



SOCIAL SECURITY

The Commissioner

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

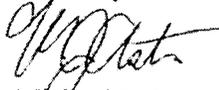
Dear Mr. Chairman:

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We continue to use competitive sourcing in a reasoned and responsible manner to improve the efficiency of our organization. Our effort, in this area has focused on results that create more efficient functions within the agency, generate cost savings, and improve performance. The agency has successfully identified and completed 30 competitive sourcing competitions from FY 2003 through FY 2008. In FY 2008, we completed three competitive sourcing competitions, which resulted in improved service and increased efficiency for the agency. We anticipate \$120,000 in savings from these competitions. Total accrued savings from all competitions completed to date totals \$25.4 million. We plan to analyze activities involving 65 full-time equivalents in FY 2009 for potential competition or business process reengineering.

If there are any questions concerning the report, your staff may contact Dennis Wilhite, Director, Competitive Sourcing Staff, at (410) 966-6988.

Sincerely,



Michael J. Astrue

Enclosures (2)



SOCIAL SECURITY

The Commissioner

The Honorable Richard B. Cheney
President of the Senate
S-212 Capitol Building
Washington, D.C. 20510

Dear Mr. Cheney:

The purpose of this letter is to transmit the Social Security Administration's Report to Congress on Fiscal Year (FY) 2008 Competitive Sourcing Efforts as required by Section 647(b) of Division F of the Consolidated Appropriations Act, 2004, Public Law 108-199. The report has been prepared in accordance with Office of Management and Budget Memorandum M-09-04.

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Sincerely,

Michael J. Astrue

Enclosures (2)



SOCIAL SECURITY

The Commissioner

The Honorable Susan M. Collins
United States Senate
344 Dirksen Senate Office Building
Washington, D.C. 20510

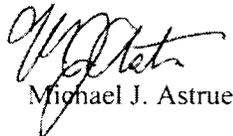
Dear Senator Collins:

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Michael J. Astrue

Enclosures (2)



SOCIAL SECURITY

The Commissioner

The Honorable Charles E. Grassley
United States Senate
219 Dirksen Senate Office Building
Washington, D.C. 20510

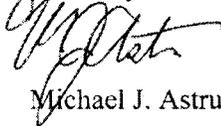
Dear Senator Grassley:

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Sincerely,



Michael J. Astrue

Enclosures (2)



SOCIAL SECURITY

The Commissioner

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

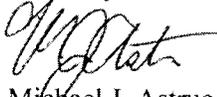
Dear Mr. Chairman:

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Sincerely,



Michael J. Astrue

Enclosures (2)



SOCIAL SECURITY

The Commissioner

The Honorable Darrell Issa
House of Representatives
B-350A Rayburn House Office Building
Washington, D.C. 20515

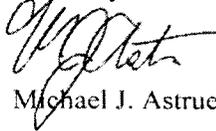
Dear Mr. Issa:

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Michael J. Astrue

Enclosures (2)



SOCIAL SECURITY

The Commissioner

The Honorable Sam Johnson
House of Representatives
B-316 Rayburn House Office Building
Washington, D.C. 20515

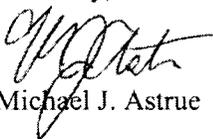
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Michael J. Astrue

Enclosures (2)



SOCIAL SECURITY

The Commissioner

The Honorable Joseph I. Lieberman
Chairman, Committee on Homeland Security
and Governmental Affairs
United States Senate
340 Dirksen Senate Office Building
Washington, D.C. 20510

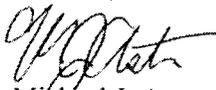
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Sincerely,



Michael J. Astrue

Enclosures (2)



SOCIAL SECURITY

The Commissioner

The Honorable Michael R. McNulty
Chairman, Subcommittee on Social Security
Committee on Ways and Means
House of Representatives
1129 Longworth House Office Building.
Washington, D.C. 20515

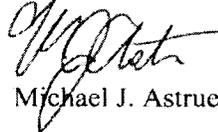
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Sincerely,



Michael J. Astrue

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SOCIAL SECURITY

The Commissioner

The Honorable David R. Obey
Chairman, Subcommittee on Labor, Health
and Human Services, Education, and Related Agencies
Committee on Appropriations
House of Representatives
2358B Rayburn House Office Building
Washington, D.C. 20515

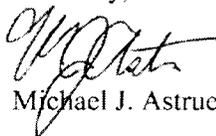
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Sincerely,



Michael J. Astruc

Enclosures (2)



SOCIAL SECURITY

The Commissioner

The Honorable Nancy Pelosi
Speaker of the House of Representatives
H-232 Capitol Building
Washington, D.C. 20515

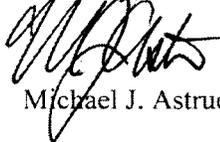
Dear Madam Speaker:

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Sincerely,



Michael J. Astrue

Enclosures (2)



SOCIAL SECURITY

The Commissioner

The Honorable Arlen Specter
United States Senate
156 Dirksen Senate Office Building
Washington, D.C. 20510

Dear Senator Specter:

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Michael J. Astrue

Enclosures (2)



SOCIAL SECURITY

The Commissioner

The Honorable James T. Walsh
House of Representatives
1001 Longworth House Office Building
Washington, D.C. 20515

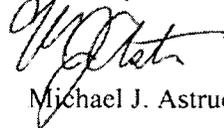
Dear Mr. Walsh:

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Michael J. Astrue

Enclosures (2)



SOCIAL SECURITY

The Commissioner

The Honorable Henry A. Waxman
Chairman, Committee on Oversight
and Government Reform
House of Representatives
2157 Rayburn House Office Bldg.
Washington, D.C. 20515

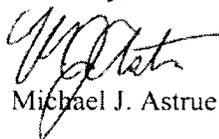
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Michael J. Astrue

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Social Security Administration
FY 2008 COMPETITIVE SOURCING ACTIVITIES WORKSHEET
COMPLETED COMPETITIONS
(Dollars in Millions)

Competition Description													Savings and/or Performance Improvements							
Agency	Primary Activity Code	Description of Activity Competed	Type of Competition	Location (State)	# of FTEs in study	# of Bids Received	Start Date (MM/DD/YYYY)	End Date (MM/DD/YYYY)	Expected Phase-In Completion Date (MM/DD/YYYY)	Actual Phase-In Completion Date (MM/DD/YYYY)	Source Selection Strategy Used	Winning Provider	FY 2008 Costs	Total Cost - All Years	Estimated Savings	Period of Est. Savings (Performance Period--in years)	Annualized Savings	Actual Savings (if available)	Saving Methodology: Calculation/Proxy	Quantifiable Description of Improvements in Service or Performance (if appropriate)
STREAMLINED																				
SSA	W600	Printing of notices and social security cards	Streamlined competition with MEO	MD	22	0	10/18/2007	02/28/2008	08/01/2008			Private sector source (CTR)	0.031	0.044	0.000	5	0.000	0.000		
SUBTOTAL, STREAMLINED COMPETITIONS					22	0							0.031	0.044	0.000		0.000	0.000		
STANDARD																				
SSA	T807	Editing of chart books, statistical reports and journals.	Standard competition	DC	3	0	03/30/2007	03/03/2008	04/25/2008	08/01/2008	Lowest price technically acceptable evaluation	In-house government personnel (I/H)	0.025	0.038	0.893	5	0.179	0.032	Calculation	
SSA	W000	Time and attendance for payroll	Standard competition	MD	21	3	03/12/2008	09/22/2008	09/04/2008		Lowest price technically acceptable evaluation	In-house government personnel (I/H)	0.035	0.038	1.688	5	0.338	0.000		
SUBTOTAL, STANDARD COMPETITIONS					25	3							0.061	0.076	2.580		0.516	0.032		
TOTAL, ALL COMPETITIONS					47	3							0.091	0.120	2.580		0.516	0.032		

FY 2008 Fixed Costs* 0.902

*Note: These costs are not competition-specific

Social Security Administration
FY 2008 COMPETITIVE SOURCING ACTIVITIES SUMMARY SHEET

Announced Competitions*
(Dollars in Millions)

Competition Description								
Agency	Primary Activity Code	Description of Activity Competed	Type of Competition	Location (State)	# of FTE in study	Source Selection Strategy Used (If Known)	Incremental Costs of Conducting Studies	Anticipated Savings or Quantifiable Description of Improvements in Service or Performance (if available)
STREAMLINED								
SUBTOTAL, STREAMLINED COMPETITIONS					0		0.000	
STANDARD COMPETITIONS								
SSA	Y820	Mailroom operation	Standard competition	MD	70		0.109	
SUBTOTAL, STANDARD COMPETITIONS					70		0.109	
TOTAL, ALL					70		0.109	

Social Security Administration
FY 2008 COMPETITIVE SOURCING ACTIVITIES
SAVINGS & PERFORMANCE UPDATE
(Dollars in Millions)

Agency	Function Competed	Description of Activity Competed	Type of Competition	FTEs	Estimated Savings (As reported to Congress in past 647 reports)	Total Performance Period (in years)	Actual Phase-In Completion Date (MM/DD/YYYY)	Actual Accrued Savings FY 2005	Actual Accrued Savings FY 2006	Actual Accrued Savings FY 2007	Actual Accrued Savings FY 2008	Total Actual Accrued Savings	Pd Over Which Actual Savings Accrued (In Years)	Savings Methodology: Calculation/ Proxy	Quantifiable Description of Improvements in Service or Performance (if appropriate)
STREAMLINED COMPETITIONS															
SSA	W826	Validates new software programs.	Streamlined competition without MEO	25	0.000	5	10/10/2004	0.000	0.000	0.000	0.000	0.000	3.98		The Agency met cost/performance requirements. The provider also performed quality assurance/control for new or modified software within the prescribed cost requirements.
SSA	Y820	Parking and Badging Services	Streamlined competition without MEO	9	0.875	5	10/01/2004	0.121	0.130	0.167	0.153	0.571	4.00	Calculation	Quarterly post-competition accountability performance reports indicate all expectations are being met or exceeded.
SSA	Y820	Mailroom Clerk	Streamlined competition without MEO	1	0.061	4	02/01/2005	0.013	0.020	0.016	0.014	0.063	3.66	Calculation	Service provider consistently met the requirements for collecting, receiving, processing, logging, forwarding, delivering, and distributing mail. Specially delivered the certified and registered mail within 3 hours. The standards for timeliness service were also met.
SSA	S210	Schedules conference rooms.	Streamlined competition with MEO	1	0.000	5	12/01/2005	0.000	0.000	0.000	0.000	0.000	2.83		Quarterly post-competition accountability performance reports indicate all expectations are being met or exceeded.
SSA	Y820	Cash collection clerks	Streamlined competition without MEO	2	0.000	5	12/01/2005	0.000	0.000	0.000	0.000	0.000	2.83		Quarterly post-competition accountability performance reports indicate all expectations are being met or exceeded.
SSA	S739	Locksmith Services	Streamlined competition without MEO	1	0.000	5	12/01/2005	0.000	0.000	0.000	0.000	0.000	2.83		Service provider consistently met standards for the full range of locksmith functions, i.e., installation, maintenance, repair, key cutting, and procurement. Accurately kept inventory and fulfilled automated ticket assignments which provided quality performance within 24 hours.
SSA	Y570	Electronics Technician	Streamlined competition without MEO	1	0.000	5	12/01/2005	0.000	0.000	0.000	0.000	0.000	2.83		Service provider was responsible for developing, installing and implementing routine maintenance for broadcast television equipment period. Consistently maintain acceptable levels of performance in terms of timeliness and quality.
SSA	H118	Occupational Health Nursing Services	Streamlined competition without MEO	5	0.579	5	10/01/2005	0.000	0.149	0.071	0.049	0.270	3.00	Calculation	Quarterly post-competition accountability performance reports show performance meets or exceeds performance standards.
SSA	Y820	Federal Records Center Unit (mailroom function)	Streamlined competition without MEO	36	0.000	5	12/01/2005	0.000	0.000	0.000	0.000	0.000	2.83		Service provider provided full range of folder maintenance and shipment. Overall standards regarding timeliness and quality met; ensured acceptable level of service.
SSA	W210	Telecommunication Specialists	Streamlined competition without MEO	3	0.000	5	12/01/2005	0.000	0.000	0.000	0.000	0.000	2.83		Service provider has consistently met standards for timeliness and quality.
SSA	D100	Supply Technicians	Streamlined competition without MEO	2	0.115	5	12/01/2006	0.000	0.000	0.013	0.048	0.061	1.83	Calculation	Service provider has consistently met standards for timeliness and quality.
SSA	S753	Equipment Specialist	Streamlined competition without MEO	3	0.191	5	08/01/2006	0.000	0.034	0.027	0.071	0.132	2.17	Calculation	Quarterly post-competition accountability performance reports indicate all performance requirements are being met.

Agency	Function Competed	Description of Activity Competed	Type of Competition	FTEs	Estimated Savings (As reported to Congress in past 647 reports)	Total Performance Period (in years)	Actual Phase-In Completion Date (MM/DD/YYYY)	Actual Accrued Savings FY 2005	Actual Accrued Savings FY 2006	Actual Accrued Savings FY 2007	Actual Accrued Savings FY 2008	Total Accrued Savings	Pd Over Which Actual Savings Accrued (In Years)	Savings Methodology: Calculation/ Proxy	Quantifiable Description of Improvements in Service or Performance (if appropriate)
SSA	S717	Automotive inspection worker	Streamlined competition without MEO	1	0.000	5	03/01/2006	0.000	0.000	0.000	0.000	0.000	2.59		Monthly post competition accountability reports indicate all performance expectations are being met.
SSA	Y820	Mail Metering Operations	Streamlined competition without MEO	3	0.000	5	08/01/2006	0.000	0.000	0.000	0.000	0.000	2.17		Service provider consistently met the quantifiable timeliness and service standards of performing required work within one workday. Requirements include quality and timeliness standards regarding mail delivery, processing, metering, etc.
SSA	Y820	Preparation, batching, and scanning of incoming mail	Streamlined competition with MEO	21	0.696	5	10/01/2006	0.000	0.000	0.140	0.185	0.325	2.00	Calculation	Quarterly post-competition accountability performance reports indicate all performance expectations were met.
SSA	S719	Warehouse Laborers	Streamlined competition without MEO	9	0.609	5	11/01/2007	0.000	0.000	0.000	0.000	0.000	0.92	Calculation	Quarterly post-competition accountability performance reports indicate all performance requirements are being met.
SSA	Y820	Special Messenger	Streamlined competition without MEO	1	0.000	5	12/01/2006	0.000	0.000	0.000	0.000	0.000	1.83		Quarterly post-competition accountability performance reports indicate all expectations are being met.
SSA	W100	Media production staff	Streamlined competition without MEO	10	0.000	5	01/01/2007	0.000	0.000	0.000	0.000	0.000	1.75		Quarterly post-competition accountability performance reports indicate all expectations are being met.
SSA	H118	Occupational Health Services for employees such as general health services, dispensing influenza vaccinations, etc.	Streamlined competition without MEO	2	0.062	5	08/01/2007	0.000	0.000	0.022	0.083	0.105	1.17	Calculation	Quarterly post-competition accountability performance reports indicate all expectations are being met or exceeded.
SSA	H118	Occupational Health Services for employees such as general health services, dispensing influenza vaccinations, etc.	Streamlined competition without MEO	2	0.000	5	08/01/2007	0.000	0.000	0.000	0.000	0.000	1.17		Quarterly post-competition accountability performance reports indicate all expectations are being met or exceeded.
SSA	H118	Occupational Health Services for employees such as general health services, dispensing influenza vaccinations, etc.	Streamlined competition without MEO	2	0.000	5	08/01/2007	0.000	0.000	0.000	0.000	0.000	1.17		Quarterly post-competition accountability performance reports indicate all expectations are being met or exceeded.
SSA	H118	Occupational Health Services for employees such as general health services, dispensing influenza vaccinations, etc.	Streamlined competition without MEO	4	0.000	5	08/01/2007	0.000	0.000	0.000	0.000	0.000	1.17		Quarterly post-competition accountability performance reports indicate all expectations are being met or exceeded.
SSA	W826	CHIP is an application that assist SSA 800# telephone agents in responding to public calls.	Streamlined competition without MEO	9	0.000	5	08/01/2007	0.000	0.000	0.000	0.000	0.000	1.17		Quarterly post-competition accountability performance reports indicate all expectations are being met or exceeded.

Agency	Function Competed	Description of Activity Competed	Type of Competition	FTEs	Estimated Savings (As reported to Congress in past 647 reports)	Total Performance Period (in years)	Actual Phase-In Completion Date (MM/DD/YYYY)	Actual Accrued Savings FY 2005	Actual Accrued Savings FY 2006	Actual Accrued Savings FY 2007	Actual Accrued Savings FY 2008	Total Actual Accrued Savings	Pd Over Which Actual Savings Accrued (In Years)	Savings Methodology: Calculation/ Proxy	Quantifiable Description of Improvements in Service or Performance (if appropriate)
SSA	S731	Inventory, requisition, distribution and administration services.	Streamlined competition without MEO	2	0.000	5	11/01/2007	0.000	0.000	0.000	0.000	0.000	0.92		Quarterly post-competition accountability performance reports indicate all expectations are being met or exceeded.
SUBTOTAL, STREAMLINED COMPETITIONS				154	3.188							1.526			
STANDARD COMPETITIONS															
SSA	W600	Help Desk	Standard competition	68	35.364	5	11/01/2004	6.209	7.494	4.893	5.298	23.894	3.915126626	Calculation	Service provider consistently met the quantifiable timeliness and service standards for resolving hardware problems within the first contact. Kept the user informed when the systems problems were resolved and answered a minimum of 98% of user calls within 90 seconds.
SUBTOTAL, STANDARD COMPETITIONS				68	35.364							23.894			
TOTAL, ALL COMPETITIONS				221.500	38.552							25.420			

Alignment of Competitive Sourcing and Human Capital

The Social Security Administration (SSA) took several steps to ensure that its competitive sourcing plans and human capital plans are aligned and complement each other. Specific human resources and human capital issues affected by competitive sourcing are addressed in the Agency's Competitive Sourcing Human Resources Plan and Labor Relations Strategic Plan. These plans outline alternatives for employees affected by competitive sourcing and offer strategies for placing, hiring, training, and accommodating those employees. Our Competitive Sourcing Human Resources Plan also supports the agency's efforts to hire and promote people with disabilities. In fiscal year (FY) 2008, the agency hired 7,625 permanent and temporary employees, of which 522 were people with disabilities; bringing the overall percentage for this group to 8.1 percent of the total workforce. The SSA Labor Relations Strategic Plan addresses labor relations obligations and issues arising from competitive sourcing activities.

The Competitive Sourcing Human Resources Plan and Labor Relations Strategic Plan are strategically aligned with the agency's major human capital planning and accountability documents. In addition, we developed a comprehensive Strategic Human Capital Plan (SHCP). The SHCP is aligned with the Agency Strategic Plan (ASP) and the Office of Personnel Management's Human Capital Assessment and Accountability Framework. That plan sets our course for achieving measurable human capital results, improving the citizen-centered service we provide, and providing accountability for all of our human capital activities. The SHCP demonstrates linkage to the ASP through its human capital goals, objectives, and strategies. Further, we will track the progress of the aforementioned strategies through specific accountability activities. We will evaluate and report annual goal attainment in the annual Human Capital Management Report.

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