

February 18, 2014

Katherine Archuleta, Director
Office of Personnel Management
Theodore Roosevelt Federal Building
1900 E Street NW, Room 5A49
Washington, DC 20415-0001

Dear Director Archuleta:

I am writing on behalf of the more than 370 member companies of the Professional Services Council (PSC), the largest organization of firms providing services to the federal government. Many of our members are among the scores of companies that submitted extensive proposals for the Customized Human Resources Solutions Services contract, the follow on to OPM's Training and Management Assistance (TMA) contract, the largest training contract in the federal government. These offerors were responding to a government-defined need, expended substantial and precious resources in order to propose the best possible solutions for the government, and have been waiting more than a year since proposals were submitted for a final award decision from OPM.

For reasons I know you will appreciate, they were thus stunned by the February 7, 2014 one sentence announcement that the procurement had been cancelled. Unfortunately, even subsequent to the announcement, OPM has provided little meaningful explanation to help offerors understand why their combined investment of literally tens of millions of dollars is now being effectively thrown away.

We and they recognize, of course, that the government's needs change and that the often plodding nature of federal procurement can result in government needs changing before an award is actually made. However, that does not obviate the reasonable expectation of the bidders and the agency users that, in the face of such an impactful decision, more transparency and insight would be provided to all offerors and to the agencies that use those covered services. For example:

- In what specific ways have the government's needs changed?
- In what ways has OPM's ability to effectively administer and manage the follow on contract been affected?
- What analysis was done to ascertain whether, consistent with federal acquisition rules, existing solicitation requirements could be modified and pending proposals revised to address those changed circumstances?
- OPM has announced an extension of the current training contract. Is it true that the follow on requirements will not be re-issued for two to three years?

- Is OPM planning to insource any of the related work and, if so, what kind of financial and other analyses have been done to support that decision?

These questions are posed in the best spirit of partnership so that those who are dedicated to helping OPM deliver value and excellence across government can best understand the dynamics impacting the agency. The investments these companies made to ensure they provide the best possible service to OPM are very significant; even for the smaller and mid-sized firms, that investment stretched into seven figures.

As such, I hope you will be able to provide us answers to the core questions above and that we might open an ongoing dialogue with you and members of your senior team to move us collectively forward into a stronger partnership.

Thank you very much for your time and consideration.

Sincerely,

A handwritten signature in black ink, appearing to read "Stan Z. Soloway". The signature is fluid and cursive, with a large initial "S" and "Z".

Stan Z. Soloway
President and CEO