# Working Capital Fund - Customer Services Website

FY 2007 Rates are now available

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WCF Rates

# WORKING CAPITAL FUND CUSTOMER SERVICE WEBSITE

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## Introduction

The purpose of this Website is to provide the reader with background information on the Department of Justice (DOJ) Working Capital Fund (WCF) and the services provided under the WCF.

## How much do you already know about the DOJ WCF?

*1. What is a WCF?*

A WCF is a revolving fund that is authorized by law to finance a cycle of operations where the costs for goods or services provided are charged back to the recipient. The funds received are available to continue operations and for future investments. In many ways, the WCF has characteristics typical of a business enterprise.

*2. When was the DOJ WCF established?*

The DOJ WCF has been in operation for over 30 years. It was created by Congress for the DOJ on January 2, 1975, under Public Law 93-613.

*3. What operations are provided under the DOJ WCF?*

The DOJ WCF primarily provides for the centralized performance of common administrative services such as computer and internet services, telecommunications, financial services, mail and publications, and payroll/personnel.

*4. How is the WCF funded? Does it have its own appropriation?*

Under Public Law 95-26, dated May 4, 1977, an appropriation of $2,238,000 was authorized for the WCF for capitalization and initial operating expenses. Since then, no funding has been directly appropriated for the WCF. The WCF recovers its costs by charging customers through pre-approved rate structures. Earnings from the rates are available to continue operations and replenish capital investments.

*5. How much revenue does the DOJ WCF earn?*

Total fiscal year (FY) 2007 WCF revenue is projected to be approximately $1 billion. Total work years dedicated to WCF services are estimated to be 634 in FY 2007.

*6. Who are the DOJ WCF customers?*

DOJ components represent 88 percent of the WCF customer base. Other Government entities represent the remaining 12 percent. Primary DOJ customers of the WCF are the United States Attorneys, the Federal Bureau of Prisons, the Drug Enforcement Administration, and the United States Trustees. The DHS, formerly the Immigration and Naturalization Service, is the primary non-DOJ customer of the WCF.

*7. Is the DOJ WCF allowed to generate a profit?*

The DOJ FY 1992 Appropriations Act (Public Law 102-140) includes language that allows the WCF to retain up to four percent of total revenue on an annual basis. The Act specifies that the use of retained earnings shall only be made after notification to the Committees on Appropriations of the House of Representatives and the Senate.

Even though a surplus can be retained, the Fund is managed with the goal that most accounts break-even, meaning income generated from rates cover the costs associated with providing the service.

*8. Is the DOJ WCF audited?*

Since FY 1991, the WCF Financial Statements have been audited by an independent audit firm. The WCF received unqualified opinions from FY 1991 through FY 2006. An unqualified ("clean") opinion means the auditor made no reservations and stated no conditions precedent to the opinion about the fairness of the financial statements.

The following sections of this Website will provide further information on the DOJ WCF, such as:

- Types of Accounts under the WCF
- WCF Organizational Structure
- The WCF Customer Advisory Board
- Descriptions of each account and contact personnel
- Standard Document Control Numbers
- The Public Laws that authorize the WCF
- WCF Rates

Account descriptions and rate information have been updated to include changes that were approved under the most recent operating plan process.

We hope this website will help promote and improve customer satisfaction.

Any general WCF questions or comments may be directed to Larry Pfeifle at 202-616-2402. Contact personnel for each service are provided under the account descriptions in this document.

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# TYPES OF ACCOUNTS

There are three major types of financial accounts in the WCF: Operating Accounts, Clearing Accounts, and Overhead Accounts.

## OPERATING ACCOUNTS

Most of the WCF accounts are operating accounts. This type of account earns income from the provision of its services and has characteristics typical of a business enterprise. The costs for operating the "business" are recovered by billing customers for the provision of goods and services, through pre-approved rates; therefore, each operating account is expected to recover its operational costs.

The following is a list of each operating account in the WCF:

- Computer Services
- Enterprise Mail and Web Service
- Telecommunications Services
- Contracts Management Service
- E-Government Services Staff
- Information Technology Security Services
- Enterprise Solutions Staff
- Human Resource Systems
- Financial Management Services
- Financial Management Information Systems
- Program Review Services
- Justice Building Services
- Mail, Multimedia and Publications Services
- Personnel Services
- Security Services

## CLEARING ACCOUNTS

Clearing accounts were established in the WCF to allow for an efficient means of monitoring a common set of costs. They also enable the Department to pay an external entity (e.g., the General Services Administration (GSA)) from one account, and then replenish the account through the proper distribution of charges. Clearing accounts monitor "pass-through" costs which are processed through the WCF and allocated to the proper customer.

By isolating the costs, the individual account within the WCF can more accurately charge customers based on actual usage, and actual costs. Clearing accounts do not include personnel costs and positions, major fixed costs, or overhead costs. Since the accounts are "pass-through" in nature, they are expected to achieve a break-even financial posture. The rates for clearing accounts are, in a sense, equal to the cost of providing the service.

The following is a list of each clearing account in the WCF:

- Space Management
- Telephone Equipment and Installation
- Toll Charges and Cellular Charges
- Library Acquisition Service

**OVERHEAD ACCOUNTS**

Overhead accounts consist of administrative personnel who perform a variety of duties in support of the operating accounts. Overhead accounts do not have a rate structure and do not bill for services. All overhead costs are allocated to the operating accounts that recover the costs through rate structures. Customers are billed indirectly for these services through the rates paid to the operating accounts.

The following is a list of each overhead account in the WCF:

- Budget Staff
- Procurement Services Staff
- Chief Information Officer / Deputy Assistant Attorney General for Administration - IRM
- Office Technology Service

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## WCF ORGANIZATIONAL STRUCTURE

- **The Assistant Attorney General for Administration (AAG/A) is the General Manager of the WCF**. All final decisions regarding operating plans, rate structures, significant funding decisions, and any major initiatives affecting customers must be approved by the AAG/A. As indicated, the WCF Customer Advisory Board also plays an integral role by advising the AAG/A on these management issues.

- **The Deputy Assistant Attorney General (DAAG) - Controller is the Financial Manager of the WCF** and is responsible for overseeing all budgets, making recommendations to the General Manager on all aspects of the WCF, and performing or directing all of the duties and responsibilities of financial management not reserved by the General Manager.

- The Staff Directors are referred to as Activity or Program Managers. They are responsible for ensuring the delivery of services to customers, developing operating plans and rate structures, producing customer billings, and conducting the day-to-day management duties incumbent to the position.

- The Budget Staff is responsible for reviewing and monitoring all WCF budgets, providing recommendations on funding initiatives and rate changes requested by the Activity Managers, providing oversight functions for the General and Financial Managers, and serving as a "Public Service Commission" for WCF customers.

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## CUSTOMER ADVISORY BOARD

Starting in mid FY 1994, the WCF Customer Advisory Board became an important aspect of the WCF. The Board was established as a result of JMD's reinvention efforts to improve customer satisfaction with the WCF.

The Board, chaired by the AAG/A, advises the AAG/A on issues related to the management of the WCF. The Board members have access to all relevant financial information, including operating plans produced by the Budget Staff. The Board has the authority to establish working groups to address issues and concerns of Board members, or other customers not directly represented on the Board. Since its inception, the Board has played an integral role in the operating plan process, including voting on several "big-ticket" initiatives that are regularly referred to the Board for its advice. The Board has also provided feedback on WCF rate adjustments that are presented to the Board during the operating plan process.

The Board consists of eight members. The following organizations are represented on the Board: the Bureau of Prisons (BOP), the Drug Enforcement Administration (DEA), General Legal Activities (GLA), United States Attorneys (USA), Independent Organizations, United States Marshals Service (USMS), the Bureau of Alcohol Tobacco, Firearms and Explosives (ATF), and the Federal Bureau of Investigation (FBI).

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# *WORKING CAPITAL*

# *FUND*

# *OPERATING ACCOUNTS*

About half of the WCF accounts are defined as operating accounts. This type of account earns income from the provision of its services and has characteristics typical of a business enterprise. The costs for operating the "business" are recovered by billing customers for the provision of goods and services, through AAG/A approved rates. Each operating account is expected to recover its operational costs through rate structures.

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# COMPUTER SERVICES (CS)

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## DESCRIPTION

CS manages and operates two certified and accredited common user data processing facilities: the Justice Data Center-Washington (located in Rockville, Maryland), and the Justice Data Center-Dallas (located in Dallas, Texas). A Help Desk is also provided for technical assistance, problem reporting, and corrective action. The two data processing facilities provide a processing capacity of 2,197 millions of instructions per second (MIPS) and contingency back up for each site to support 100% Central Processing Units (CPU), 100% Direct Access Storage Devices (DASD), and 100% front end processing requirements.

### Information Technology Resources and Services

CS serves over 80,000 mainframe customers worldwide, providing a wide range of computer related services:

- IBM and IBM compatible mainframe processing platforms using OS/390 and VM/ESA operating systems with logical operating partitions creating secure processing environments.
- Interactive, on-line, and batch information processing and customer service assistance 24-hours a day, 7-days a week with monthly utilization reports on service costs.
- Contingency capabilities commensurate with customer mission requirements.
- Access to multiple hardware and software utilities with on-site and off-site storage and retrieval of backup media.

### Teleprocessing Services

This service includes the support of remote and local telecommunication processors supporting the nationwide and metropolitan area networks that access the data centers. These support services are managed and operated 24-hours a day, 7-days a week and can be accessed from anywhere in the United States via worldwide telecommunication networks.

### Support Services

CS provides support services to all CS customers including:

- Services for the design and development of special solutions for information processing;
- Review of the acquisition, procurement, installation, implementation, and maintenance of IT resources requirements (e.g. system, software, equipment);
- Secure processing for customers accessing the data centers;
- Established and tested processes and procedures for back-up and contingency operations, and disaster recovery plans;

**Help Desk**

The CS Command Center responds to calls for assistance and service regarding normal day-to-day operations, researches and resolves end-user questions and problems, and works to improve end user's satisfaction with prompt and accurate feedback.

The CS Command Center is responsible for providing customers with assistance on problems associated with CS services and resources, including teleprocessing, OS/390 and VM operating systems, security issues, and internet and e-mail connectivity. The Command Center makes use of an automated problem management system to quickly track and disseminate information related to customer problems, as well as manage customer changes requests. The CS Command Center operates 24-hours a day, 7-days a week.

**Performance**

CS has established through customer Service Level Agreements the following objectives:

- Common user utilities with availability of at least 99.5 percent of scheduled use time. Where mission essential requirements demand higher availability, innovative, redundant technology can be provided;
- Scheduled outage time will not be more than 8 hours per month;
- Problem resolution responsiveness as follows based on priority levels:
  Critical - not more than 60 minutes; High - not more than 2 hours; Medium - end of next business day; Low - not more than 3 days
- Host response time in less than two seconds.

**RATES AND BASIS OF REIMBURSEMENT**

CS bills customers monthly based on actual usage. A Reimbursement Agreement is established at the beginning of each fiscal year based on estimated costs. Charges are billed to standard document control number 90045, Subobject Classification 2518.

**Customer Requested Software**

CS customers are responsible for funding the initial cost and future maintenance costs of new software products for which they are the only user. After the initial purchase, the customer organization will transfer the license to CS, and CS will bill the customer for maintenance costs in subsequent years. These charges will appear on the customer's monthly invoices.

For Dedicated Servers (customer owned machines), the customer is responsible for funding the purchase and subsequent maintenance of new software and hardware.

**Point of Contact:** Joan Crum, Infrastructure Services - (202) 307-6944

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## ENTERPRISE MAIL AND WEB SERVICE (EMWS)

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### DESCRIPTION

EMWS operates and maintains efficient, responsive, and cost-effective DOJ enterprise-wide infrastructure for Internet access, web application server hosting, as well as inbound/outbound electronic mail message processing. EMWS offers the following services:

- Connectivity for the Department with timely and reliable email delivery to both internal and external DOJ destinations. This includes a real-time global directory that can be queried by the entire DOJ community;
- Management of the DOJ Internet connection for Justice Online Information Network (JOIN) services. These services include web hosting, E-mail services, Internet access, web browsing, and search engines. These services are provided in a secure environment, with a firewall that acts as a buffer between the public Internet, and the DOJ network. The intranet services (DOJ internal web servers and E-mail systems) reside within the DOJ internal network that is kept isolated from non-DOJ networks (such as the Internet).

### RATES AND BASIS OF REIMBURSEMENT

The EMWS rate is applied to the number of email accounts registered to each DOJ component at the beginning of each month. Billings are issued quarterly.

**Point of Contact:** R. Carrie Gilbert, Infrastructure Services - (202) 307-6846 or Paul Goodwin, Assistant Director, Networks (202) 353-1526

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# TELECOMMUNICATIONS SERVICES (TS)

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## DESCRIPTION

The TS operating account includes the services listed below.

### Local Voice Service (WASP, WITS, Centrex)

TS provides local telephone service to Washington metropolitan area DOJ facilities through three services. The primary resource is the Washington Area Switch Program (WASP), a dedicated telephone system obtained via contract with Verizon. TS currently provides service to approximately 34,110 customers through the WASP. Phone service to locations not served by WASP is provided either through the old DOJ Centrex services provided by Verizon (approximately 85 voice lines and 21 data circuits), or obtained from the General Services Administration through the Washington Interagency Telecommunications System (WITS) (approximately 3,032 lines and 321 data lines). Customers under WASP, WITS, and Centrex are billed a rate per line per month which pays for the costs of providing the basic telephone service, features, maintenance, and administration.

**Point of Contact:** Kathy Pinocci, (202) 616-6266

### Voice and Facsimile Mail

TS offers voice mail service at all WASP locations. Mailboxes come in three configurations (basic, enhanced, executive). In addition, Voice Mail Trees can be used by components to direct calls to recorded messages for commonly asked questions posed by the public. TS is currently managing over 18,704 voice mailboxes.

TS also offers Fax Mail and Fax Broadcast services. Fax mail allows users to receive fax information in a mailbox that can then be sent to a fax machine for printing, or forwarded to other fax mailboxes. Fax Broadcast allows users to send a fax to a wide group of recipients.

**Point of Contact:** Kathy Pinocci, (202) 616-6266

### Executive Voice Conferencing (Worldwide)

The executive voice conferencing service allows users to arrange a "meeting" among participants. Two conference types are offered; MEET ME and Operator Assisted Conference that allows the user to choose the level of operator involvement.

**Point of Contact:** Lydia Matthews, (202) 616-2193

**Metropolitan Area Network (MAN)**

The TS Metropolitan Area Network (MAN) employs large capacity telecommunications carrier facilities and Government-owned equipment to provide for the integrated and consolidated transport of communications traffic. Utilizing the MAN, voice, video and data, can have their varied requirements for capacity accommodated over a common set of communications facilities. The economies of scale realized by supporting these multiple communication traffic flows over common facilities translate into an overall cost savings.

When a customer identifies a networking requirement at a site where there is an existing MAN presence, the turn-around time to accommodate the request is significantly shorter than when ordering a comparable service from the local exchange carrier. Also, around the clock monitoring by TS' Network Services Center ensures that troubles on the network can be detected and resolved quickly.

**Point of Contact:** Wesley Golden, (202) 616-2457

**Non-Network Data Services**

TS provides ordering and billing services to DOJ components for non-network data circuits throughout the United States. For these circuits, TS passes through to the customer the circuit costs billed by the local exchange carrier, plus an additional surcharge.

**Point of Contact:** Chauser Perkins, (202) 514-4722

**Secure Office Automation**

Telecommunications Service (TS) provides a fully networked, classified office automation system for the senior management, litigating, related legal, and law enforcement components within the Department of Justice. JCON-S and JCON-TS are the systems that were implemented as a result of 9/11 and provide a vital communications link between the Department and other intelligence sources for anti-terrorism related issues.

**JCON-S** is a Secret Level LAN that allows users secret level email services and provides access to SIPRNet. SIPRNet Secret Internet Protocol Router Network (SIPRNet) is owned and operated by Department of Defense (DoD) and provides users the ability to pass data-grams at the Secret-Not Releasable to Foreign Nationals (SECRET-NOFORN) classification level. Only users who hold security clearances at the Secret level or above are permitted to access the SIPRNet.

**JCON-TS** is designed to meet the requirements for secure TOPSECRET (TS)/Sensitive Compartmented Information (SCI) multi-media intelligence communications within DOJ and Joint Worldwide Intelligence Communications Systems (JWICS).

**Point of Contact:** Linda S. Garcia, (202) 305-3257

**Justice Consolidated Network (JCN)**

The Justice Consolidated Network (JCN) is an enterprise network that consolidates wide area data communications for all DOJ components onto a single backbone. Its purpose is to reduce transmission and management costs, provide Department-wide interconnectivity, and standardized network security. By replacing components' separate wide area networks with a single network, JCN enables DOJ to buy bandwidth in more economic quantities and simultaneously migrate to state-of-the-art technology. Basic security requirements are imposed on users prior to connecting and using the JCN, thus enhancing the networks security.

JCN has been implemented via the General Services Administration's Federal Technology Services (FTS) FTS 2001 contract with the Sprint Corporation. JCN is managed by TS's JCN Program Management Office (PMO). Customers are billed based on bandwidth utilization rates.

**Point of Contact**: Karen Beard, (202) 305-3247

**Federal Technology Service (FTS)**

Domestic and international long distance telecommunications services are acquired under the Federal Technology Service (FTS) 2001 contract, established between the GSA and two long distance vendors (MCI and US Sprint). TS serves as the Department's liaison with the FTS 2001 program office at GSA and with our FTS 2001 vendors (MCI and US Sprint) for coordination of services provided under FTS 2001. TS places all orders for DOJ component services, represents the Department on all matters pertaining to these services, pays the GSA bill for all DOJ FTS charges, and allocates these charges to the DOJ components.

**Point of Contact**: Chauser Perkins, (202) 514-4722

**Justice Telecommunications System**

The Justice Telecommunications System (JUST) is an unclassified but sensitive message switching system. It provides connectivity and gateway access to the Federal Bureau of Investigation's (FBI) National Crime Information Center (NCIC), and the National Law Enforcement Telecommunications System (NLETS), as well as access to other law enforcement databases internationally, for both DOJ and non-DOJ components. TS is responsible for the engineering, design, acquisition, implementation, operations and trouble management of the JUST.

**Point of Contact**: Glynnis Bracey, (202) 305-9194

**Telecommunications Services Center**

The Telecommunications Services Center (TSVC) provides message transmission services for DOJ classified and unclassified communications, as well as transmission and receipt services for facsimiles. TSVC messages are received from and transmitted to other Federal agencies through a connection with the Defense Department's communications network. TS also offers the Justice Automated Messaging System (JAMS) which provides automated and secure delivery of messages throughout the Department. JAMS is directly connected to the Pentagon Telecommunications Center that serves as the primary interface for DOJ to the Department of Defense's Automated Digital Network (Autodin).

**Point of Contact:** Linda S. Garcia, (202) 305-3257

**RATES AND BASIS OF REIMBURSEMENT**

TS has a rate for each service described above. A complete listing of TS rates is included under the WCF Rates section of this Website.

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## CONTRACTS MANAGEMENT SERVICE (CMS)

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**DESCRIPTION**

CMS administers the following contract programs:

**ITSS (Information Technology Support Services)**

This program acquires information technology services for DOJ components and other government agencies through a task order competition among 12 companies holding Indefinite Delivery/Indefinite Quantity (ID/IQ) contracts. The contracts that were awarded as the result of a full and open competition contain a time and materials pricing schedule. Agencies seeking to acquire services from this program can obtain a contractor within as little as two to four weeks. To initiate the task order award process, customer agencies must submit a statement of work to CMS that, in turn, solicits proposals from the task order contractors. Representatives from the customer agency evaluate the contractors' technical proposals and the contracting officer selects the winning proposal from the results of the technical evaluation and a comparison of the contractors' price proposals. The types of services available through this program include the following:

- Studies and Special Projects
- Design, Development, Engineering and Operation of Computer Systems
- Project Related Hardware and Software
- Database Development and Administration
- Network Administration and Management
- Training in the use of Custom Systems and Off-The-Shelf Software
- Data Entry and Conversion

**Point of Contact:** Surrindar Hansra, (202) 514-5699

**ASSIST (Automation and Information Support Services)**

The ASSIST program provides for hardware maintenance, help desk support, asset/inventory management, site work, and operations assistance. ASSIST2 has contracts with several major information technology vendors, such as, Hewlett Packard, Computer Science Corporation, and Unisys Corporation. CMS assists customers in formulating an effective statement of work, conducting the competition among the ASSIST2 contractors, arranging for the task order award, providing general supervision of contractor performance, paying contractor invoices and collecting reimbursement for customer accounts.

**Point of Contact:** Bernie Guerrero, (202) 514-4537

**Automated Research Services**

This program provides access to commercial databases for legal research, news, financial information and public documents. The Computer Assisted Legal Research (CALR3) contracts provide DOJ components unlimited usage to the West Group legal, news and financial databases and LexisNexis for an annual flat fee. Multi-year contracts are also in place with Choicepoint, Inc., for their public records databases, and with Faulkner Information Services for their technology databases and newsletters. West Group and LexisNexis are available only to DOJ components. Choicepoint is available to all Federal Agencies.

**Point of Contact:** Mark Miller, (202) 514-4766

**Enterprise Software Licenses**

This program is designed to acquire enterprise licenses for software products that are in widespread use throughout DOJ. Enterprise software licenses are awarded to reduce the direct costs of DOJ components, simplify administration and assure compliance with copyright laws and software management regulations. As of January 2004, a DOJ enterprise license has been awarded to Oracle Corporation, Microsoft Corporation, Corel Corporation, McAfee Inc., and Foundstone, Inc. This program is only available to DOJ components.

**Point of Contact:** Mary Aileen O'Donovan, (202) 307-6899

**RATES AND BASIS OF REIMBURSEMENT**

CMS services are billed back to the customer based on actual contract costs plus an administrative fee. Fees for the different types of contracts are listed under the WCF Rates section of this Website.

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## E-GOVERNMENT SERVICES STAFF (EGSS)

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**DESCRIPTION**

EGSS facilitates the timely, cost effective delivery of high quality information by making Department of Justice information and services readily available to citizens via the Internet, and by improving electronic communication across Justice and among the Department's mission partners. Primary functions include coordinating and promoting DOJ participation in government-wide E-Gov initiatives, managing the wireless program (funded by a separate appropriation), overseeing DOJ's compliance with the government Paperwork Elimination Act (GPEA), providing leadership in improving DOJ Web Services, and promoting policies and systems that facilitate information sharing.

**RATES AND BASIS OF REIMBURSEMENT**

Income is derived by distributing the Department's EGSS expenses by billing the various E-Gov initiatives to components based on their benefit or potential benefit associated with the particular initiatives. Variables used in the allocation methodology vary among the various initiatives, including component FTE, budget authority, number of systems, or anticipated beneficiaries.

**Point of Contact:** Mike Duffy, Director, (202) 305-4568

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## INFORMATION TECHNOLOGY SECURITY SERVICES (ITSS)

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**DESCRIPTION**

This account is responsible for the development, implementation, and management of the DOJ IT security program for sensitive but unclassified systems. ITSS accomplishes its mission through the development of security policy and implementation guidelines for the Department's sensitive but unclassified information technology systems, by providing oversight and support

for IT security programs administered by each component organization, and by sponsoring new IT security initiatives.

ITSS also manages the Justice Certification and Accreditation Program (JCAP) that ensures all DOJ IT systems are certified and maintain a current formal approval to operate. Additionally, ITSS is responsible for providing certification and accreditation technical support for selected IT systems managed by and supporting the JMD and senior management offices.

**RATES AND BASIS OF REIMBURSEMENT**

The ITSS allocates its costs to its customers based on a blended rate structure using enacted budget authority (60%) and IT Systems (40%) to fairly allocate the IT Security focus and Department-wide nature of ITSS costs to Departmental components. Charges are billed quarterly using the rates as defined under the "WCF Rates" section of this report (see Table of Contents).

**Point of Contact:** Kevin Deeley, Director, (202) 353-2421

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## ENTERPRISE SOLUTIONS STAFF (ESS)

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**DESCRIPTION**

This account manages and reviews the Department's major IT initiatives so that each initiative meets cost, schedule, and performance goals. The staff ensures that the Department improves its management of IT projects through a variety of means, including structured and detailed reviews of component projects; financial and performance reporting; standardized system development methodology and program management models; increase career development opportunities for project managers; and identification, utilization, and sharing of core competencies.

**RATES AND BASIS OF REIMBURSEMENT**

The ESS allocates its expenses to Components based on a blended FTE and budget authority allocation methodology. The rate structure is based on enacted budget authority, and FTE levels, weighted at 50% respectively, to fairly allocate the Department-wide nature of ESS costs to Departmental components. Charges are billed quarterly using the rates as defined under the "WCF Rates" section of this report (see Table of Contents).

**Point of Contact:** John Murray, Director, (202) 305-9635

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# HUMAN RESOURCE SYSTEMS (HRS)

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## DESCRIPTION

HRS provides general oversight and direction to the U.S. Department of Agriculture's National Finance Center (NFC) which operates the personnel/payroll system used by DOJ.

## SERVICES

### NFC

HRS serves as the principal liaison between NFC, the Office of Personnel Management's Employee Express System, and the other systems that provide personnel and payroll processing services to the Department.

### User Training

HRS provides a full line of training classes on the NFC system and its facilities, including but not limited to: Time and Attendance entry and submission, FOCUS Management Reporting, Personnel Action Processing on NFC, and various internal control classes directed at the management level. In addition, HRS can provide off-site, customized training and specialized systems support.

### Expert Help & Support for Personnel/Payroll Operations

HRS provides expert system and subject matter support in the areas of payroll operations and accounting for Departmental staff. HRS staff provides hot line help on the NFC system.

### Systems Integration Analysis

HRS provides expert level support to users' data or system integration efforts. The support includes working with users, Departmental and bureau technology groups, and contractor groups to determine strategies for integration of personnel and payroll data with mission related systems. Additionally, HRS provides analytical review services for components on how to best optimize the use of active and historical data with currently deployed systems.

### Departmental Information Management Reporting

HRS responds to Departmental, Congressional and Court ordered requests on a variety of human resources and payroll related topics. HRS develops and maintains a variety of unique reports and

report menus accessible by all Department users. In addition, responses to FOIA requests involving human resource or payroll data are prepared in HRS.

With the arrival of many new web-based technologies, managers and employees are obtaining real-time human resource related information from their desktops. Decision-support information and "what/if?" analyses are being made available through a variety of payroll related models and data files developed by HRS.

**RATES AND BASIS OF REIMBURSEMENT**

HRS charges a rate per employee record per pay period. This rate reimburses HRS for expenses related to the provision of services outlined above and charges from the NFC for processing of payroll, personnel and related accounting functions. HRS charges are billed on a bi-weekly basis to standard document control number 90044. Special reimbursements are required for off-site, customized training and specialized systems support.

**Point of Contact:** Melinda Morgan, Director, (202) 616-5800

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## FINANCIAL MANAGEMENT SERVICES (FMS)

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**DESCRIPTION**

FMS primarily provides financial and accounting services to the DOJ Offices, Boards, and Divisions (OBDs), U.S. Attorneys, and the Bureau of Prisons (BOP). Department level services are also provided to the Bureaus, as well as specific services where requested. Two non-Departmental customers are also serviced: Court Services and Offender Supervision Agency (CSOSA) Offender Supervision Trustee and Pre-Trial Services (PSA). The following services are provided under this Finance Staff account:

**Accounting Operations and Reports Section (AORS)**

AORS is responsible for processing interagency billings, such as: GSA Motor Pool, the Government Printing Office, and Fedstrip. AORS is responsible for processing reimbursable billings and updating the Reimbursement Module for all OBDs. AORS processes all collections and operates the Cash Imprest Fund for the OBDs. AORS initiates and oversees the creation of the monthly and annual financial reports to Treasury and OMB. Also, AORS administers the Mellon Bank Third Party Payment System; maintains the FMIS General Ledger, and performs cash reporting and reconciliation.

## Fiscal and Travel Services Section (FTSS)

FTSS processes travel and vendor payments and consolidates financial information for 1099 distribution; responds to vendor and OBD's request for payment information; processes stop payments and check reissues; processes draft activity for OBDs; processes the MasterCard payments from Bank One for all OBD's; and processes foreign payment schedules. FTSS is also responsible for submitting and sub-certifying audited travel vouchers, payments and invoices for most OBD's.

## Quality Control and Compliance Group (QCCG)

QCCG is responsible for the OBD Clean Audit Project (CAP). The CAP is a comprehensive effort to strengthen OBD-wide financial practices in order to obtain reliable financial information. This process involves training the OBD community, developing solid business practices, audit policy and oversight, and performing compliance reviews.

## Financial Statements Group (FSG)

FSG is responsible for the preparation of audited financial statements for the OBDs, the Asset Forfeiture Fund (AFF) and Seized Asset Deposit Fund (SADF) program and the WCF. FSG coordinates the preparation of the consolidated Department-wide audited financial statements for submission to OMB. It coordinates the audits of the WCF, AFF/SADF and OBDs, and coordinates the Financial Statements Working Group meetings. FSG prepares and distributes the Financial Statements Requirements and Preparation Guide.

## Financial Management Policy and Requirements Group (FMPRG)

FMPRG develops and implements financial management bulletins to support financial management laws, regulations and policies for all DOJ components. The group is responsible for the preparation of the annual Financial Management Services Status Report and Five-Year Plan required by the CFO Act. It performs OBD compliance reviews of the Department Third Party Payment System and reviews OBD personal property claims. FMPRG also coordinates monthly financial meetings with the Department's financial community to promulgate policies and discuss current issues. It provides a wide array of training services to FMIS users.

## RATES AND BASIS OF REIMBURSEMENT

The Finance Staff charges its customers for the above FMS services using a modified transaction-based cost recovery structure that is updated annually. This structure funds the daily accounting, fiscal, and travel management operations, as well as Department-wide financial management program support. The FMS rates consider each component's transaction volume, "processing profile," and any special support provided by the Finance Staff. FMS charges are billed using standard document control number 90043.

**Point of Contact:** Melinda Morgan, Director, (202) 616-5800

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# FINANCIAL MANAGEMENT INFORMATION SYSTEM (FMIS)

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## DESCRIPTION

The FMIS is the primary automated financial system for the Department of Justice Offices, Boards and Divisions (OBDs); the U.S. Attorneys; and the Bureau of Prisons (BOP). It also supports several non-Departmental customers: Court Services and Offender Supervision Agency (CSOSA) Offender Supervision Trustee and Pre-Trial Services (PSA). The FMIS supports the full range of financial management requirements, including the general ledger function, budget execution, funds status reporting, receivables and reimbursables management, travel, third party and Treasury payments, small purchase charge card purchases, etc. FMIS is continually evolving to make use of new techniques and technologies to respond to new requirements and provide easily obtainable and understandable information to all levels of management involved in financial operations or management as well as budget formulation and execution. The following services are provided under this Finance Staff account:

### Financial and Administrative Systems Support Group (FASSG)

FASSG is responsible for the design, development, implementation, and maintenance of the DOJ FMIS. FMIS is an automated accounting and reporting facility that supports OBD/BOP financial management and operations. The FASSG is responsible for the modification and enhancement of the FMIS to support the Bureau of Prisons (BOP) financial operations, Departmental Procurement Offices (Federal Procurement Data System Reporting) and the OBD Community (Accountable and Capitalized Property).

### Financial Management Policy and Requirements Group (FMPRG)

The Requirements section of FMPRG supports the functional data requirements for the design, maintenance, and operation of the FMIS system. This includes managing, updating, and controlling system tables for FMIS table-driven data elements such as Fund Codes, Cost Centers, Sub-Object Classifications, General Ledger data elements and posting logic, etc. FMPRG provides training on the procedures and use of the FMIS. This team also provides follow-up support to components recently converted to FMIS2, and operates the FMIS Help Desk.

### FMIS2 Help Desk

FMIS Help Desk answers calls and electronic mail messages and provides guidance to all FMIS users. Assistance is provided in the areas of transaction processing/data entry, suspended User

IDs, password problems, application error messages, FMIS reports, and FMIS table maintenance. The FMIS Help Desk is also responsible for requests for FMIS system changes and user defined reports, and User ID re-certification. The Help Desk is available via JCON e-mail at FMIS2 Support, FMIS2.Support@usdoj.gov, or (202) 616-FMIS (3647). Hours of operation are 7:00 a.m - 5:00 p.m. Eastern time, Monday-Friday, except holidays.

## RATES AND BASIS OF REIMBURSEMENT

The Finance Staff charges its customers for the above services using a customer utilization-based cost recovery structure that is updated annually. This structure funds all costs for the maintenance, enhancement, and customer use of the system. The costs of hardware/software maintenance, requirements analysis, systems training, help desk customer support, and related functions are recovered based on each component's proportional use of FMIS. Included in this account are FMIS computer processing costs that are billed to the Finance Staff, by the Justice Data Center (JDC), for all Departmental components' use of FMIS. All FMIS costs are recovered from components based upon actual system usage, as noted above using standard document control number 90042.

**Point of Contact:** Melinda Morgan, Director, (202) 616-5800

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# PROGRAM REVIEW SERVICES (PRS)

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## DESCRIPTION

The Program Review Services (PRS) is responsible for ensuring implementation of OMB Circular A-123, Appendix A throughout the Department. PRS plans the overall assessment, provides implementation guidance and assistance to Departmental components, and prepares the annual assurance statement for the Performance and Accountability Report (PAR). PRS also corresponds with OMB and other agencies on A-123 matters to stay abreast of developments that may impact the Department (e.g., revisions to OMB requirements) and so the Department can capitalize on the lessons learned and best practices of others.

OMB Circular A-123 defines management’s responsibility for internal control in Federal agencies. In December 2004, the OMB reissued the Circular after reexamining the existing standards and determining that changes were needed to improve internal control requirements over financial reporting. The policy changes are intended to strengthen the requirements for conducting management’s assessment of internal control over financial reporting. It requires an

assessment, documentation, and testing of internal controls over financial reporting that was previously not required. The revised Circular became effective in FY 2006.

Beginning in FY 2007 the PRS will also assume responsibilities for the overall FMFIA reporting (commonly referred to Section 2 and Section 4) and Improper Payments Reporting (OMB Circular A-123, Appendix C).

The A-123 requirements will complement the existing audit of DOJ financial statements, improve internal controls, and may result in efficiencies for the audit. Performance measures include timely preparation of assurance statements with the resolution and reduction of the reported weaknesses.

**RATES AND BASIS OF REIMBURSEMENT**

The cost allocation rate structure is based upon an equal distribution of cost among the Department's reporting components, adjusted for specific assistance provided by the PRS. Costs and charges are billed monthly.

**Point of Contact:** Neil Ryder, (202) 616-5499

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## JUSTICE BUILDING SERVICES (JBS)

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**DESCRIPTION**

JBS is an activity under the Facilities and Administration Service Staff (FASS). JBS is functionally divided into the following activities: cleaning, maintenance services, leased buildings management, and construction services.

**Cleaning**

JBS provides custodial services to DOJ tenants in the RFK/Main Justice Building (RFK/MAIN). The custodial staff monitors the contractor that cleans RFK/MAIN, and responds to custodial related complaints (e.g., spillage, trash pickups, recycling trash pickups, vacuuming and special requests for cleaning). Large trash containers may be obtained for the disposal of large volumes of books, paper, and trash.

**Maintenance Services**

JBS is responsible for the operation, maintenance, repair, preservation and alteration of RFK/MAIN and is responsible for providing maintenance services to tenants of RFK/MAIN in

accordance with the Delegation of Authority between the Department and General Services Administration (GSA). The maintenance staff is responsible for the daily start-up and shut-down of RFK/MAIN's heating, ventilation and air-conditioning systems (HVAC), performing regularly scheduled preventive maintenance on the buildings' electrical, HVAC and plumbing systems, and responding to daily operational complaints for power outages, cold/hot conditions, light bulb changes, elevator problems, and various carpentry and lock malfunctions. The staff also provides loading and unloading services for the components located in RFK/MAIN via the utilization of a tow motor.

**Leased Buildings Management**

JBS is responsible for overseeing approximately 35 leased buildings in the Washington area. This includes ensuring lessor compliance with maintenance and cleaning services, monitoring construction projects and alteration projects, and working with GSA and the lessors to ensure adequate services are being rendered. JBS is responsible for coordinating all reimbursable space modifications and recurring building services (to existing space) with lessors and GSA for the Offices, Boards, and Divisions (OBD) nationwide, including developing scope of work statements for work requested by the OBDs, for submission to GSA, and coordinating the timely completion of the projects.

**Construction Services (CS)**

CS provides carpentry, painting, and electrical alterations on a reimbursable basis. CS either performs the alterations in-house, or contracts the alterations to private sector companies. Customers submit alteration or design assistance requests, and CS personnel provide minimal design services and cost estimates for in-house craftsmen, or estimates for work to be performed by outside contractors.

**RATES AND BASIS OF REIMBURSEMENT**

JBS does not charge customers directly for cleaning and maintenance services. Funding for maintenance services and the necessary materials and equipment associated with the maintenance and operation of RFK/MAIN are provided via the WCF Space Account. Construction jobs performed by CS are billed to customers based on an hourly labor rate. Materials are provided at cost.

**Point of Contact:** Ron Deacon, Director, FASS, (202) 616-2995

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## MAIL, MULTIMEDIA AND PUBLICATIONS SERVICES (MMPS)

## DESCRIPTION

MMPS is a service managed by FASS. MMPS consists of four sections: Mail Management Section, Multimedia Management Section, Meeting and Conference Planning Section and Publications Management Section.

## MAIL MANAGEMENT SECTION (MMS)

MMS develops and directs a mail management program for Departmental components to ensure economical and efficient preparation and dispatch of mail and internal mail processing.

**Mail Management Services** -This area is responsible for the development of Departmentwide policies, procedures and standards for the receipt, delivery, collection, dispatch, and payment of postage for official mail.

**Central Mailroom** - The Landover Operations Center (LOC) in Landover, MD, is the central mailroom that provides initial sorting of all incoming mail addressed to Department components under zip code 20530. Incoming mail is x-rayed and sniffed by a bomb-sniffing dog to detect hazardous devices, and date stamped to indicate day of receipt. Staff logs all accountable mail, and prepares mail for dispatch through the U.S. Postal Service (USPS) or delivers mail to satellite DOJ mailrooms. The central mailroom operates the DOJ overnight shipment dispatch service that provides a convenient way to send items through Federal Express. This service operates Monday through Friday, as late as 8 p.m., from eight locations in the Washington metropolitan area.

**Mail Referral Unit** - The Mail Referral Unit provides Departmentwide mail referral service for seven major categories of mail including: (1) mail addressed to the Attorney General by name or title with no personal marking or Congressional frank; (2) mail addressed to the Department with no specific designation; (3) mail marked Freedom of Information Act or Privacy Act addressed to the Department with no specific designation; (4) mail received from the White House in bulk; (5) legal papers hand served to the Attorney General and other Departmental officials by U.S. Marshals and private process servers; (6) telegrams addressed to the Attorney General or the Department; and (7) mail addressed to the Tax Division in general, or to the Assistant Attorney General of the Tax Division by name or title with no personal marking or attention line. Also, autopen service is provided as a way to save time for Department officials by affixing signatures on documents such as form letters.

**Satellite Mail Facilities** - This includes DOJ mailroom operations located in buildings other than the central mailroom. These facilities provide initial sorting and delivery of incoming USPS and interoffice mail addressed to occupants in the building.

**General Support Services (GSS) contract** - This contract provides mail and messenger, corresponding processing, mail management, temporary help, warehousing and labor, facilities maintenance, administrative support, and copy services. MMPS is responsible for preparing a

statement of work for each position, monitoring contractor performance, and ensuring that quality standards are maintained.

**Messenger Center Service** - This serves the RFK/MAIN and the Patrick Henry Building (PHB) employees as central facilities for processing all incoming and outgoing small packages delivered by courier companies without cardkey access to RFK/MAIN and PHB. All incoming packages from an outside courier are x-rayed by the security personnel.

**Interbuilding Bulk Mail Delivery** - This provides bulk mail pickups and deliveries between buildings occupied by the Department in the Washington metropolitan area.

**Scheduled Messenger Service** - This provides scheduled pickups and deliveries of unclassified time sensitive materials between Department locations and other points along a specified route.

**Post Office Box Mail Pickup Service** - This provides mail pickup from post office boxes, mail security screening (x-ray), and delivery to various Departmental components in the Washington metropolitan area.

**On-Call Messenger Services** - This provides pickup and delivery of classified and unclassified time critical material between Department locations and other points in the Washington metropolitan area.

**Direct Accountability and Mail Metering Services** - This represents the cost of processing outgoing USPS mail utilizing mail-metering equipment. Staff tracks the use of postage meter account numbers and compiles, analyzes, and reports postage expenditures.

## MULTIMEDIA MANAGEMENT SECTION (MMS)

MMS develops and directs a multimedia management program for the Departmental components to ensure high standards with regard to the quality, effectiveness, and efficiency of audiovisual and photographic products and activities. MMS also operates the JusticeVision in-house television system and the Department's conference rooms in RFK/MAIN.

MMS provides video and audio recording of news briefs, conferences, meetings, ceremonies, and other special events. Services include audiovisual program production from concept and scripting through editing. Video editing and special effects generation can also be incorporated into any program. Other services available include: video conferences and satellite broadcasts, videocassette and audio cassette duplicating, in-house broadcasting, videocassette recorders, monitors, large screen video projectors, overhead projectors, audiotape recorders, microphones, slide projectors, easels/podiums, and services for the benefit of people with disabilities (e.g., assistive listening devices, telephone devices for the deaf, audio-text with voice indexing, and video captioning). MMS is also responsible for scheduling use of the conference rooms.

**Document Design Unit** - This unit provides a wide range of graphics design and production services including: composition and layout for reports, booklets, and brochures; design for publication covers, letterheads, and invitations; special visual aids for presentation (e.g., charts,

drawings, photo enlargements, and blueprints); web page design; certificates and special awards; custom and standard framing; plastic and metal engraving; lamination of charts; DOJ seals; signs; posters, and banners.

**Photographic Services**- These services are available for meetings, seminars, award ceremonies, conferences, news briefings, and any other special event or project. Other services available include photo enlargements for wall decor, passport and credential photographs, photographs of Department officials, photography for publications, digital photos for electronic use, photo processing, printing, and enlarging, and photo research of historic photographs.

## MEETING AND CONFERENCE PLANNING SECTION

The Meeting and Conference Planning Section arrange and manage meetings and conferences nationwide. Services such as on-site management, site inspections, preparing travel authorizations and vouchers, negotiating contracts with vendors, arranging hotel accommodations, catering, arranging meeting space, note taking, court reporting, audiovisual/photographic coverage, stenography, marketing, advertising and designing tent cards, name tags, signs and banners are all available.

## PUBLICATIONS MANAGEMENT SECTION (PMS)

PMS develops and directs a publications, graphics, printing, and reprographics management program for the Departmental components.

**Printing Operations** - Printing Operations provides copying/duplicating services, form and letterhead printing, and document binding and finishing.

**Printing Procurement** - Printing Procurement serves as the central contracting point for all printing and related services. All Departmental components are required to obtain printing and related services through Printing Procurement. Printing Procurement can assist customers in planning a publication with maximum visual appeal, in planning and procuring large-print and Braille publications, in estimating printing costs for budget planning, and in arranging for other special printing formats.

**Reprographics Management** - Reprographics Management has Department-wide responsibility for the pre-acquisition review and approval of copy/duplicating equipment, printing/binding equipment, electronic publishing system, laser printers with resolution greater than 700 dots per inch, and laser printers with rated output speeds of over 20 pages per minute.

## RATES AND BASIS OF REIMBURSEMENT

Customers are billed for mail services on a monthly basis. Charges for mail services are billed to standard document control number 90009, Subobject classification 2210. MMS and PMS rates are listed in the WCF Rates section of this Website.

**Point of Contact:** Ron Deacon, Director, FASS, (202) 616-2995

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# PERSONNEL SERVICES (PS)

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## DESCRIPTION

PS provides four categories of services: Official Personnel Folder (OPF) personnel services in support of the Offices, Boards and Divisions (OBDs); special program services in support of the Department-wide personnel population; drug testing services; and special personnel services rendered upon request.

### Official Personnel Folder Services

The OBD group within PS administers OPF activities such as recruitment, merit promotion, classification, position management, pay administration, labor-management relations, discipline and administrative grievances, FOIA response services, awards processing, personnel records maintenance, payroll, retirement, and other employment-related services.

### Department-wide Personnel Services

PS administers the following programs that benefit the entire Department:

- The Departmental Leave Bank program that provides for the coordination and centralized administrative support for the processing of all contributions of leave and transfers to recipients.
- The OPM Employment Information Services provides employment information through OPM to federal employees and the public.
- The Executive Resources Program provides oversight and support for the Department's senior executive positions to ensure uniformity in these highly visible positions. PS also schedules executive development training seminars for the Department's executives, supervisors and managers.
- The Workers Compensation Program which addresses workers compensation waste, fraud, and abuse using an integrated Department-wide system.
- The Adverse Action Reform Program supports the Department's improved success in litigating appeals before the Merit Systems Protection Board and recommends ways of improving the Department's litigation record.

- The Corporate Leadership Council (CLC) provides a subscription service database that identifies and publishes successful corporate human resource initiatives. This information is based on the CLC's strategic management research, and is geared at boosting workforce productivity and quality.

- The Events Management program which coordinates Departmental and Attorney General events, such as the Combined Federal Campaign, U.S. Savings Bond Campaign, and the Attorney General Awards Ceremony.

**Drug Free Workplace Program (DFWP)**

PS administers both applicant and random drug testing on a nationwide basis for all of the OBDs, U.S. Attorneys, Executive Office for Immigration Review, Executive Office for the U.S. Trustees, Office of the Inspector General, the Office of Justice Programs, and Treasury's Bureau of Engraving and Printing. Specifically, PS administers the following:

- A collection facility at the National Place Building where urine samples are obtained for analysis for tentative hires in the Washington area, and collections for employees selected for random testing.

- Reporting to Congress on the status of drug testing, and updating applicable DOJ policy.

- Arranging for collections for all applicant and random tests outside of the Washington Metropolitan area.

- Conducting follow-up testing for employees, referred by supervisors, who undergo counseling, or rehabilitation programs, for illegal drug use.

- Monitoring a quality control program for observing the laboratories' analysis performance in all aspects of the drug testing program.

- Conducting training to assist supervisors in identifying and addressing suspected illegal drug use by employees.

- Referring employees to the Employee Assistance Program for counseling services.

- Overseeing functions involving the use of Medical Review Officers, who must confirm positive test results from the laboratory analysis.

**RATES AND BASIS OF REIMBURSEMENT**

OPF services are offered to the OBDs under a two tier "full" and "limited" service rate structure. The limited service rate is applied to those OBDs with delegated personnel authority. Charges for these services are calculated based upon the number of OBD employees, excluding volunteers, in the NFC database at the time each payroll is generated. Charges for the

Department-wide programs are calculated based upon the number of employees, excluding volunteers, in the NFC database at the time each payroll is generated. Under the Drug Free Workplace program, a rate per drug test is charged to customers.

**Point of Contact:** Sandy Rawlins, (202) 616-3712

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## SECURITY SERVICES

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### DESCRIPTION

Security Services provides physical building security by maintaining a guard service, guard supervisors, and a building access system. Additionally, Security Services maintains an alternative relocation facility to ensure the continuity of operations.

### RATES AND BASIS OF REIMBURSEMENT

SS costs are allocated to the components based on a combination of Budget Authority and FTE. Billings are issued quarterly. Guard service costs are allocated based on the components' square footage in each particular building. Separate reimbursement agreements for guard services are issued to the components.

**Point of Contact:** James Dunlap, Director, (202) 514-2094

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# *WORKING CAPITAL FUND*

# *CLEARING ACCOUNTS*

Clearing accounts were established in the WCF to allow for an efficient means of monitoring a common set of costs. They also enable the Department to pay an external entity (e.g., the General Services Administration (GSA)) from one account, and then replenish the account through the proper distribution of charges. Clearing accounts monitor "pass-through" costs which are

processed through the WCF and allocated to the proper customer. By isolating the costs, the WCF can more accurately charge customers based on actual usage, and actual costs. Clearing accounts do not include FTE and positions, major fixed costs, or overhead costs. Since the accounts are "pass-through" in nature, they usually achieve a break-even financial posture. The rates for clearing accounts are, in a sense, equal to the cost of providing the service.

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## SPACE MANAGEMENT

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### DESCRIPTION

This clearing account is used to expedite the payment of General Services Administration (GSA) rent billings for Department components (excluding bureaus). GSA bills this account on a monthly basis for all GSA-controlled space that the Department occupies throughout the United States (including parking space).

Through this account, Department components are billed based on actual GSA rates for each particular building. In the Washington D.C. area, components are also assessed a National Capital Region (NCR) rent surcharge. For FY 2007, the rent surcharge that is applied to all space types except warehouse and parking, is $5.53 per square foot. The rent surcharge covers common costs including guard service and heating, ventilation and air conditioning (HVAC) costs at the Main Justice Building (RFK/MAIN), shared-use facilities, vacant space, shuttle services, and other RFK/MAIN needs. A computerized inventory database is used to generate component space billings.

### RATES AND BASIS OF REIMBURSEMENT

Space charges are based on GSA rates for each particular building. In the Washington D.C. area, components are also assessed a rent surcharge. These charges are billed on a monthly basis to standard document control number (DCN) 90013, under Subobject classification 2320. Parking charges for both GSA-owned and commercially leased spaces are billed on a monthly basis to DCN 90013, under Subobject classification 2322.

**Point of contact:** Adam Bodner, (202) 307-1867

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# TELECOMMUNICATIONS SERVICES (TS)

# CLEARING ACCOUNTS

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## TELEPHONE EQUIPMENT & INSTALLATION

**DESCRIPTION**

TS receives bills from Lucent, Verizon, and GSA for telephone equipment. Charges are passed through with no additional cost for the purchase of equipment, and/or technicians overtime hours (as requested). These charges are billed to standard document control number 90015.

**Point of Contact:** Kathy Pinocci, (202) 616-6266

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## TOLL CHARGES

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**DESCRIPTION**

Toll charges billed to TS customers are for calls made outside of the WASP switch on which their phone resides. These toll calls include non-FTS long distance calls, directory assistance, and local message units (a local call for which Verizon bills the Department 7.2 cents per call when a "9" is dialed). These charges are billed to standard document control number 90016.

**Point of Contact:** Kathy Pinocci, (202) 616-6266

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## WASP CELLULAR SERVICE

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**DESCRIPTION**

The cellular service integrates the service features of the WASP and Verizon Wireless switches. This integration provides features such as five-digit dialing to other WASP phones and "Follow Me Roaming". This "service only" contract offers the best service level in the area with a Grade of Service (GOS) of less than 2 dropped calls per 100 calls. Cellular service charges are billed to standard document control number 90102.

**Point of Contact:** Darlene Brooks, (202) 616-4444

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## LIBRARY ACQUISITION SERVICE

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**DESCRIPTION**

The Library Acquisition Service orders publications for the OBD's, United States Attorneys, and the United States Trustees. The Library Staff has been delegated procurement authority by the JMD's Procurement Services Staff (PSS) for open market publications' requirements up to $100,000, and for unlimited Federal Supply Schedule publications requirements. The Library Staff works jointly with PSS contracting officers to award contracts for any open market publications' requirements exceeding $100,000. Components should order one-time publications, local newspapers, and popular magazines under $2,500 using their Government Purchase Cards. All other publications orders, including newspapers delivered in the Washington D.C. area can be placed through the Library Staff.

The Library Staff distributes reports in June that allow customers to conduct an annual review of all publications expected to be renewed or updated in the next fiscal year. Customers are requested to respond back by mid-July with any changes, including cancellations, address changes or funding changes. Customers are not required to take any action to continue ongoing publications. The Library Staff will renew subscriptions and procure necessary supplementation until requested to stop.

**RATES AND BASIS OF REIMBURSEMENT**

Customers are billed based on the cost of the publications plus a 2% administrative fee. These charges are billed to the register and document control number specified by the customer on the Reimbursement Agreement with the Library Staff. Billings are processed quarterly.

**Point of Contact:** Lisa Smith or Terry Coullette, (202) 514-3115

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# *WORKING CAPITAL FUND*

# *OVERHEAD ACCOUNTS*

Overhead accounts under the WCF consist of administrative personnel who perform a variety of duties in support of the operating accounts. Customers are billed indirectly for these services through the rates paid to the operating accounts. Overhead accounts do not have a rate structure and do not bill for services. All overhead costs are proportionally spread to the operating accounts under the WCF that in turn, have rate structures that recover the costs.

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## BUDGET STAFF

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This account is responsible for providing budget formulation and execution support for senior management staff and all WCF activities. This includes reviewing all operating plans and making recommendations on new funding initiatives, rate changes, current service funding levels, and policy issues. It also provides information, as needed, to the independent auditors of the WCF. This activity provides periodic Income and Expense Reports on the financial status of each account and has a key role in closing out the WCF at the end of the fiscal year. The financial information produced by this activity is provided to senior management and the CAB for decision-making purposes throughout the fiscal year.

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## PROCUREMENT SERVICES STAFF (PSS)

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This account performs procurement related duties for all WCF activities, such as negotiating and awarding new contracts, formulating procurement policies and procedures, exercising contract options, issuing contract modifications and contract task orders, monitoring contract performance, and other various procurement activities.

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## CHIEF INFORMATION OFFICER / DEPUTY ASSISTANT ATTORNEY GENERAL (DAAG) / INFORMATION RESOURCES MANAGEMENT (IRM)

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This account supports the CIO DAAG/IRM WCF management responsibilities and performs budget oversight, financial analysis, and human capital management functions for all of the WCF IRM Staffs."

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## OFFICE TECHNOLOGY SERVICE (OTS)

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This account is responsible for the office automation systems within JMD and the senior management offices. OTS supports the users of the Justice Consolidated Network (JCON) by providing installation, maintenance, and trouble shooting services. In addition, OTS is responsible for Help Desk support associated with the JCON system.

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## STANDARD DOCUMENT CONTROL NUMBERS

The majority of WCF services are billed to customers via a standard document control number. All WCF billings are processed by the JMD's Finance Staff. The following is a list of the standard document control numbers associated with the WCF. There are also several standard document control numbers for services that are not provided through the WCF. Also included is the Subobject classification to which the charges are recorded. Most charges are billed on a monthly basis.

| Service | SOC | DCN |
|---|---|---|
| MMPS-Mail Management Services (billed quarterly) | 2210 | 90009 |
| TS-Justice User Telecommunication (JUST) Charges | 2302 | 90022 |
| TS-Telephone Equipment and Installation Charges | 2303 | 90015 |
| TS-Telephone toll service | 2304 | 90016 |
| TS-Voice Mail | 2306 | 90019 |
| TS-TSVC, Autodin | 2306 | 90036 |
| TS-Non-network-leased lines | 2306 | 90037 |
| TS-Centrex Line Charges | 2306 | 90038 |
| TS-WASP Line Charges | 2306 | 90039 |
| TS-WITS Line Charges | 2306 | 90040 |
| TS-Executive Voice Conferencing | 2306 | 90101 |
| TS-JCON S/TS | 2306 | 90124 |
| FTS Charges | 2307 | 90020 |
| TS-JCN Charges | 2307 | 90020 |
| TS-JUTNet Charges | 2307 | 90024 |
| TS-WASP Cellular | 2319 | 90102 |
| Space-Rental Payments to GSA | 2320 | 90013 |
| Space-Parking Charges | 2322 | 90013 |
| TS-Metropolitan Area Network Charges | 2370 | 90023 |
| MMPS-Quick Copy Services | 2415 | 90033 |
| MMPS-GPO Printing | 2490 | 90032 |
| FMIS-FMIS charges | 2516 | 90042 |
| HRS-Human Resource Systems Services | 2517 | 90044 |
| CS-Justice Computer Services | 2518 | 90045 |
| PS-Personnel Services | 2525 | 90052 |
| CMS-ITSS Task Order Contracts | 2530 | N/A |
| CMS-Automated Research Services/Choicepoint Services | 2533 | N/A |
| FMS-Financial Management Services | 2538 | 90043 |
| CMS-Shared Software | 2539 | N/A |
| PS-Drug Testing | 2549 | 90005 |

| | | |
|---|---|---|
| MMPS-Graphic Services | 2556 | 90121 |
| HRS-Health Care Flex Spending Account | 2586 | 90119 |
| HRS-Dependent Care Flex Spending Account | 2587 | 90120 |
| EMWS-Internet, Intranet, Email | 2590 | 90021 |
| FS-Financial Audit Charges | 2590 | 90118 |
| Space-DHS Rent Security | 2590 | 90125 |
| ESS Enterprise Solutions Staff Charges | 2590 | 90126 |
| ITSS IT Security Staff Charges | 2590 | 90127 |
| EGSS E-Government Services | 2590 | 90128 |
| PRS-Program Review (A-123) Services | 2590 | 90130 |
| MMPS-Audiovisual Services (Form DOJ-430) | 2591 | 90122 |
| LS-Library Acquisitions-Subscriptions | 2613 | N/A |

## APPROPRIATIONS LANGUAGE

Public Law 93-613 includes language that created the DOJ WCF, is listed on the following page.

Also included on the following page is Public Law 102-140. The DOJ FY 1992 Appropriations Act (Public Law 102-140) includes language that allows the WCF to retain up to four percent of total revenue on an annual basis. The Act specifies that the use of retained earnings shall only be made after notification to the Committees on Appropriations of the House of Representatives and the Senate.

In addition, the DOJ FY 1992 Appropriations Act established the authority for the Department to transfer prior year unobligated balances into the WCF, not later than the end of the fifth fiscal year, after the fiscal year for which the funds were appropriated or otherwise made available. These funds are available for Department-wide acquisition of capital equipment, development and implementation of law enforcement or litigation related automated data processing systems, and improvement and implementation of the Department's financial management and payroll/personnel systems. Use of these transferred funds shall only be made after notification to the Committees on Appropriations of the House of Representatives and the Senate.

Organizations that "deposit" unobligated balances into the WCF will not necessarily benefit from the "withdrawals" of these resources. The funding will be dispensed at the direction of the Attorney General.

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# PUBLIC LAWS

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**PUBLIC LAW 93-613: Establishment of working capital fund - 28 USC 527.**

"There is hereby authorized to be established a working capital fund for the Department of Justice that shall be available, without fiscal year limitation, for expenses and equipment necessary for maintenance and operations of such administrative services as the Attorney General, with the approval of the Office of Management and Budget, determines may be performed more advantageously as central services. The capital of the fund shall consist of the amount of the fair and reasonable value of such inventories, equipment, and other assets and inventories on order pertaining to the services to be carried on by the fund as the Attorney General may transfer to the fund less related liabilities and unpaid obligations together with any appropriations made for the purpose of providing capital. The fund shall be reimbursed or credited with advance payments from applicable appropriations and funds of the Department of Justice, other Federal agencies, and other sources authorized by law for supplies, materials, and services at rates that will recover the expenses of operations including accrual of annual leave and depreciation of plant and equipment of the fund. The fund shall also be credited with other receipts from sale or exchange of property or in payment for loss or damage to property held by the fund. There shall be transferred into the Treasury as miscellaneous receipts, as of the close of each fiscal year, any net income after making provisions for prior year losses, if any."

**PUBLIC LAW 102-140: 28 USC 527 note.**

"Of the total income of the Working Capital Fund in fiscal year 1992 and each fiscal year thereafter, not to exceed 4 percent of the total income may be retained, to remain available until expended, for the acquisition of capital equipment and for the improvement and implementation of the Department's financial management and payroll/personnel systems: *Provided,* That in fiscal year 1992, not to exceed $4,000,000 of the total income retained shall be used for improvements to the Department's data processing operation: *Provided further,* That any proposed use of the retained income in fiscal year 1992 and thereafter, except for the $4,000,000 specified above, shall only be made after notification to the Committees on Appropriations of the House of Representatives and the Senate in accordance with section 606 of this Act.

In addition, for fiscal year 1992 and thereafter, at no later than the end of the fifth fiscal year after the fiscal year for which funds are appropriated or otherwise made available, unobligated balances of appropriations available to the Department of Justice during such fiscal year may be transferred into the capital account of the Working Capital Fund to be available for the department-wide acquisition of capital equipment, development and implementation of law enforcement or litigation related automated data processing systems, and for the improvement and implementation of the Department's financial management and payroll/personnel systems: *Provided,* That any proposed use of these transferred funds in fiscal year 1992 and thereafter shall only be made after notification to the Committees on Appropriations of the House of Representatives and the Senate in accordance with section 606 of this Act."

**AUTHORIZATION OF THE THREE PERCENT FUND**
**28 U.S.C. § 527 (note)**

Section 11013 of Public Law 107-273 provides as follows:

Sec. 11013. DEBT COLLECTION IMPROVEMENT.

(a) IN GENERAL.-Notwithstanding Section 3302 OF TITLE 31, United States Code, or any other statute affecting the crediting of collections, the Attorney General may credit, as an offsetting collection, to the Department of Justice Working Capital Fund up to 3 percent of all amounts collected pursuant to civil debt collection litigation activities of the Department of Justice. Such amounts in the Working Capital Fund shall remain available until expended and shall be subject to the terms and conditions of that fund, and shall be used first, for paying the costs of processing and tracking civil and criminal debt-collection litigation, and, thereafter, for financial systems and for debt-collection-related personnel, administrative, and litigation expenses.
(b) CONFORMING AMENDMENT.-Section 108 of Public Law 103-121 is repealed.

The Conference Committee Report published September 25, 2002, in the Congressional Record, states:

Sec. 11013. Debt Collection improvement

Section 11013 expands the use of the Department's Three Percent Debt Collection Fund. This fund was established by Section 108 of P.L. 103-121. The language of that Act permits the Department to credit three percent of all civil debt collections resulting from Department debt collection activities to the Working Capital Fund (the Three Percent Fund) and to use those deposits to the Fund only for the costs of processing and tracking civil debt collection litigation. The proposed language would expand the uses of the Three Percent Fund and establish a two tier structure for the expanded use of those funds.

The first tier permits the Department would use deposits in the fund for processing and tracking both civil and criminal debt collection. Thereafter, if there are amounts remaining in the Fund after paying the costs of processing and tracking, the funds could be used for financial systems and for debt-collection related personnel, administrative, and litigation expenses. The second tier permits the Department to use balances remaining after the costs of tracking and processing have been paid to support its financial management systems and to pay the costs of personnel, administration and other debt-collection-related litigation expenses.

The Conference Committee Report for Section 108 of Public Law 103-121 (published October 14, 1993 in the Congressional Record) defined "processing and tracking" as follows:

The Debt Collection Management Unit,
The Nationwide Central Intake Facility,
The Private Counsel Program,
The Debt Accounting Operations Group, and

Other activities and adjunct debt collection tools associated with the litigation and collection of

debts (e.g., skip tracing, credit reports, asset investigations, training, education and outreach, and costs in connection with sales of property to satisfy a U.S. Government debt, etc.).

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# FY 2007 WCF RATES

| SERVICE | UNITS OF MEASURE | FY 2007 RATE |
|---|---|---|

## FINANCIAL MANAGEMENT SERVICES (FMS)

**Cost allocation**

The Finance Staff charges its customers using a modified transaction-based cost recovery structure which is updated annually. This structure funds the daily accounting, fiscal, and travel management operations, as well as Department-wide financial management program support. The FMS rates consider each component's transaction volume, "processing profile," and any special support provided by the Finance Staff.

## FINANCIAL MANAGEMENT INFORMATION SYSTEM (FMIS)

**Cost allocation**

The Finance Staff charges its customers using a customer utilization-based cost recovery structure which is updated annually. This structure funds all costs for the maintenance, enhancement, and customer use of the system. The costs of hardware/ software maintenance, requirements analysis, systems training, help desk customer support, and related functions are recovered based on each component's proportional use of FMIS.

## HUMAN RESOURCE SYSTEMS (HRS)

| | | |
|---|---|---|
| **Payroll Processing** | per employee record<br>per pay period | **$6.81** |

## PROGRAM REVIEW SERVICES (PRS)

| | | |
|---|---|---|
| **A-123 Program Review Services** | Cost Allocation | **Cost allocation** |

The Program Review Services (PRS) allocates its costs to its customers based on level of services provided.

## COMPUTER SERVICES (CS)

| | | FY 2007 RATE |
|---|---|---|
| **CPU** | | |
| IBM - z/OS350 | CPU Hour | $1,908.00 |
| IBM - z/OS260 | CPU Hour | $2,369.00 |
| **DASD Storage** | | |
| Disk Storage - z/OS390 Mainframe | Gigabytes per Month | $60.00 |
| Disk Storage - Open System (AIX) | Gigabytes per Month | $20.00 |
| Disk Storage - Rack Mounted | Gigabytes per Month | $3.00 |
| **Server** | | |
| Processor Capacity | Transactions per Minute | $1.00 |
| Windows Environment | Transactions per Minute | $0.04 |
| AIX - non-DHS | Transactions per Minute | $0.04 |
| **Tape** | | |
| Tape Drive Occupancy | Per Hour | $1,000.00 |
| Tape Storage - Onsite | Tape per Month | $9.30 |
| Tape Storage - Offsite | Tape per Month | $16.80 |
| Tape Mounts | Per Tape Mount | $3.00 |
| **Access Charge** | | |
| Fixed Charge | Userid per Month | $5.00 |
| **Printing** | Per Thousand Lines | $6.00 |

# FY 2007 WCF RATES

| SERVICE | UNITS OF MEASURE | FY 2007 RATE |
|---|---|---|
| **Server Rate** | | |
| Server Device | Per Server per Month | $225.00 |
| | **ENTERPRISE MAIL AND WEB SERVICES (EMWS)** | |
| **Internet, Intranet, E-mail** | Per e-mail address per month | $7.13 |
| | **TELECOMMUNICATIONS SERVICES (TS)** | |
| **Broadcast Facsimile** | Per page/per destination | $0.15 |
| **Cellular Services** | Packages vary based on customer need | |
| **Executive Voice Conference System** | | |
| Operator Charge | per conferee | $1.50 |
| Port Charge, domestic | per conferee per minute | $0.15 |
| Port Charge, international | per conferee per minute | $1.75 |
| **FTS Services** | Usage | Cost + 6.2 % |
| **JCN/JUTNet** | % of Bandwidth | Cost allocation |
| **JCON-S/TS** | | |
| Terminal Fee | annual fee | $7,500.00 |
| Large-Scale Connection to JWICS | annual fee | $150,040.00 |
| Large-Scale Connection to SIPRNet | annual fee | $105,040.00 |
| **JUST** | | |
| Subscription Fee | monthly | $431.00 |
| Telecomm cost | terminal per month | $20.00 |
| JUST message | per message | $0.50 |
| **MAN:** | | |
| 256K | circuit per month | $293.23 |
| T-1 (1.544 Megabits per second) | circuit per month | $688.00 |
| Ethernet/10 Megabits per second) | circuit per month | $1,240.00 |
| Ethernet/100 Megabits per second) | circuit per month | $1,795.00 |
| OC-3c ATM (shared site) | circuit per month | $2,060.00 |
| OC-3c ATM/155 Megabits per sec | circuit per month | $2,620.00 |
| **Non-network services** | | |
| Circuits | circuit per month | Cost + 26% |
| **TSVC** | | |
| Secure Messages | per connection | $5.50 |
| Secure Facsimile Service | per page | $3.00 |
| **Voice Mail Boxes** | | |
| Basic | box per month | $5.60 |
| Enhanced | box per month | $10.00 |
| Executive | box per month | $12.00 |
| Special | box per month | $25.00 |
| **FACSIMILE Mail Boxes** | cost per month | VM rate + $2.00 |
| **WASP, WITS, Centrex Service** | | |
| Analog or Digital | line per month | $26.00 |
| ISDN line | line per month | $38.00 |
| DSL Access lines | line per month, based on service ordered** | **DSL Rates |
| Nortel Extranet IPSec PC Software (per end-user) | | $7.25 |
| Business DSL Dynamic Speed 1.5M, 128K | | $41.95 |
| Business DSL Dynamic Speed 384K, 394K | | $83.95 |

# FY 2007 WCF RATES

| SERVICE | UNITS OF MEASURE | FY 2007 RATE |
|---|---|---|
| Business DSL Dynamic Speed 1.5M, 384K | | $94.45 |
| Business DSL Dynamic Speed 768K, 768K | | $136.45 |
| Business DSL Dynamic Speed 7.1M, 768K | | $215.20 |
| Business DSL Static Speed 1.5M, 128K | | $94.45 |
| Business DSL Static Speed 384K, 394K | | $115.45 |
| Business DSL Static Speed 1.5M, 384K | | $125.95 |
| Business DSL Static Speed 768K, 768K | | $167.95 |
| Business DSL Static Speed 7.1M, 768K | | $246.70 |
| VOS single-user Intranet access 640K, PPOE client | | $44.93 |
| VOS single-user Intranet access 1.6Mb, PPOE client | | $67.99 |
| VOS single-user Intranet access - analog connection (56K) | | $17.99 |
| VOS single-user Intranet access - ISDN connection (128K) | | $29.45 |

NOTE: ALL RATES ARE SUBJECT TO CHANGE BASED ON VENDORS RATE.
NOTE: NO ADMINISTRATIVE PROCESSING FEES IS ASSOCIATED WITH DSL RATES.

## CONTRACTS MANAGEMENT SERVICE (CMS)

| SERVICE | UNITS OF MEASURE | FY 2007 RATE |
|---|---|---|
| **Information Technology Support Services (Task-Order)** | | |
| Orders < $1 million | Administrative Fee | 3.5% |
| Orders from $2 million to $10 million | Administrative Fee | 2.0% |
| Orders > $10 million | Administrative Fee | 0.5% |
| **ASSIST Contract Orders** | | |
| Orders < $1 million | Administrative Fee | 3.5% |
| Orders from $2 million to $10 million | Administrative Fee | 2.0% |
| Orders > $10 million | Administrative Fee | 0.5% |
| **Automated Research Services (ARS)** | Administrative Fee | 4.0% |
| **Consolidated Software Maintenance** | Administrative Fee | 2.0% |

## ENTERPRISE SOLUTIONS STAFF (ESS)

**Cost allocation**

The ESS allocates its expenses to Components based on a blended FTE and budget authority allocation methodology. The rate structure is based on FY 2006 enacted budget authority, and FTE levels from the work year status report, weighted at 50% respectively.

## E-GOVERNMENT SERVICES STAFF (EGSS)

**Cost Allocation**

Income is derived by distributing the Department's EGSS expenses by billing the various E-Gov initiatives to components based on their benefit or potential benefit associated with the particular initiatives. Variables used in the allocation methodology vary among the various initiatives, including component FTE, budget authority, number of systems, or anticipated beneficiaries.

## INFORMATION TECHNOLOGY SECURITY STAFF (ITSS)

**Cost Allocation**

Income is derived based on a weighted average allocation that includes IT Budget Authority (60%) and the number if IT Systems (40%).
The C&A services are based on customer usage from FY 2006.

## SECURITY SERVICES

**Cost allocation**

# FY 2007 WCF RATES

| SERVICE | UNITS OF MEASURE | FY 2007 RATE |
|---|---|---|

Costs are allocated to customers based on the level of security services provided.

## PERSONNEL SERVICES (PS)

| | | |
|---|---|---|
| **Personnel Services** | | |
| Full Service | # of employee folders per pay period | **$46.54** |
| Limited Service | # of employee folders per pay period | **$13.09** |
| Department-wide programs | # of employees per pay period | **$1.12** |
| e-Learning Initiative | | **Cost Allocation** |

The e-Learning costs are allocated based on FTE for components that do not have current LMS investments.

| | | |
|---|---|---|
| **Drug Testing** | number of drug tests | **$136.00** |

## JUSTICE BUILDING SERVICES (JBS)

| | | |
|---|---|---|
| **Labor Rate** | | |
| Regular hours | Hourly | $43.26 |
| Overtime hours | Hourly | $64.89 |
| **Supplies and Materials** | N/A | Cost |
| **Loading/Unloading** | Per half hour | $50.00 |

## MAIL, MULTIMEDIA AND PUBLICATIONS SERVICES (MMPS)

| SERVICE | UNITS OF MEASURE | FY 2007 RATE |
|---|---|---|
| **Printing Operations** | Cost + Administrative Fee | 10.0% |
| **Printing Operations** | Copy | $0.07 |
| **Audiovisual Services** | Cost + Administrative Fee | 15.0% |
| **Conference Planning** | Cost + Administrative Fee | 15.0% |
| **Photographic Services** | Cost + Administrative Fee | 15.0% |

**Mail Management Services**

Mail Management Services WCF rates are equal to Service Contract Act (SCA) rates plus a 9.84% administrative fee.

| | |
|---|---|
| **Video (last updated in FY97)** | |
| Producer Hour | $65/hr |
| Management Service | $65/hr |
| Secretarial Service | $40/hr |
| Camera Setup/Operation | $65/hr |
| Audio Setup/Operation | $65/hr |
| Lighting | $65/hr |
| Technical Operation | $65/hr |
| Contract Engineer | $100/hr |
| Video Editing, Broadcast | $195/hr |
| Video and audio duplication | $40/hr |
| AVID editing **(created in FY99)** | $230/hr |
| **Graphics** | |
| Graphics Design | $65/hr |
| **(last updated prior to FY94)** | |

# FY 2007 WCF RATES

| SERVICE | UNITS OF MEASURE | FY 2007 RATE |
|---|---|---|
| Certificate in folder | | $15/ea |
| Bulk certificates in folders (100 or more) | | $12/ea |
| Certificate, framed | | $25/ea |
| Certificate, leather frame | | $20/ea |
| Appointment certificate, unframed | | $25/ea |
| 14x14 and 16x20 matte and frame DOJ Seals | | $45/ea |
| 8x10 photo, matte and frame | | $30/ea |
| Standard frame 9 x 12 | | $15/ea |
| Standard frame 11 x 14 | | $20/ea |
| **Photo (last updated in FY97)** | | |
| Photographer Hour | | $75/hr |
| 11x14 photo** | | See Note |
| 16x20 photo*** | | See Note |
| 20x24 photo**** | | See Note |

*Based on 2002 open market research. Backup comparison data and research available upon request.
**Currently billed at contract cost + 15% (approx $10.17); this does not cover staff time, overhead, or courier charges
***Currently billed at contract cost + 15% (approx $48.30); this does not cover staff time, overhead, or courier charges
****Currently billed at contract cost + 15% (approx $65.55); this does not cover staff time, overhead, or courier charges

| | | |
|---|---|---|
| **Equipment Rental *** | per employee record per Pay Period | $0.12 |

## SPACE MANAGEMENT ACCOUNT

| | | |
|---|---|---|
| **NCR Surcharge** | Per rentable square foot per year | $5.53 |