

GOVERNMENT SERVICES Insider

AUGUST 2007 | Volume 44

Ignoring Contract Oversight Information, Unions and Senator Mikulski Put Stake in Heart of EEOC Outsourcing

The AFGE, gathering its usual labor union supporters in Congress, has managed to position the Equal Employment Opportunity Commission's call center operation for insourcing. Operated for one and a half years by Vangent (formerly Pearson Government Solutions, and now owned by Veritas Capital), the contract is set to expire on September 20. The contract's value is \$5.2 million, mostly spent on the 62 positions in the call center.

The contract was consigned to oblivion when its appropriations committees declined in late July to fund a one-year extension. Presenting no facts, Senator Mikulski (D-MD) asserted the center's service was inadequate and "has undermined the EEOC mission." AFGE claims eliminating the center will eliminate "red tape for the public."

A Vangent spokeswoman gave the Insider an EEOC customer satisfaction document generated by Nicholas Inzeo, Director of Field Operations for the Commission and supervisor of the two contracting officer's technical representatives overseeing Vangent. Covering 22

elements, the results were effusively positive, giving the contractor an almost perfect score of excellent for the last year. The report said, "Best relationship with Project Manager and with managers of the contractor than any other contract I have seen in 32 years of government service." It gave great marks for responsiveness, project management, and many other qualities.

While we know the folks who have snuffed out the contract would like the center's functions to be done by federal employees, EEOC must be at a loss on that topic. It's advertised in FedBizOps for a consultant to work out a "transition" for how the calls should be handled by federal employees. The notice calls for an assessment of how the operations could be spread among EEOC's 15 district office. We can only guess what the quality of service will be and the cost-efficiency and effectiveness of a decentralized arrangement. In any case, Vangent will be a tough act to follow.
