition, the program ensures that forms comply with policies including Section 508 of the Americans with Disabilities Act.

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 HHS-wide initiatives, policy, and procedures governing the program
- Providing technical assistance and training to Operating Division (OpDiv) Forms Management Officers
- Reviewing and testing forms created or converted to Section 508 compliance

### Offered to:

HHS

### Performance:

95% of customer requests to create, modify, or delete Departmental forms will be processed within three (3) business days of receipt. Customer will receive an email confirmation.

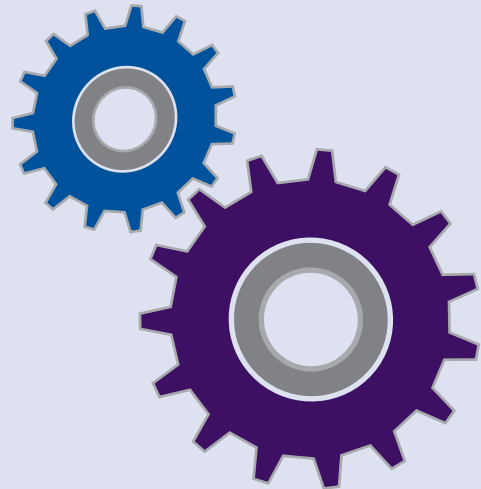
### Rate:

\$11.00 per FTE per year

### Contact:

301-443-6740; [PSCpublishing@psc.hhs.gov](mailto:PSCpublishing@psc.hhs.gov)

Fax: 301-443-3089



# Visual Media Services

## Graphic Arts

The Graphic Arts service is a one-stop shop for all visual communication needs. The team provides consultation, creative and production services, and photography for publishing in print and digital media.

### Creative services include:

- Concept development
- Art direction
- Page design and layout
- Conference materials
- Exhibit design and production management
- Writing and editing
- Production service for publishing of print and digital media
- Awards, plaques, and retirement certificates
- Web design
- Section 508-compliant analysis and design for forms and documents
- Photography
- Video production

### Offered to:

All federal agencies

### Performance:

95% of all orders will be assigned to a specialist within three (3) business days of receipt. Customer will receive an email confirmation.

### Rate:

\$97.02 per hour

### Contact:

301-443-6740; [PSCpublishing@psc.hhs.gov](mailto:PSCpublishing@psc.hhs.gov)  
Fax: 301-443-3089

### SPECIAL NOTE TO GRAPHIC ARTS CUSTOMERS:

Requests for personal type awards, such as retirement plaques and customized items, should follow your agency's internal policies and/or regulations. Requests for caricature drawings of personnel cannot be accepted. Please check with your agency's Ethics Officer prior to submitting requests for service to PSC.





# Visual Media Services

## Printing Procurement

Printing Procurement provides expert printing and publishing services and ensures that high-quality, cost-effective printing is provided in accordance with rules and regulations set forth by the Congressional Joint Committee on Printing and other guidelines.

The Printing Specialists provide technical advice, assistance, and estimates in all aspects of preplanning, including composition and layout of publications and forms. Specialists develop highly technical printing and binding specifications for all types of products.

The service saves customers time by procuring printing orders utilizing term contracts, simplified purchase agreements, and other contract vehicles through the Government Printing Office (GPO).

### Services offered include:

- Digital printing and offset printing
- Variable data printing
- Promotional products
- CD/DVD duplication
- Digital conversion and archiving
- Section 508 remediation of forms and documents

### Offered to:

All federal agencies

### Performance:

95% of all orders received will be procured within four (4) business days of receipt. Customer will receive an email confirmation that the order has been processed.

### Rate:

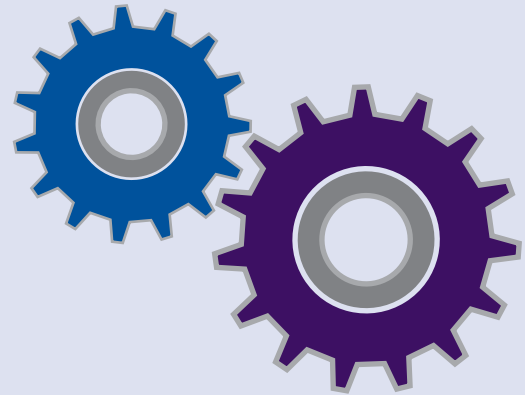
11% of actual procured value of order

### Contact:

301-443-6740; [PSCpublishing@psc.hhs.gov](mailto:PSCpublishing@psc.hhs.gov)

Fax: 301-443-3089

**NOTE:** The HHS Departmental Printing Officer is located within the AOS Division of Support Services. The Printing Officer is authorized to establish regulations and policies that are in accordance with Public Law Title 44 and GPO. The HHS Printing Officer is authorized to act in all matters related to the monitoring and oversight of the Printing Program for HHS, subject to the limitations set forth in this appointment.





# Services and Products - By Type

SERVICE OR PRODUCT NAME - COST CENTER CODE	2012 RATES AND COST BASIS	SERVICE DELIVERY LINE	PAGE
<b>ACQUISITION SERVICES</b>			
Negotiated Contracts and Simplified Acquisitions - OP704	Negotiated Contracts: 1.5% of the obligation Simplified Acquisitions: 3.5% of the obligation	Strategic Acquisition Service	2
Purchase Card Management - OP704	\$286.22 per card annually	Strategic Acquisition Service	3
<b>COMMISSIONED CORPS SUPPORT SERVICES</b>			
Board for Corrections - OP209	\$11.07 per Active Duty Officer per year	Administrative Operations Service	4
Commissioned Corps Systems - OP217	Billed to OCCFM	Administrative Operations Service	5
Compensation - OP301	Billed to OCCFM	Administrative Operations Service	6
Medical Affairs - OP218	Billed to OCCFM	Administrative Operations Service	7
<b>CUSTOMER CONTACT CENTERS</b>			
ONE-DHHS Contact Center - OP223	Dependent on volume and complexity	Administrative Operations Service	8
Payroll - OP216	\$142.63 per W-2 plus actual	Administrative Operations Service	9
<b>FINANCIAL SERVICES</b>			
Accounting - OP405	By agreement per customer	Financial Management Service	10
Cost Allocation/Indirect Cost Negotiations - OP401	\$112.04 per hour	Financial Management Service	11
Debt Collection - OP404	\$230.49 per hour	Financial Management Service	12
Financial Reporting - OP413	Weighted level of effort	Financial Management Service	13
Payment Management (Grant) - OP402	Type 1 Document: upon request Type 2 Document: \$65.06 per document	Financial Management Service	14
Payroll Accounting - OP408	\$40.21 per leave and earnings statement	Financial Management Service	15
<b>INFORMATION MANAGEMENT SERVICES</b>			
Freedom of Information Act (FOIA) - OP101	\$1,051.17 per request processed \$5,233.41 per appeal processed	Information Systems Mgmt Service	16
Information Security - OP109	By agreement per customer	Information Systems Mgmt Service	17
Operations and Management of Enterprise Systems - OP215, OP410, OP412	UFMS, HCAS, PMIS: Cost to OpDivs by agreement EHRP (including ITAS): \$336.19 per W-2	Information Systems Mgmt Service	18
<b>LOGISTICS SERVICES</b>			
Storage - OP605, OP705	PPF: \$.06 per sq ft per day	Administrative Operations Service	20
	SSC: By agreement per customer	Strategic Acquisition Service	
Labor and Moving - OP605	\$38.49 per hour	Administrative Operations Service	21
Mail Management and Policy - OP623	\$.22 per mail piece plus actual postage and/or UPS Air or Ground charges	Administrative Operations Service	21
Medical Supply - OP705	Listed at <a href="http://sscweb.psc.gov">http://sscweb.psc.gov</a>	Strategic Acquisition Service	22
Product Distribution - OP605	Web: \$20.85 per line item plus actual Mail: \$1.84 per mailing address	Administrative Operations Service	24
<b>OCCUPATIONAL HEALTH SERVICES</b>			
Automated External Defibrillator - OP501	By agreement per customer	Federal Occupational Health	25
Clinical - OP501	By agreement per customer	Federal Occupational Health	26
Employee Assistance Program - OP502	By agreement per customer	Federal Occupational Health	27
Environmental Health - OP503	By agreement per customer	Federal Occupational Health	28
Wellness/Fitness - OP501	By agreement per customer	Federal Occupational Health	30
Work/Life - OP502	By agreement per customer	Federal Occupational Health	31

# Services and Products - By Type

SERVICE OR PRODUCT NAME - COST CENTER CODE	2012 RATES AND COST BASIS	SERVICE DELIVERY LINE	PAGE
<b>PROJECT MANAGEMENT SERVICES</b>			
Project Management - OP109	By agreement per hour	Information Systems Mgmt Service	32
<b>PROPERTY MANAGEMENT SERVICES</b>			
Asset Management - OP612	Under \$25,000: \$.20 per item per month Over \$25,000: \$23.62 per item per month	Administrative Operations Service	33
Building Management - OP615	Parklawn: \$8.90 per sq ft per year Outbuilding: \$.58 per sq ft per year	Administrative Operations Service	34
Employee Child Care - OP105	\$3,207.13 per agreement 21.47% surcharge	Administrative Operations Service	35
Property Disposal - OP605	Furniture: \$23.80 per piece plus actual Equipment (ADP): \$24.04 per piece plus actual Hazardous: \$816.61 per piece plus actual	Administrative Operations Service	36
Real Property - OP614	\$9.42 per FTE per year	Administrative Operations Service	36
Shredding - OP615	\$.21 per lb	Administrative Operations Service	37
Space Acquisition and Alterations - OP615	By agreement per customer	Administrative Operations Service	38
<b>REGIONAL SUPPORT SERVICES</b>			
Regional Support - OP631	By agreement per FTE count	Administrative Operations Service	39
<b>SECURITY SERVICES</b>			
Background Investigations - OP210	\$794.62 per request plus actual cost of OPM investigation	Administrative Operations Service	40
Digital Fingerprinting and Special Agency Checks - OP210	\$112.26 per request plus actual cost of OPM fingerprint charge	Administrative Operations Service	40
HSPD-12 Badge Issuance and Recertification - OP210	HSPD-12 Badges: \$190.80 per request Non-HSPD-12 Badges: \$76.00 per request Recertification: \$30.87 per request	Administrative Operations Service	41
Physical Security - OP219	Parklawn: \$8.47 per sq ft per year Outbuilding: Actual cost plus 13% fee	Administrative Operations Service	42
<b>TELECOMMUNICATIONS SERVICES</b>			
Telecommunications - OP629, OP627	Installation and connectivity: \$88.80 per line per year Management and support: \$38.16 per line per year	Information Systems Mgmt Service	43
<b>TRANSPORTATION, TRAVEL, AND TELEWORK SERVICES</b>			
Employee Relocation - OP411	By agreement per customer	Administrative Operations Service	44
Telework Strategy Solutions - OP631	By agreement per customer	Administrative Operations Service	45
Transit Subsidy Benefits (Transshare and <b>GO!card</b> <sup>™</sup> ) - OP618	7.9% of media value plus applicable fees	Administrative Operations Service	46
Travel - OP411	\$15.99 per travel order or voucher \$ 5.56 per call for Tier 1 services \$ 9.37 per action for Tier 2 and Tier 3 services	Administrative Operations Service	47
Vehicle Rental - OP605	GSA Leased Vehicle: \$262.06 per month per vehicle plus GSA lease costs Daily Rental: \$21.64 per day per vehicle plus actual rental costs	Administrative Operations Service	48
<b>VISUAL MEDIA SERVICES</b>			
Departmental Forms Management - OP624	\$11.00 per FTE per year	Administrative Operations Service	49
Graphic Arts - OP620	\$97.02 per hour	Administrative Operations Service	50
Printing Procurement - OP625	11% of actual procured value of order	Administrative Operations Service	51

# Services and Products - By Service Area

SERVICE OR PRODUCT NAME - COST CENTER CODE	2012 RATES AND COST BASIS	SERVICE DELIVERY LINE	PAGE
<b>ADMINISTRATIVE OPERATIONS SERVICE</b>			
Asset Management - OP612	Under \$25,000: \$.20 per item per month Over \$25,000: \$23.62 per item per month	Administrative Operations Service	33
Background Investigations - OP210	\$794.62 per request plus actual cost of OPM investigation	Administrative Operations Service	40
Board for Corrections - OP209	\$11.07 per Active Duty Officer per year	Administrative Operations Service	4
Building Management - OP615	Parklawn: \$8.90 per sq ft per year Outbuilding: \$.58 per sq ft per year	Administrative Operations Service	34
Commissioned Corps Systems - OP217	Billed to OCCFM	Administrative Operations Service	5
Compensation - OP301	Billed to OCCFM	Administrative Operations Service	6
Departmental Forms Management - OP624	\$11.00 per FTE per year	Administrative Operations Service	49
Digital Fingerprinting and Special Agency Checks - OP210	\$112.26 per request plus actual cost of OPM fingerprint charge	Administrative Operations Service	40
Employee Child Care - OP105	\$3,207.13 per agreement 21.47% surcharge	Administrative Operations Service	35
Employee Relocation - OP411	By agreement per customer	Administrative Operations Service	44
Graphic Arts - OP620	\$97.02 per hour	Administrative Operations Service	50
HSPD-12 Badge Issuance and Recertification - OP210	HSPD-12 Badges: \$190.80 per request Non-HSPD-12 Badges: \$76.00 per request Recertification: \$30.87 per request	Administrative Operations Service	41
Labor and Moving - OP605	\$38.49 per hour	Administrative Operations Service	21
Mail Management and Policy Branch - OP623	\$.22 per mail piece plus actual postage and/or UPS Air or Ground charges	Administrative Operations Service	21
Medical Affairs - OP218	Billed to OCCFM	Administrative Operations Service	7
ONE-DHHS Contact Center - OP223	Dependent on volume and complexity	Administrative Operations Service	8
Payroll - OP216	\$142.63 per W-2 plus actual	Administrative Operations Service	9
Physical Security - OP219	Parklawn: \$8.47 per sq ft per year Outbuilding: Actual cost plus 13% fee	Administrative Operations Service	42
Printing Procurement - OP625	11% of actual procured value of order	Administrative Operations Service	51
Product Distribution - OP605	Web: \$20.85 per line item plus actual Mail: \$1.84 per mailing address	Administrative Operations Service	24
Property Disposal - OP605	Furniture: \$23.80 per piece plus actual Equipment (ADP): \$24.04 per piece plus actual Hazardous: \$816.61 per piece plus actual	Administrative Operations Service	36
Real Property - OP614	\$9.42 per FTE per year	Administrative Operations Service	36
Regional Support - OP631	By agreement per FTE count	Administrative Operations Service	39
Shredding - OP615	\$.21 per lb	Administrative Operations Service	37
Space Acquisition and Alterations - OP615	By agreement per customer	Administrative Operations Service	38
Storage (General) - OP605	PPF: \$.06 per sq ft per day	Administrative Operations Service	20
Telework Strategy Solutions - OP631	By agreement per customer	Administrative Operations Service	45

# Services and Products - By Service Area

SERVICE OR PRODUCT NAME - COST CENTER CODE	2012 RATES AND COST BASIS	SERVICE DELIVERY LINE	PAGE
<b>ADMINISTRATIVE OPERATIONS SERVICE CONTINUED</b>			
Transit Subsidy Benefits (Transshare and <i>GO!card</i> ™) - OP618	7.9% of media value plus applicable fees	Administrative Operations Service	46
Travel - OP411	\$15.99 per travel order or voucher \$ 5.56 per call for Tier 1 services \$ 9.37 per action for Tier 2 and Tier 3 services	Administrative Operations Service	47
Vehicle Rental - OP605	GSA Leased Vehicle: \$262.06 per month per vehicle plus GSA lease costs Daily Rental: \$21.64 per day per vehicle plus actual rental costs	Administrative Operations Service	48
<b>FEDERAL OCCUPATIONAL HEALTH</b>			
Automated External Defibrillator - OP501	By agreement per customer	Federal Occupational Health	25
Clinical - OP501	By agreement per customer	Federal Occupational Health	26
Employee Assistance Program - OP502	By agreement per customer	Federal Occupational Health	27
Environmental Health - OP503	By agreement per customer	Federal Occupational Health	28
Wellness/Fitness - OP501	By agreement per customer	Federal Occupational Health	30
Work/Life - OP502	By agreement per customer	Federal Occupational Health	31
<b>FINANCIAL MANAGEMENT SERVICE</b>			
Accounting - OP405	By agreement per customer	Financial Management Service	10
Cost Allocation/Indirect Cost Negotiations - OP401	\$112.04 per hour	Financial Management Service	11
Debt Collection - OP404	\$230.49 per hour	Financial Management Service	12
Financial Reporting - OP413	Weighted level of effort	Financial Management Service	13
Payment Management (Grant) - OP402	Type 1 Document: upon request Type 2 Document: \$65.06 per document	Financial Management Service	14
Payroll Accounting - OP408	\$40.21 per leave and earnings statement	Financial Management Service	15
<b>INFORMATION SYSTEMS MANAGEMENT SERVICE</b>			
Freedom of Information Act (FOIA) - OP101	\$1,051.17 per request processed \$5,233.41 per appeal processed	Information Systems Mgmt Service	16
Information Security - OP109	By agreement per customer	Information Systems Mgmt Service	17
Operations and Management of Enterprise Systems - OP215, OP410, OP412	UFMS, HCAS, PMIS: Cost to OpDivs by agreement EHRP (including ITAS): \$336.19 per W-2	Information Systems Mgmt Service	18
Project Management - OP109	By agreement per hour	Information Systems Mgmt Service	32
Telecommunications - OP629, OP627	Intallation and connectivity: \$88.80 per line per year Management and support: \$38.16 per line per year	Information Systems Mgmt Service	43
<b>STRATEGIC ACQUISITION SERVICE</b>			
Medical Supply - OP705	Listed at <a href="http://sscweb.psc.gov">http://sscweb.psc.gov</a>	Strategic Acquisition Service	22
Negotiated Contracts and Simplified Acquisitions - OP704	Negotiated Contracts: 1.5% of the obligation Simplified Acquisitions: 3.5% of the obligation	Strategic Acquisition Service	2
Purchase Card Management - OP704	\$286.22 per card annually	Strategic Acquisition Service	3
Storage (Medical supplies and pharmaceuticals) - OP705	SSC: By agreement per customer	Strategic Acquisition Service	20



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# Sustainability

The Program Support Center (PSC) believes what is good for the environment makes good business sense. Therefore, PSC has been integrating environmental sustainability into our business strategy for more than 15 years. We began by installing energy metering devices, converting to energy-efficient light fixtures, and adopting other initiatives that in many instances exceeded federal environmental management standards.

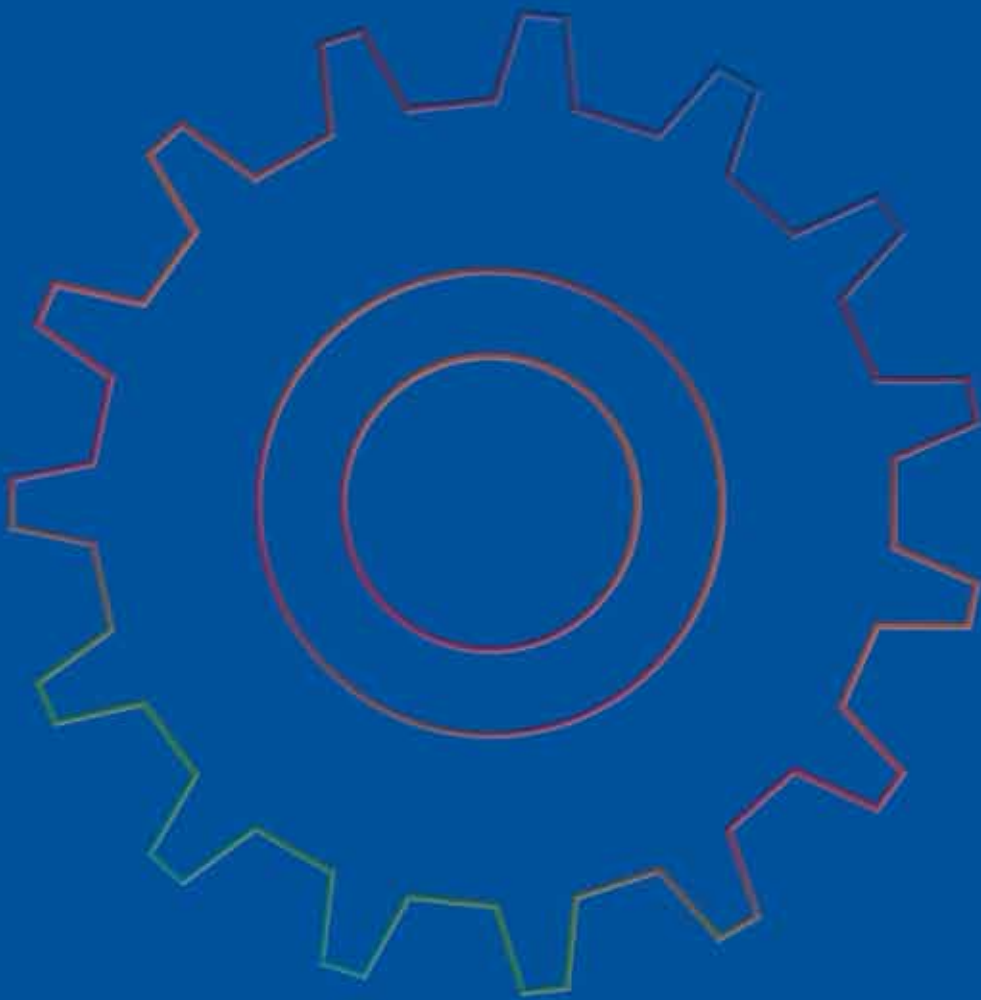
PSC believes that sustainability is not only about physical infrastructure, but is integral to the organization's business processes and culture. To help our employees and customers achieve the sustainability goals outlined in Executive Order 13514, PSC aims to reach the following milestones for resource use, waste elimination, and greenhouse gas emissions by Fiscal Year 2020:

- Reduce operating waste by 50% through recycling
- Lower energy and water consumption by 34% and 25% per square foot, respectively
- Right size our vehicle fleet and cut petroleum use by 30%
- Cut paper usage by 25,000,000 pages, approximately 54,000 pounds or 3,200 trees
- Include acquisition sustainability requirements in at least 95% of applicable new contracts

These milestones demonstrate our commitment to energy consciousness, and most important, to continuous improvement in facility operations to reduce greenhouse gas emissions.

In addition, PSC's approach to tracking energy performance demonstrates how benchmarking can drive improvements in energy efficiency and reductions of greenhouse gas emissions.

Best of all, with these milestones, PSC will realize an estimated savings of \$2 million annually. Now that's good business sense.



Contact us for information or to request a printed copy of this directory:  
PSC Business Office: 301-492-4920 Email: [PRICES@psc.gov](mailto:PRICES@psc.gov)  
Also available online at <http://www.psc.gov>