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- Contracting Corner—Steps to Success and Disaster Recovery
- New Services on Schedule 03FAC
- Financial Outlook
- Doing Business with Global Supply
- Welcoming New Industry Partners to CFMH

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CFMH Chatter

Director's Corner - by Debbie Harms



I am happy to see that we are into the first quarter of FY08. Along with the festive family get-togethers, the holiday season also signifies a time for reflection; reflection on our accomplishments during the past year and reflection upon the strategic initiatives we want to accomplish during the year ahead.

Reflecting on CFMH accomplishments during FY07, I feel extremely proud. I am proud of our Industry Partners and the CFMH associates who, working together, have created a contracting and marketing synergy that has once again resulted in impressive sales growth for both schedules. In light of Trade Agreement Act compliance and the maturity of Schedule 51 V, this schedule continued to grow at an impressive 4.61% during FY07. Likewise, I believe the 51% growth in Schedule 03FAC was phenomenal. Schedule sales for 03FAC also surpassed \$100 Million for the first time in FY07.

In FY08, we will strive to continue our exceptional growth. We have put several initiatives in place in the Center to assist with maintaining the sales momentum in FY08. One recent initiative in CFMH that I have high hopes for is the establishment of three strategic Center teams that are working to maximize the growth on Schedule 51 V, Schedule 03FAC and our Energy Services offerings. These three strategic teams have members from both contracting and business development and each team has been tasked with developing attainable objectives to maximize the growth within each respective area during FY08.

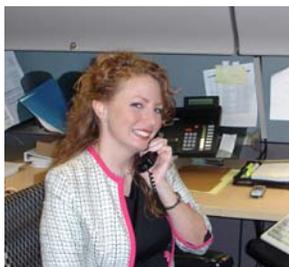
I have been sitting in on most of these strategic meetings and I have been impressed by their work to date. All three teams will also be relying heavily on you, our Industry Partners, for insight into potential new offerings that will enable the Center to continue growing at our current pace. It is my hope that you will participate fully when one of these teams comes to you for information.

Happy New Year to all of you and I look forward to working with you to create even bigger opportunities this year.

Debbie Harms



“Have you ever ended the quarter and wondered how your sales compared to those of your competition? Use Schedule Sales Query to find out.”



Call (816) 926-6760 for marketing assistance from the Business Management Division.



Contracting Corner—Steps to Success



Most Industry Partners have probably visited the Vendor Support Center (VSC) website (<http://vsc.gsa.gov>) at some point during the term of the contract in order to successfully upload their contract information to GSA Advantage!. There is a wealth of other useful information on the site too, including the “Steps to Success: How to Become a Successful Contractor” article under the “Publications” menu. A thorough review of this article would most likely benefit new and experienced Schedule holders alike. The section titled “How Do I Know if a Sale is a Schedule Sale?” is a great place to start. This is a common question and it can be difficult for new contract holders which may not have very much Federal Government experience to know what a Schedule sale technically is if the ordering agency does not specify it as such in its order. One way to know that it is a Schedule sale is that the order received shows the GSA contract number - which is nine characters (letters and numbers), begins with “GS” and ends with a letter - such as GS-21F-0000A. Another easy way to know is if the customer contacted the company through the GSA Advantage! or e-Buy systems. There are several other criteria that could qualify the order as a GSA Schedule sale. Please review the article for more details: <http://vsc.gsa.gov/stepstosuccess.pdf>.

The “Steps to Success” article also includes valuable information on the Electronic Subcontracting Reporting System (eSRS), eligible sources that may purchase using the Schedules, ordering procedures, submitting requests for modifications, compliance monitoring, marketing the contract and help deciphering some of the common acronyms heard in the world of Federal Government procurement.



Disaster Recovery Purchasing



Nobody ever wants to see a disaster happen, but history has proven we must be prepared. The Atlantic and Gulf Coasts will have hurricanes, the New England States will have “Nor’easters”, the West Coast will have wildfires, earthquakes and even volcano eruptions, and Mother Nature hands us floods and tornadoes throughout the Midwest.

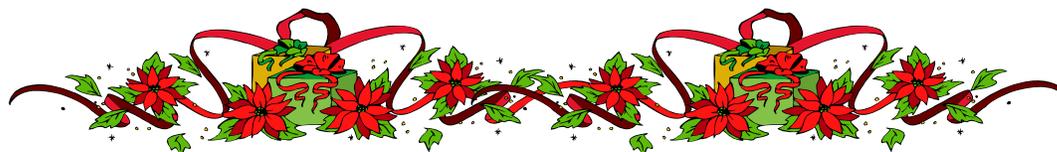
In these instances, and others, GSA has been granted authority to open its Multiple Award Schedules program for disaster preparedness and recovery purposes to State and Local governments when the federal government declares a disaster.

Here is direct language from the FAQ section of the GSA web site:

“Section 833 of the John Warner National Defense Authorization Act for fiscal year 2007 (Public Law 109-364) amended 40 U.S.C. 502 to authorize the Administrator of GSA to provide for the use of Federal Supply Schedules by state and local governments for the purchase of products and services to be used to facilitate recovery from major disasters, terrorism, or nuclear, biological, chemical, or radiological attacks.”

This program is a voluntary Opt-In/Opt-Out program. When you Opt-In you can apply the disaster recovery logo on GSA e-library for everyone to see. Tim Benoit, Director of the CFMH Business Development Branch says: “If a company has the ability to provide their products/services during a declared disaster, I see nothing that should discourage a company from signing up for the program.”

If you would like to find out more, go to www.gsa.gov/disasterrecovery or contact our Center’s State and Local Operational Team member, Jennifer Hazelman at 816-926-7193 for guidance.



URGENT!

Important Change in CCR Registration

URGENT!

Because of the latest update to the programming within the Central Contractors Registration (CCR) website, all registrants in CCR **before 12/3/07** will be required, on this one-time basis, to re-enter all of their Organization/Business Types on their first update or renewal after this implementation. Although cumbersome, this change will benefit contractors as the new release allows them to enter multiple NAICS codes for their company and better defines business types. This is a one-time event and the specific release notes detailing the changes are available at www.ccr.gov.



Schedule 03FAC Updates



Facilities Maintenance and Management

The Center for Facilities Maintenance and Hardware (CFMH) continues to look for new business opportunities and ways to enhance our schedules. The latest endeavor includes adding four new Special Items Numbers (SINs) to the Facilities Maintenance and Management (03FAC) Schedule as well as a review of the existing SINs under this schedule.

Based on postings to FedBizOpps and communications with potential customers, the CFMH identified the need to offer Dockside Facilities Maintenance, Repair Services and Dry Docking. These services will enhance current offerings under the 03FAC Schedule, such as ship painting, allowing CFMH to offer a total Marine Solution. Two SINs have been developed, 812 001 - Dry Docking Services and 812 002 - Dockside Maintenance and Repair Services.

A separate SIN for Cemetery Maintenance was requested by the VA, which would define the specific services offered. SIN 371 004 - Cemetery Maintenance has been created to fulfill this requirement. Additionally CFMH created a consulting SIN for facilities maintenance and management solutions, SIN 811 006 - Facilities Maintenance and Management Consulting.

Existing SIN descriptions in 03FAC, except those within the Energy Management Support and Services Department, were reviewed and many of them were rewritten to be more professional and customer friendly.

The CFMH is still looking for ideas to enhance the 03FAC Schedule. In the next few weeks, a survey will be sent to all 03FAC contract holders, asking for ideas for services that should be included in the schedule.

All changes noted above, the four new SINs and the description enhancements will be **effective January 1, 2008**. If you offer any of these services and would like to include them in your current contract, please contact your contracting officer. Requests for details on the new SINs and any other inquiries should be sent to Mary Snodderly at mary.snodderly@gsa.gov.

Energy Management Services

The CFMH Energy Services Team has been reviewing the existing SIN structure for the energy management services and has a draft that will be sent out to the energy services Industry Partners currently under contract. To help us develop a comprehensive energy program we need your expertise and advice on the structure and the individual SIN descriptions. When you receive a copy of the draft via email within the next few days, please take the time to read through it and submit your comments and suggestions. Thank you in advance for your assistance! If you have questions relating to energy services, please contact Jennifer Hazelman, 816-926-7193 or jennifer.hazelman@gsa.gov.

“The CFMH is still looking for ideas to enhance the 03FAC Schedule. In the next few weeks, a survey will be sent to all 03FAC contract holders, asking for ideas for services that should be included in the schedule.”



Center for Facilities Maintenance and Hardware Financial Outlook

The CFMH continues to be a fast growing Center in the GSA schedules program. On the conservative side, sales for FY07 were projected to be at a 2% growth. Once again, due to the great work of our Industry Partners, the CFMH greatly exceeded expectations by producing sales growth in excess of 11%. Great job!

CFMH Sales FY07 as Compared to FY06

	FY 2006 Final	FY 2007 Final	Percent Increase
51V	578,817	605,492	4.61%
03FAC	95,212	143,854	51.09%
TOTAL	\$674,029	\$749,346	11.17%

"...the CFMH greatly exceeded expectations by producing sales growth in excess of 11%. Great job!"

Biggest Financial Changes by Schedule in FY07 as Compared to FY06

	Biggest Changes	Dollars	Percentage Change
51V	Walk in Walk Out	22,602,650	27.03%
	Metal Working	17,530,342	46.09%
	Hand Held Tools	2,994,847	-22.54%
03FAC	Complete Fac. Maint.	28,698,752	155.13%
	Complete Fac. Mgmt.	3,482,373	30.62%
	Elevator Prevent Maint	2,164,596	21.33%
	Fire Suppression Sys	(289,521)	-3.10%



Awards and Recognition



Dan Perkins, Contracting Officer in the Center for Facilities Maintenance and Hardware received the "Award of Excellence" from The Greater Kansas City Federal Executive Board (FEB) 3 October, 2007. Dan has served as Chair of the FEB Disabled Federal Employees Council for 2007. Dan addressed the FEB Board of Directors at monthly meetings on the activities of his council and organized quarterly site visits for his council to agencies that serve those with disabilities. In this capacity Dan arranged visits to the Children's Center for the Visually Impaired, the School for the Deaf in Olathe and the School for the Blind. Dan also helped secure funding for the PBS video "The Right to Risk" which was shown at the FEB quarterly Joint Special Emphasis Councils' Meeting last September. The video depicts the experience of a group of individuals with a variety of disabilities on a white water rafting trip down the Colorado River through the Grand Canyon. This video is now available for agencies to borrow and share with their associates. Cindy Hillman, FEB Executive Director wrote of Dan; "The Council Chairs all looked to Dan as a leader and valued his opinions. Dan has been a pleasure for the FEB staff to work with and we will miss him being Chair." Congratulations Dan!



In September, 2007, Federal Acquisition Services (FAS) Commissioner James T. Williams sent an email to all FAS employees informing them of the newly created Commissioner's Award Program. This program was developed to inspire continued excellence and to honor the exceptional accomplishments of FAS employees who directly support the FAS values and the FAS pledge. As part of the nomination process, there were four award categories: Excellence in Service, Excellence in Innovation, Excellence in Value and Team Award for Service, Innovation, and Value.

The Center for Facilities Maintenance and Hardware (CFMH) nominated Elaine Rasmussen, Procurement Analyst under the category "Excellence in Innovation" for her work in development of a MAS Express Desk within the Center and also her role as Team Leader of the Express Desk.

The goal of the Express Desk was to improve business outcomes by developing a business strategy that involved streamlining the up-front processing of new offers. As a result of Express Desk implementation in June, 2006, the Center's overall cycle time was reduced by 58%.

On November 2, 2007, Elaine was notified that she was one of three recipients across the nation under the "Excellence in Innovation" category. Elaine attended an award ceremony on November 14, 2007 in Crystal City, VA to receive this prestigious award from Commissioner Williams.



Janet Haynes, Contracting Officer in the Center for Facilities Maintenance and Hardware, was recently honored with the GSA Best New Negotiator Award in Arlington, VA, presented by the Coalition for Government Procurement as part of the Excellence in Partnership Awards. Haynes was selected by her peers in both industry and government as the new contracting person who has made the biggest impact in terms of understanding the intricacies of the program and applying their newfound knowledge to the effective and efficient administration of schedule contracts.

"As a result of the Express Desk Implementation in June, 2006, the Center's overall cycle time was reduced by 58%"





Doing Business with Heartland Global Supply



Did you know that there is a part of GSA that purchases from the 51V Schedule?

The Heartland Global Supply procures a variety of tools, paints, sealants and adhesives for the government. We provide worldwide coverage of these items by having the item either delivered directly to the customer or storing it in GSA distribution facilities. We buy both commercial (part-numbered) items and specialized National Stock Number (NSN) items. In Fiscal Year 2007, Heartland Global Supply purchased \$203.1 M in goods for our customers.

So, how can you do business with us?

Our first choice for procurements is to look to the 51V Schedule. However, there are times where we must do an open market procurement. Here are some helpful hints on what to do:

- Watch the Federal Business Opportunities (www.fedbizopps.gov) site and GSA e-Buy for postings.
 - Unlike the Multiple Award Schedules, we have definitive open and close dates on our requests that vary due to our customers' requirements. Check these places periodically to make sure you are kept in the loop.
 - Read through the entire solicitation/Request for Quotes.
 - ✦ Provide all information requested.
 - ✦ Thoroughly read the item product description (IPD) and attached clauses.
 - ✦ Understand the terms and conditions of the solicitation.
- Make sure you are loaded into GSA Advantage!® and that your information is up-to-date.
 - We use the GSA online tools to conduct market research and perform some of our procurements. We can't find you if you aren't there.
- Start small.
 - You may want all the business you can handle, but test the waters first. Heartland Global Supply does a huge volume of business that can overwhelm even the most experienced firms.
 - Start with simplified acquisitions (procurements valued at \$100K or less) and open market buys before offering on contracts or Blanket Purchase Agreements. This affords you an opportunity to see the volume of orders, and lets you become familiar with rigorous inspection, marking, packing and packaging requirements defined in the clauses.
- Perform as offered. We want this relationship to succeed, so don't put yourself behind the eight ball. Provide realistic delivery times and make sure you can deliver on what you propose.

In addition to following the helpful hints above, you want to avoid some of the most common mistakes. Make sure you do the following:

- Quote on the correct unit of issue.
- Avoid mixing Schedule items and open market items in your proposal. Open market items have different procurement processes and require more information.
- Provide manufacturer, part number and country of origin information when quoting on an open market item.
- Offer a realistic delivery time.
- Submit your information on time! Late offers may not be accepted.



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Thank you for all your hard work!

Have a safe and happy holiday.

The CFMH



Welcome to Our New Industry Partners!

Company Name

Schedule

Company Name

Schedule

1st Electric, Inc 03FAC
 American Power Services Inc. 03FAC
 Banneker Group, LLC, The 03FAC
 Contractor Supply Co. Inc. 51V
 Decon Engineering, Inc. 03FAC
 Enterprise Electrical Contracting 03FAC
 George Butler Associates, Inc. 03FAC
 Hilti, Inc. 51V
 Laser Photonics, LLC 51V
 Mirador Enterprises, Inc. 03FAC
 Mobile Shop Company LLC 51V
 Newpoint Energy Solutions, LP 03FAC
 Premier & Companies Inc. 51V
 Ritchie & Sons, Inc. 51V
 Santies's Wholesale Oil Co. 51V
 Total System Services, Inc. 03FAC
 Veteran Sales and Service, LLC 51V
 Weiss Tool Distributors Co., LLC 51V

A M Supply 51V
 Aviall Services Inc. 51V
 Building Energy Solutions & Tech 03FAC
 Custom Lawn Service Inc. 03FAC
 Enfasco Inc. 51V
 ESI, Inc. 03FAC
 Graybar Electric Company Inc. 51V
 K-Leasing Co. 03FAC
 Martin Mechanical Inc. 03FAC
 MJL Enterprises, LLC 51V
 Newcomb & Boyd 03FAC
 OEL Worldwide Industries Inc. 51V
 Redline Ops 51V
 RSC Equipment Rental, Inc. 51V
 TK Services, Inc. 03FAC
 Triangle Services, Inc. 03FAC
 Water Management, Inc. 03FAC
 Whitton Supply Co., Inc. 51V