

# GSA Link

Winter 2008  
Issue 18

## A Time to Reflect

Leslie L. Plomondon



**Leslie Plomondon**  
GSA Region 8 Administrator

Greek Philosopher Aristotle once said, “We are what we repeatedly do. Excellence, then, is not an act, but a habit.” The GSA Rocky Mountain Region (R8) definitely has this habit of excellence.

The entire region reached new heights and exceeded its goals. However, it was not beyond expectations. This region does more than just set the bar; it sets the bar for others to aspire. On a daily basis, each associate displays the dedication that is required to turn excellence into a habit.

The early adoption of a One GSA office, connecting PBS resources, expertise, and knowledge with FAS authority, has made R8 stronger and more efficient. For our FAS team, the past few years have been difficult. However, in typical Rocky Mountain Region fashion, they have persevered and turned the corner ten times over again.

How successful was FAS in FY08? The Assisted Acquisition Service and the Networks Service divisions had net operating revenue (NOR) of \$1.5 million. This was an improvement over FY07 which realized a negative NOR of \$3.1

million. There were many projects that contributed to this success such as the Defense Information Systems Agency Enterprise contract, the Defense Commissary Agency Pilot contract, numerous projects at Hill Air Force Base in Utah, the Winstar transition, and the Democratic National Convention. These achievements, combined with cost containment, were keys to the regional FAS program finishing the year in the black.

The One GSA approach benefited PBS’ performance as well. The foundation for this success was the process whereby a director-level champion and a mid-level leader were assigned to each of the national and regional PBS performance goals. Through this process, we improved our results in all areas: our associates, our business, and our customers.

GSA PBS had successful recruiting and employee training initiatives. A new regional PBS organizational structure was approved, consistent with the national design, helping the organization become more customer-friendly. PBS also achieved extraordinary business results by meeting the national goals for all the financial measures. The region’s capital projects were executed on time and on budget, and the organization has created and maintained asset management plans for all assets in R8’s portfolio. A Sustainability Council was created to guide the region’s environmental efforts, which now includes six Leadership in Energy and Environmental Design (LEED) certified buildings, ten LEED certified professionals, and a new Regional Sustainability and Environmental Management System.

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PBS received many awards for achievements from such entities as the GSA Property Innovation Program, the International Facilities Management Association, the State of Colorado Environmental Awards program, and the City of Lakewood's Sustainability Awards Program.

The region was greatly enhanced with the establishment of R8's Human Resources Office and the implementation of the national telework program, which exceeded the national goal of twenty percent. Also, the region's successful Small Business program has surpassed all national goals, and is recognized as a leader in implementing COOP and HSPD-12 clearances.

FY08 had its challenges, but true to its nature, R8 overcame the obstacles and drove this region to success. While other GSA Regional Administrators may quibble on this point, R8 associates are easily the best in GSA and throughout the country.

It has been a joy and pleasure to work with such professional and dedicated federal employees during my short stint as Regional Administrator. My plan was to make my mark on this region, but it is you who have made a lasting impression on me. Thank you for what you do, how you do it, and for doing it with absolute and repeated excellence.

## Community Involvement

### **GSA and the City of Great Falls Work to Boost Local Economy**

*Sally Mayberry*

Cities across the country are always looking for ways to improve their offerings, resulting in attracting new businesses and providing new homes to transplants from across the country. The City of Great Falls is no different in this respect. The City seized on an opportunity to revitalize their riverfront area along the Missouri River.

Plans were developed and set into motion; however, up until April 2006, the City was unable to find an anchor tenant that could propel the Great Falls Brownfield Riverfront Redevelopment Project into the vision of success.

The U.S. General Services Administration's (GSA) Public Buildings Service (PBS) saw an opportunity to provide the necessary commitment and security in order to launch a soon to be thriving development. By selecting a construction site for a new 48,411 square foot built-to-suit Missouri River Courthouse, GSA is able to accomplish many of its own goals including:

- Providing a new courthouse for its customer
- Boosting the Great Falls local economy
- Demonstrating the agency's commitment to building green by revitalizing a brownfield area and building a Leadership in Energy and Environmental Design (LEED) certified building

GSA's construction project serves as the anchor tenant to the redevelopment, giving other developers the security to build their projects including a hotel, restaurant, and mixed-use office building. The courthouse is scheduled to be complete in the late spring of 2009, at which time the US Courts, the US Marshals Service and the US Attorneys will move into their new office space. In order to further incorporate some local flavor into the building, GSA is working closely with the Charlie Russell Museum to regularly rotate various pieces of art. The building's main lobby design includes a special area for the public to appreciate the works of art.

Please contact Shelley Smith at [Shelley.Smith@gsa.gov](mailto:Shelley.Smith@gsa.gov) for more information about this project.



### **History At Work: The Denver Federal Center Museum Opens a Door to the Past Through Their Collection**

Bridget Berninger



One of the most important pieces in the state of Colorado's history took place on the land now known as the Denver Federal Center (DFC) – where history continues today.

In the early 1940s, the previously ranched land was selected for a large arms and ammunitions manufacturing plant. It pumped out millions of rounds of ammunition each year in support of the U.S. military during World War II. The plant was named the DOP, or Denver Ordnance Plant. Nearly 20,000 people worked to manufacture and inspect ammunition as well as inspect parts for weapons and aircraft until the war ended.

Where the DOP once stood, now sits the second largest concentration of federal agencies outside Washington, D.C., the DFC.

With the intent of preserving history and building community through education with the local community of Lakewood, Colorado, the DFC Museum is located at Building 41 on the federal campus. Supporting a vision as a bridge between the everyday world of the museum visitor and the world of history, the DFC Museum's collection includes over 300 items of historic significance. Among the many items included are a brick from one of the original buildings on the Hayden Ranch from the late 1800s, refurbished signal lights from when the DOP was in full operation, and an original board table and chairs from when the empty factory buildings were converted into office space to accommodate federal tenants in the early 1950s.

The artifacts tell stories about the ranch, the DOP, and the early days of the federal office campus. But what about stories from the men and women who made the DFC what it is today? Now, their voices are being recorded for a new DFC Museum exhibit. Like the story of Evelyn Von Feldt, now in her late eighties, who worked at the DOP when she was in her twenties. It was a move that would change the course of young Evelyn's life.

She had already left her hometown in eastern Kansas, which boasted a population just over 300, for Topeka. Evelyn's niece, her closest friend, had developed asthma in Topeka. Her doctor told her one of the best things she could do for her health was head for the mountains. So in 1944, the young women packed their suitcases and hopped a bus for Colorado.

When they arrived, they rented rooms in Denver. They quickly found work at a local dry cleaner, but wanted to get back to working in an ordnance plant, as they had in Topeka. The women were hired to work at the DOP. Evelyn proudly supported the war effort until the plant closed on August 15, 1945.

The day after the plant closed, Evelyn found work with a local meat packing company. She gained valuable skills at the DOP and an independent streak that was drastically different than the life her parents, Kansas farmers, had ever imagined for her.

#### **In The Works**

Currently, a new exhibit is in the works featuring oral histories of men and women who worked at the DOP during World War II. Stories are being collected, transcribed, and will eventually be shared online at [www.gsa.gov/dfcmuseum](http://www.gsa.gov/dfcmuseum) and through an exhibit at the museum. Public museum tours are also available by appointment.

For more information or to schedule a tour of the DFC Museum, please contact Leslie Galluzzo at 303.236.8000 ext. 2289.





## Passion Becomes Reality

Jessica Higgins



When Jessica was in high school, she remembers hounding her parents to recycle. She knew it wouldn't be hard. They just needed to make recycling a habit. She got them to purchase some containers for the kitchen and then labeled one for paper and one for plastic, aluminum

and glass. Soon they realized what an impact one family could make in reducing waste. It felt good. Jessica never knew years later that this passion would be the focus of her professional career. As a sustainability specialist at GSA, she works to infuse sustainability into GSA's culture and business, ultimately resulting in improving the environmental and economic performance of federal buildings. As a GSA employee and public servant, Jessica wants to ensure that GSA workspaces are healthy for workers and the planet. After all, sustainable workspaces facilitate productivity, thereby saving taxpayer dollars.

Jessica works alongside project teams and colleagues to facilitate integrated design & develop and implement sustainable strategies for planning, acquiring, siting, designing, building, operating and maintaining high performance sustainable buildings. She strives to encourage, educate, and empower employees to apply sustainability strategies to regional projects.

She joined GSA in 2001 and developed her career as a project manager for GSA's communications and property development departments. Prior to working at GSA, she worked in the private sector in the communications industry.

Jessica received a Bachelor of Arts Degree in Speech Communication and a minor in Marketing from the Metropolitan State College of Denver. In 2005, she obtained a Construction Management Certificate from Colorado State University and became a LEED Accredited Professional in 2006.

## Kudos - Region 7 Named GSA Fleet Region of the Year

Anna Friend

The Region 7 Central Fleet Program was announced as the co-winner of the prestigious GSA Fleet Region of the Year Award at the 2008 National Business Meeting.

The criteria for this award was based on regional performance compared to the targets established on the GSA Fleet Scorecard. Region 7 led the nation in fiscal year 2008 on 3 very important measures, and were 2nd or 3rd in five other measures.

In 2004, Regions 7 and 8 merged to form the Region 7 Central Fleet Program, which covers 11 states and provides service to over 3,500 customers.

## Let Your Fingers Do the Work: GSA e-Tools

Marlene Florman

In today's fast paced market, electronic technology is critical to conducting business. GSA E- tools provides easy access to information on millions of supplies and services through various links such as GSA Advantage, Ebuy, FedBizOpps, and GSA E-Library. Each E-tool provides different types of features that allows a customer to view or download a contractor's schedule, view their website, and any latest changes to their contract.

GSA Advantage proved to be very helpful in the fulfillment of a recent request made of the Federal Acquisition Service (FAS) by the Secret Service. The Secret Service asked FAS for assistance in market research and pricing of commodities and services. Short turn- around times were identified early on as a key component for this request. Both GSA Advantage! And e-library helped to make the search process efficient by providing simplified access to products and services with the best value. FAS e-tools provided an efficient and cost-effective method of conducting business by enabling the agency to provide the customer with both a timely response and access to the latest leading edge technology.

For more information on e-Tools and their application visit [www.gsa.gov](http://www.gsa.gov) and go to "About GSA."



## Greening the Government

Jessica Higgins

Sustainability has been a priority for GSA for some time now, but its popularity in the mainstream hit a few years ago. Radio and television advertisements tell us how companies are going green. Now it's the governments turn to give back to our planet. We are poised to make big changes and encourage the private sector commercial building community to follow suit.

Federal agencies are faced with mandates to improve their environmental performance and reduce their use of natural resources. There's a buzz about Executive Order 13423 and the Environmental Independence and Security Act (EISA). GSA established an Office of High Performance Green Buildings to meet the goals outlined and to provide guidance and support to other federal agencies. Collaboration and creativity will be key to the success of this endeavor. Regionally, GSA is focusing efforts on educating its staff, and then will share this information with our customers.

The good news is that sustainability is moving beyond corporate GSA and councils, and associates are now weaving it into their everyday work. Just like integrating sustainability into your personal life, once you start, you begin to see things differently. You are aware that there are green alternatives. Sustainability is no longer an afterthought, it's a forethought. GSA employees are asking themselves, "How can I integrate sustainability into my projects? How can I make my projects green?"

GSA uses the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) Rating System to measure the sustainability of its buildings. GSA requires that all government owned new construction and major renovation projects achieve certification with a goal of silver and that all lease construction projects over 10,000 square feet achieve LEED silver certification.

This year an internal training program was developed to help employees successfully pass the LEED accredited professional (AP) exam. LEED APs are building industry professionals who have demonstrated a thorough understanding of green building and the LEED Green Building Rating System. The LEED AP credential indicates that the professional has the knowledge and skills to facilitate the LEED certification process. These individuals serve as sustainability champions both internally and externally to you, our customers. They will be armed with the knowledge to help us, the federal community, bridge the gap to a more sustainable future. Currently, GSA's Rocky Mountain Region has 11 LEED APs and another 35 employees taking the fall session with the goal of becoming accredited in the spring.



## **Setting America's Leadership Up For Success: GSA Makes Stellar First Impressions on the Presidential Transition Team**

*Bridget H. Berninger*



In order for the President-elect and Vice President-elect to transition smoothly into their offices in the White House and other administrative buildings, the General Services Administration (GSA) provides constant support through its teams of employees. Services provided to the Presidential Transition Team (PTT) include temporary office space, parking, furniture, telephones, computer hook-ups, and the coordination of orientation activities in a timely and effective manner.

Region 8 is represented very well during this transition. Acting Assistant Regional Administrator for Federal Acquisition Service, Tim Horne, is serving as the director of the presidential transition support team. Region 8's Jennifer Beck and Kristin Grit also represent two of the 30 members of the support staff. Jennifer and Kristin joined Human Resource specialists, legal representatives, IT liaisons, and other GSA associates from various regions and Central Office in Washington, D.C.

Jennifer, a Workplace Specialist with the DFC Service Center, was officially notified of her six-week detail in August. When Jennifer arrived in Washington, her first order was to work as an ambassador to help get the PTT situated. Upon arrival, ambassadors showed the PTT to their new office space, introduced them to IT professionals for BlackBerry and computer set-up, and provided security information. The ambassadors were there to present the new administration with a sense of who GSA is and make them feel welcome. This is the first presidential transition where an ambassador program has been set into action and the results were successful. Many members of the PTT expressed gratitude for the assistance in getting settled.

After her ambassador duties ended, Jennifer was given a position on the Facilities Staff, which supports building management for the transition space. Specifically, Jennifer worked on any PTT space requests, cleaning orders, and purchasing. She also updated CAD files for the PTT so everyone knew where their staff was located within the transition space. Requests have started tapering off and the team is getting smaller. Jennifer returned to Region 8 on December 13.

Realty Specialist for Mountain/Plains Service Center, Kristin is on detail until the end of January, also providing support for the PTT team. Like Jennifer, she spent her first few weeks in Washington as an ambassador, but has now transitioned to the position of "move coordinator" with the Facilities Staff. Kristin is responsible for the movement and inventory of all furniture in the transition space. Initially, the teams came up with two different floor plans for the transition space (former Department of Justice space within an administrative building), one for John McCain and one for Barack Obama. When Senator Obama was declared winner, his floor plan was initiated. Of course, there were several changes that were made when staff arrived. Kristin is currently in charge of relocation, rearrangement, and modification needs for the furniture. Like Jennifer, she is also responsible for responding to any building or space issues that may arise.

Though very different from her role as a realty specialist in Region 8, Kristin believes that Region 8's emphasis on customer service has greatly prepared her for this detail. She is able to work directly with the transition team to

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## Ancillary Repair and Alterations Available for Select Multiple Award Schedules

Christopher H. Cole

Have you ever had to split a GSA procurement into two contracts? This may have been necessary due to the need for repair and alterations to install the product or use a service. To help make these purchases simpler, GSA Multiple Award Schedule (MAS) contracts recently added Ancillary Repair and Alterations (R&A) to a select set of MAS contracts.

- Schedule 56, Buildings and Building Materials
- Schedule 03FAC, Facilities Maintenance and Management
- Schedule 71 II K, Comprehensive Furniture Management
- Schedule 874V, Logistics Worldwide

The addition of R&A is permitted for routinely needed work related to orders for the GSA MAS contracts listed above.

The Federal Acquisition Regulation outlines the ordering procedures. Go to [www.gsa.gov/schedulesordering](http://www.gsa.gov/schedulesordering) for more information. However, here are some criteria for use of R&A through MAS:

1. The work is incidental to the order
2. The work is not new or major construction
3. The work is not complex or related to a significant portion of the facility
4. The work is not Architectural and Engineering Services
5. The work is not in GSA Public Buildings Service (PBS) leased space
6. If the work is in federally-owned space managed by PBS, approval must be obtained
7. Applicability of the Davis-Bacon and Miller Act
8. The contracting officer has the appropriate warrant

GSA offers assistance to determine when R&A applies to the use of the MAS contracts. Here are some examples of routine and non-complex services that may be needed due to the purchase: installing warehouse racks, pouring a larger concrete slab to accommodate an automotive lift, hanging or patching drywall, basic HVAC, electrical or plumbing work, painting walls that need retouching, and creating an opening in a wall for a conveyor to move from the loading dock to storage. Of course that does not answer all the needs, so GSA can provide further information if you find yourself in a similar situation. Please contact Chris Cole via phone at (303) 236-7427 or email [Christopher.cole@gsa.gov](mailto:Christopher.cole@gsa.gov) for further information.

## Connecting with the Rocky Mountain Region Socio-Economic Community

Bernabe E. Estrada

The GSA Small Business Utilization Center (SBUC) goes beyond its traditional business tools by participating with The Rocky Mountain Small and Disadvantaged Business Opportunity Council (SADBOC). This partnership allows GSA to further promote the agency's socio-economic development. Like many other federal agencies, GSA's SBUC resources are limited and partnerships are critical in order to deliver a successful and robust program.

The benefits of participating with SADBOC are two fold. GSA is able to contribute to SADBOC through knowledge sharing, and the networking leads to better ideas and opportunities to the overall socio-economic community. Your agency can take advantage of this resource by getting involved with some of SADBOC's activities such as quarterly networking breakfasts or conferences.

SADBOC is a non-profit volunteer run organization that works to enhance the marketability of small, small disadvantaged, veteran & disabled veteran-owned small business, hubzone small business, minority, and women business enterprises. They provide a forum that educates large businesses, corporations and owners in the use of small businesses. For more information, visit [www.sadboc.org](http://www.sadboc.org) and explore whether this organization can help your small business center.

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help them get settled as efficiently as possible, which she says is very satisfying.

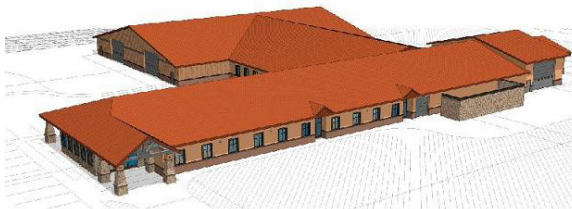
Both women agree that this experience will not soon be forgotten. After 45 years, GSA continues to ensure that Presidential nominees, appointees, and members of the PTT have the best resources and services available to begin their service in the most effective manner possible.

Visit [www.gsa.gov/presidentialtransition](http://www.gsa.gov/presidentialtransition) for more information about GSA's role in this effort .



## 8,000 Miles of U.S. Borders Getting Additional Support

Sally Mayberry



As part of the 2005 Rapid Response Border Protection Act, GSA started new construction on two smaller but significant projects in the fall 2007. The act requires increased security of the U.S. northern and southern borders. It mandates that 6,000 new border patrol agents be housed at the new patrol stations located at strategic points along our borders.

Although these two projects in Havre and Sunburst Montana may not land on your local media radar, they both warrant attention for a number of reasons. Construction projects are generally considered a success when they are delivered on time and within budget. GSA is not only meeting these criteria, but both 33,000 square foot facilities will be Leadership in Energy and Environmental Design (LEED) certified. That means that both building designs will have less of an impact on the environment, are healthier for those who work and/or live in the building, and are more profitable than their conventional counterparts.

When President George W. Bush announced the Rapid Response Program, GSA had just 16 months to plan, solicit, design, and build facilities in remote areas of Montana. Normally such an undertaking would take at least 24 months to accomplish. There are numerous comparable projects underway nationally; however, these two Region 8 projects are the only two lease construct projects that have met this demanding schedule. Because of their success, the projects are models nationwide.

GSA's Public Buildings Services is probably best known for managing buildings and providing services for federal agencies. Increasingly, people are recognizing the positive impact of GSA's projects on their communities. Not only are these projects creating new jobs for both locations, the Havre project, which is a 20-year lease contract valued at \$32 million, was awarded to a local developer.

GSA continues its commitment to advancing the nation's environmental performance by incorporating sustainable design features such as geo-thermal heat and cutting edge construction techniques. Again, this will allow the building owner to save significant costs in regards to energy usage, and thereby passing on the savings to the taxpayer.

Tenants of Havre and Sunburst are scheduled to move into their new space in early 2009 with a formal dedication ceremony planned in late spring.