

Exhibit 300: Capital Asset Plan and Business Case Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview (All Capital Assets)

1. **Date of Submission:** 2010-03-19 14:19:20

2. **Agency:** 016

3. **Bureau:** 00

4. **Name of this Investment:** Telephone Systems Replacement Project (TSRP)

5. **Unique Project (Investment) Identifier:** 016-00-02-00-01-2135-00

6. **What kind of investment will this be in FY 2011?:** Mixed Life Cycle

- Planning
- Full Acquisition
- Operations and Maintenance
- Mixed Life Cycle
- Multi-Agency Collaboration

7. **What was the first budget year this investment was submitted to OMB? ***

8. **Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap; this description may include links to relevant information which should include relevant GAO reports, and links to relevant findings of independent audits.**

The purpose of the TSRP is to improve SSA's telephone services. The current systems were deployed in the late 1980s and early 1990s and were designed to address the agency's workload and telephone service requirements of that era. These 1525 systems are experiencing end-of-life deterioration, the inability to obtain repair parts, long return to service times, high costs of upgrading these systems to meet new workload demands and telephone service requirements, and the inability to expand these systems to meet required office expansions and new initiatives. To improve its services to the public, SSA has implemented a multi-year replacement of its aged telephone systems with a centrally managed Voice over Internet Protocol (VoIP) system. VoIP carries voice and data on the same network, saves administrative costs, and supports future technological improvements. SSA's new centrally managed VoIP system will allow calls to be re-routed during disasters and other emergencies. It will allow for expanded access to automated services and will support SSA's core services by reducing the busy rate and providing better availability by the public. The new system enables SSA to test future technologies, such as computer telephony integration, to allow SSA agents to quickly retrieve customer data while talking on the phone. To date, SSA has replaced 380 telephone systems and expects to complete all 1525 replacements by the end of FY2012.

- a. **Provide here the date of any approved rebaselining within the past year, the date for the most recent (or planned) alternatives analysis for this investment, and whether this investment has a risk management plan and risk register.**

9. **Did the Agency's Executive/Investment Committee approve this request? ***

- a. **If "yes," what was the date of this approval? ***

10. **Contact information of Program/Project Manager?**

- **Name:** *
- **Phone Number:** *
- **Email:** *

11. What project management qualifications does the Project Manager have? (per FAC-P/PM)? *

- Project manager has been validated according to FAC-PMPM or DAWIA criteria as qualified for this investment.
- Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
- Project manager assigned to investment, but does not meet requirements according to FAC-P/OM or DAWIA criteria.
- Project manager assigned but qualification status review has not yet started.
- No project manager has yet been assigned to this investment.

12. If this investment is a financial management system, then please fill out the following as reported in the most recent financial systems inventory (FMSI):

Financial management system name(s)	System acronym	Unique Project Identifier (UPI) number
*	*	*

a. If this investment is a financial management system AND the investment is part of the core financial system then select the primary FFMIA compliance area that this investment addresses (choose only one): *

- computer system security requirement;
- internal control system requirement;
- core financial system requirement according to FSIO standards;
- Federal accounting standard;
- U.S. Government Standard General Ledger at the Transaction Level;
- this is a core financial system, but does not address a FFMIA compliance area;
- Not a core financial system; does not need to comply with FFMIA

Section B: Summary of Funding (Budget Authority for Capital Assets)

1.

Table 1: SUMMARY OF FUNDING FOR PROJECT PHASES (REPORTED IN MILLIONS) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)									
	PY1 and earlier	PY 2009	CY 2010	BY 2011	BY+1 2012	BY+2 2013	BY+3 2014	BY+4 and beyond	Total
Planning:	*	*	*	*	*	*	*	*	*
Acquisition:	*	*	*	*	*	*	*	*	*
Subtotal Planning & Acquisition:	*	*	*	*	*	*	*	*	*
Operations & Maintenance:	*	*	*	*	*	*	*	*	*
Disposition Costs (optional):	*	*	*	*	*	*	*	*	*
SUBTOTAL:	*	*	*	*	*	*	*	*	*
Government FTE Costs should not be included in the amounts provided above.									
Government FTE Costs	*	*	*	*	*	*	*	*	*
Number of FTE represented by Costs:	*	*	*	*	*	*	*	*	*
TOTAL(including FTE costs)	*	*	*	*	*	*	*	*	*

2. If the summary of funding has changed from the FY 2010 President’s Budget request, briefly explain those changes:

*

Section C: Acquisition/Contract Strategy (All Capital Assets)

1. **Table 1: Contracts/Task Orders Table**

Contract or Task Order Number	Type of Contract/ Task Order (In accordance with FAR Part 16)	Has the contract been awarded (Y/N)	If so what is the date of the award? If not, what is the planned award date?	Start date of Contract/ Task Order	End date of Contract/ Task Order	Total Value of Contract/ Task Order (M)	Is this an Interagency Acquisition? (Y/N)	Is it performance based? (Y/N)	Competitively awarded? (Y/N)	What, if any, alternative financing option is being used? (ESPC, UESC, EUL, N/A)	Is EVM in the contract? (Y/N)
Multi/SS00-07-60066	Firm Fixed Price (FFP)/Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ)	Y	2007-07-30	2008-03-05	2018-03-04	\$296.0	*	*	*	*	*
FTS2001/GS00T06NSD0001	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ)	Y	2006-06-01	2007-01-01	2010-06-01	\$154.4	*	*	*	*	*
S00-05-40020/GS-35F-0279J	Blanket Purchase Agreement (BPA)	Y	2005-09-29	2005-09-29	2010-09-29	\$8.4	*	*	*	*	*
FTS2001/GS00T07NSD0008	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ)	Y	2007-03-29	2009-03-04	2017-03-28	\$67.6	*	*	*	*	*

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:
*

3. Is there an acquisition plan which reflects the requirements of FAR Subpart 7.1 and has been approved in accordance with agency requirements? *
a. If "yes," what is the date? *

Section D: Performance Information (All Capital Assets)

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2009	Preserve the Public's Trust in Our Programs	*	*	Reduced local telephone service charges	Local telephone Service charges for all SSA sites \$30.9 Million.	Reduce local telephone service charges through implementation of new systems by 12% to \$27.2 Million.	Actual Results Pending
2012	Preserve the Public's Trust in Our Programs	*	*	Reduced local telephone service charges	Local telephone Service charges for all SSA sites \$30.9 Million.	Reduce local telephone service charges through implementation of new systems by 65% to \$10.8 Million.	Actual results available in FY2013
2009	Improve Our Retiree and Other Core Services	*	*	Reduce the return to service time after telephone system outage	600 minutes per outage on legacy systems	110 minutes per outage on installed systems	Average outage time for a TSRP installed office was 50 minutes per outage.
2010	Improve Our Retiree and Other Core Services	*	*	Reduce the return to service time after telephone system outage	600 minutes per outage on legacy systems	110 minutes per outage on installed systems	Actual results available FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Reduce the return to service time after telephone system outage	600 minutes per outage on legacy systems	110 minutes per outage on installed systems	Actual results available FY2012
2012	Improve Our Retiree and Other Core Services	*	*	Reduce the return to service time after telephone system outage	600 minutes per outage on legacy systems	110 minutes per outage on installed systems	Actual results available FY2012
2013	Improve Our Retiree and Other Core Services	*	*	Reduce the return to service time after telephone system outage	600 minutes per outage on legacy systems	110 minutes per outage on installed systems	Actual Results in FY014
2009	Improve Our Retiree and Other Core Services	*	*	Replace Legacy Telephone Systems with new Enterprise Voice Over Internet Protocol (VoIP) systems	45 Pilot Systems and 1480 Legacy Telephone Systems	Replace 45 Pilot sites and 9 legacy systems in 4th qtr 2008 and install 321 Enterprise Voice Over Internet Protocol Field telephone systems in 2009 (Pilot Systems have same qualities as TSRP solution)	Installed 380 VoIP sites, including pilot sites in 4th qtr 2008 and 2009.
2010	Improve Our Retiree and Other Core Services	*	*	Replace Legacy Telephone Systems with new Enterprise	45 Pilot Systems and 1480 Legacy Telephone	Install 471 Enterprise Voice Over Internet	Actual results available FY2011

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				Voice Over Internet Protocol (VoIP) systems	Systems	Protocal Field telephone systems	
2011	Improve Our Retiree and Other Core Services	*	*	Replace Legacy Telephone Systems with new Enterprise Voice Over Internet Protocol (VoIP) systems	45 Pilot Systems and 1480 Legacy Telephone Systems	Install 497 Enterprise Voice Over Internet Protocal Field telephone systems	Actual results available FY2012
2012	Improve Our Retiree and Other Core Services	*	*	Replace Legacy Telephone Systems with new Enterprise Voice Over Internet Protocol (VoIP) systems	45 Pilot Systems and 1480 Legacy Telephone Systems	Install 174 Enterprise Voice Over Internet Protocal Field telephone systems	Actual results available FY2012
2009	Improve Our Retiree and Other Core Services	*	*	Increase data network availability by providing 2 diverse T1 connections to the field offices	84% of network impacting events result in outage - in absense of dual carrier	25% of network impacting events result in outage - in dual carrier sites	None of the data network impacting events resulted in an outage in TSRP sites due to the presence of diverse dual carriers at each office.
2010	Improve Our Retiree and Other Core Services	*	*	Increase data network availability by providing 2 diverse T1 connections to the field offices	84% of network impacting events result in outage - in absense of dual carrier	25% of network impacting events result in outage - in dual carrier sites	Actual results available FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Increase data network availability by providing 2 diverse T1 connections to the field offices	84% of network impacting events result in outage - in absense of dual carrier	25% of network impacting events result in outage - in dual carrier sites	Actual results available FY2012
2012	Improve Our Retiree and Other Core Services	*	*	Increase data network availability by providing 2 diverse T1 connections to the field offices	84% of network impacting events result in outage - in absense of dual carrier	25% of network impacting events result in outage - in dual carrier sites	Actual results available FY2013
2013	Improve Our Retiree and Other Core Services	*	*	Increase data network availability by providing 2 diverse T1 connections to the field offices	84% of network impacting events result in outage - in absense of dual carrier	25% of network impacting events result in outage - in dual carrier sites	Actual Results in FY2014
2010	Improve Our Retiree and Other Core Services	*	*	Provide 100% of Callers to TSRP field offices access to field office selected	45% busy rate at legacy offices blocked access to field office selected automated	100% of Callers to TSRP field offices have access to field office selected automated	Actual results available FY2011

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				automated services.	services.	services.	
2011	Improve Our Retiree and Other Core Services	*	*	Provide 100% of Callers to TSRP field offices access to field office selected automated services and 3 or more automated services provided by SSA's national 800 number platform.	45% busy rate at legacy offices blocked access to field office selected automated services.	100% of Callers to TSRP field offices have access to field office selected automated services and 3 or more automated services provided by SSA's national 800 number platform.	Actual Results available in FY2012
2012	Improve Our Retiree and Other Core Services	*	*	Provide 100% of Callers to TSRP field offices access to field office selected automated services and 3 or more automated services provided by SSA's national 800 number platform.	45% busy rate at legacy offices blocked access to field office selected automated services.	100% of Callers to TSRP field offices have access to field office selected automated services and 3 or more automated services provided by SSA's national 800 number platform.	Actual results available FY2013
2013	Improve Our Retiree and Other Core Services	*	*	Provide 100% of Callers to TSRP field offices access to field office selected automated services and 3 or more automated services provided by SSA's national 800 number platform.	45% busy rate at legacy offices blocked access to field office selected automated services.	100% of Callers to TSRP field offices have access to field office selected automated services and 3 or more automated services provided by SSA's national 800 number platform.	Actual Results in FY2014
2010	Preserve the Public's Trust in Our Programs	*	*	Reduced local telephone service charges	Local telephone Service charges for all SSA sites \$30.9 Million	Reduce local telephone service charges through implementation of new systems by 28% to \$22.9 Million	Actual results available FY2011
2011	Preserve the Public's Trust in Our Programs	*	*	Reduced local telephone service charges	Local telephone Service charges for all SSA sites \$30.9 Million	Reduce local telephone service charges through implementation of new systems by 51% to \$15.3 Million	Actual results available FY2012
2009	Improve Our Retiree and	*	*	Percent of individuals who	FY 2008 Actual 81%	83%	81%

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Other Core Services			do business with SSA rating the overall service as excellent, very good, or good			
2010	Improve Our Retiree and Other Core Services	*	*	Percent of individuals who do business with SSA rating the overall service as excellent, very good, or good	FY 2008 Actual 81%	83.5%	Actual results available FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Percent of individuals who do business with SSA rating the overall service as excellent, very good, or good	FY 2008 Actual 81%	83.5%	Actual results available FY2012
2012	Improve Our Retiree and Other Core Services	*	*	Percent of individuals who do business with SSA rating the overall service as excellent, very good, or good	FY 2008 Actual 81%	TBD	Actual results available FY2013
2013	Improve Our Retiree and Other Core Services	*	*	Percent of individuals who do business with SSA rating the overall service as excellent, very good, or good	FY 2008 Actual 81%	TBD	Actual Results in FY2014
2009	Improve Our Retiree and Other Core Services	*	*	Reduce busy rate for callers to the Installed Field offices and thereby provide more access to office personnel or automated services	45% busy rate at legacy offices	25% or less busy rate at installed offices	Busy rate was less than 1% for FY09. Busy rate is impacted by TSRP being unavailable. Line capacity is not an issue
2010	Improve Our Retiree and Other Core Services	*	*	Reduce busy rate for callers to the installed TSRP field offices and thereby provide more access to office personnel.	45% busy rate at legacy offices	35% or less busy rate experienced by callers who want to talk to a field office agent.	Actual results available FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Reduce busy rate for callers to the installed TSRP field offices and thereby provide more access to office	45% busy rate at legacy offices	30% or less busy rate experienced by callers who want to talk to a field office agent.	Actual results available FY2012

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				personnel.			
2012	Improve Our Retiree and Other Core Services	*	*	Reduce busy rate for callers to the installed TSRP field offices and thereby provide more access to office personnel.	45% busy rate at legacy offices	25% or less busy rate experienced by callers who want to talk to a field office agent.	Actual Results available in FY2013
2013	Improve Our Retiree and Other Core Services	*	*	Reduce busy rate for callers to the installed TSRP field offices and thereby provide more access to office personnel.	45% busy rate at legacy offices	25% or less busy rate experienced by callers who want to talk to a field office agent.	Actual Results in FY2014

Part II: Planning, Acquisition And Performance Information

Section A: Cost and Schedule Performance (All Capital Assets)

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline

Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY06 - TSRP/VOIP Project Pilot	\$5.8	\$5.5	2005-10-01	2005-10-01	2006-09-30	2006-09-30	100.00%	100.00%
FY08 - Noblis Consultation	\$0.1	\$0.1	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY08 - SDP Hardware and Install Labor	\$16.5	\$16.5	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY08 - FO Hardware and Install Labor	\$2.5	\$2.5	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY08 - Data Network Infrastructure	\$2.2	\$2.2	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY08 - Facility Infrastructure Upgrade	\$0.0	\$0.0	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY08 - TSRP Operations and Maintenance	\$0.6	\$0.5	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY08 - TSRP Government FTE Costs	\$0.8	\$0.8	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY09 - Pilot Extension	\$0.7	\$0.7	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Noblis Consultation	\$0.1	\$0.1	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - SDP Hardware and Install Labor	\$7.7	\$7.8	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY06 - SSA Program Management Office	\$0.6	\$0.6	2005-10-01	2005-10-01	2006-09-30	2006-09-30	100.00%	100.00%
FY09 - Large Site Hardware and Install Labor	\$2.9	\$2.9	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - FO Hardware and Install Labor	\$23.4	\$22.3	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Data Network Infrastructure	\$6.3	\$6.7	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Facility Infrastructure Upgrade	\$0.5	\$0.1	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - TSRP Operations and Maintenance	\$7.2	\$6.6	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY09 - TSRP Government FTE Costs	\$0.7	\$0.7	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Management	\$0.1	\$0.1	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - non-DCS support	\$4.2	\$4.2	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY10 - Large Site Hardware and Install Labor	\$4.0	\$1.2	2009-10-01	2009-10-01	2010-09-30		24.00%	29.00%
FY10 - FO Hardware and Install Labor	\$30.6	\$11.8	2009-10-01	2009-10-01	2010-09-30		39.00%	39.00%
FY07 - Pilot Extension	\$5.1	\$5.0	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY10 - Data Network Infrastructure	\$9.7	\$6.7	2009-10-01	2009-10-01	2010-09-30		52.00%	69.00%
FY10 - Facility Infrastructure Upgrade	\$0.1	\$0.0	2009-10-01	2009-10-01	2010-09-30		58.00%	58.00%
FY10 - TSRP Operations and Maintenance	\$20.6	\$8.3	2009-10-01	2009-10-01	2010-09-30		42.00%	42.00%
FY10 - TSRP Government FTE Costs	\$1.0	\$0.5	2009-10-01	2009-10-01	2010-09-30		57.00%	57.00%
FY10 - Management	\$0.2	\$0.1	2009-10-01	2009-10-01	2010-09-30		50.00%	50.00%
FY10 - non-DCS support	\$4.4	\$2.2	2009-10-01	2009-10-01	2010-09-30		50.00%	50.00%
FY11 - TSRP FY11 Planning Package	*	*	2010-10-01		2011-09-30		0.00%	0.00%
FY12 - TSRP FY12 Planning Package	*	*	2011-10-01		2012-09-30		0.00%	0.00%
FY13 - TSRP FY13 Planning Package	*	*	2012-10-01		2013-09-30		0.00%	0.00%
FY14 - TSRP FY14 Planning Package	*	*	2013-10-01		2014-09-30		0.00%	0.00%
FY07 - Mitretek Consultant Fee	\$0.9	\$0.8	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY15 - TSRP FY15 Planning	*	*	2014-10-01		2015-09-30		0.00%	0.00%

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Package								
FY16 - TSRP FY16 Planning Package	*	*	2015-10-01		2016-09-30		0.00%	0.00%
FY17 - TSRP FY17 Planning Package	*	*	2016-10-01		2017-09-30		0.00%	0.00%
FY18 - TSRP FY18 Planning Package	*	*	2017-10-01		2018-09-30		0.00%	0.00%
FY07 - SDP Rack Installation	\$0.1	\$0.1	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY07 - NMS - R163	\$0.6	\$0.6	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY07 - Long Distance - R500	\$0.2	\$0.0	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY07 - SSA Program Management Office	\$0.9	\$0.9	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY08 - Pilot Extension	\$4.7	\$4.5	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%

* - Indicates data is redacted.