UNITED STATES POSTAL SERVICE OFFICE OF HUMAN RESOURCES
BENEFITS AND WELLNESS

Statement of Work
(FERCCA Case Processing)

1.1 Purpose

The Federal Erroneous Retirement Coverage Corrections Act ("FERCCA") addresses retirement coverage errors and gives individuals choices between coverage that they were assigned by the employing agency and the coverage they were legally entitled by law or regulation. These choices are available to affected employees, retirees, and survivors of deceased employees and annuitants who would have had choices if they had still been living. Most individuals will have choices of alternative retirement coverage and the benefit of special FERCCA entitled rules providing for such benefits as Thrift Savings Plan ("TSP") make-up contributions, service credit using an actuarial reduction in lieu of paying a deposit or redeposit for refunded service, and retroactive Social Security wage credits.

The U.S. Postal Service ("USPS") requires support in the processing of FERCCA cases, including the counseling for individual employees who have certain election options under FERCCA. The proposed work will be to perform the functions and activities necessary for receiving, handling, verifying, and storing data, and counseling, and reporting established activities to USPS to support the project.

1.2 Scope of Work

The work to be performed by the contractor is to confirm FERCCA eligibility, prepare FERCCA election packages, counsel employees, and transmit each employee's FERCCA decision to USPS. The contractor will plan workload using USPS priorities and timelines, perform the analyses using necessary quality control and quality assurance, receive elections from employees, report the results, and archive the material as determined by USPS. The contractor shall perform all work in conformance with existing laws, applicable permits, and good practice consistent with market trends, safety, and quality.

The contractor should be qualified to perform the work and have the training and experience to process FERCCA cases. The contractor should have a FERCCA calculator that will be used in the processing of FERCCA cases, as well as subject matter experts with knowledge of FERCCA rules and regulations that apply to CSRS, CSRS Offset, FERS, Social Security, and TSP.

1.3 Postal Service Data

The supplier may have access to sensitive Postal Service information resources for former and current employees of the Postal Service under the terms of the contract. Specifically, the supplier may be provided information from Postal Service human resources, health and resource management, and operations and finance/payroll data and document systems. The underlying information provided from these resources will include residential addresses, employee identification numbers, social security numbers, work histories, payroll data, and other sensitive Postal Service information resources as needed for any particular case.

This electronic data and information will be provided by the Postal Service to the supplier via: (1) email as an encrypted attachment; or (2) USPS Express Mail in an encrypted DVD or data drive. The supplier may also be provided hard copy sensitive documentation and data as necessary. This sensitive information will be sent by the Postal Service via USPS Mail or email. Any and all information resources provided to the supplier from the Postal Service must be protected and safeguarded in accordance with the Privacy Act and Postal Service privacy and security policies. Once deliverables have been accepted and work completed, the supplier will return any and all information resources to the Contracting Officer Representative via US mail and /or produce written certification that all data has been returned or purged.

1.4 Communication

The supplier is responsible for maintaining a responsive working relationship with the USPS. The Contracting Officer ("CO") is, however, the only person authorized to change or modify the terms of the contract.

1.5 Reporting

The supplier must document quality control statistics and reports to be approved by the USPS Headquarter Compensation Department on a monthly basis. The supplier must prepare reports for FERCCA case processing to including the following statistics to include case number and name associated:

1. Number of cases received
2. Number of counseling session conducted
3. Number of cases closed / election forms received
4. Number of cases closed / six month deadline expired
5. Number of requests for election extensions
6. Number of cases on file that require additional documentation to be processed and information needed.

Quality reports will be delivered electronically to the USPS Headquarter Compensation Department ten business days after the close of each month summarizing data against the standards of performance as stated in this document.

1.6 Place of Performance

Supplier is expected to provide services from its own office/location and/or remotely. Posal Service property will be furnished to the supplier in the form of case files and Clause 2-12 will be included in the Contract.