

Welcome to today's presentation

Express Menu of Services

1:00 PM - 2:00 PM Central Time

Note: Phones are automatically muted during the presentation. You have the ability to send questions to the host and presenters through the questions pane. They will answer as many of the questions as possible throughout and at the end of the presentation. All questions will be captured, and answers sent to all participants within 2 weeks.



Client Enrichment Series

Express Menu of Services

Hosted by: Matthew Madison,
Director of Client Solutions, Greater Southwest Region

Presented by: Khadijah Robinson,
National Project Manager, Public Buildings Service



Purpose:

What is the Express Menu of Services?

A tool to help

- Expedite delivery time
- Assist with estimates and improve budget/finance planning
- Provide predictable, competitive, base pricing for commonly requested/recurring micro-purchase level (less than \$2,000) non-construction building services (no need for competition for these micro-purchases)
- Improve customer satisfaction and communication



POLL

Project History



Has anyone actually tried this?

YES!

Piloted in Region 1 / Courts Circuits 1 & 2

Menu has been rolled out to 15 Courthouse/Federal Buildings in the region.

1. McMahon Federal Building, Bridgeport, CT
2. Lee Federal Building and Courthouse, New Haven, CT
3. Burlington Federal Building, Burlington, VT
4. Ribicoff Federal Building & US Courthouse, Hartford, Ct
5. E.T. Ginoux Federal Courthouse, Portland, ME
6. W.B. Rudman Federal Courthouse, Concord, NH
7. Donohue Federal Courthouse, Worcester, MA
8. Pastor US Post Office and Courthouse, Providence, RI
9. M.C. Smith Federal Building, Bangor, ME
10. Williams Coast Guard Building, Boston, MA
11. John W. McCormack US post Office and Courthouse, Boston, MA
12. Moakley Courthouse, Boston, MA
13. John O. Pastore Federal Building, Providence, RI
14. Federal Building and US Courthouse, Providence, RI
15. Springfield Federal Courthouse, Providence, RI

FY 2012 Express Services Pricing Sheet

SAMPLE Federal Courthouse

1. Provide, replace or relocate electrical outlets, telephone outlets or thermostats.

ITEM	UNIT COST	NOTED VARIABLES AND LIMITATIONS
Remove electrical outlets (EA)	\$ 50.00 → \$ 150.00	Wiring terminated, blank wall plate installed. Remove 75' wire, blank wall plate installed.
Install electrical outlet in GWB/Plaster (EA)	\$ 150.00 → \$ 600.00	Wired to existing circuit within 25'. For dedicated circuit and breaker up to 75' run.
Install duplex electrical floor outlet (EA) THROUGH FLOOR	\$ 250.00 → \$ 500.00	Flush mount aluminum finish. Max. run 25'. Does not include core drilling for device.
Install telephone or data outlets (EA)	\$ 150.00 → \$ 250.00	Low – installation of a surface mounted jack. High- outlet is recessed in gypsum wall board.
Install telephone or data floor outlet (EA) THROUGH FLOOR	\$ 250.00 → \$ 500.00	Flush mount aluminum finish, complete. Does not include core drilling for device.
Remove electronic T-Stat (EA)	\$ 150.00 → \$ 250.00	Removed from gypsum wallboard partitions.
Install electronic T-Stat (EA)	\$ 250.00 → \$ 500.00	Installed in new gypsum wallboard partitions.

2. Install, replace or relocate switches.

ITEM	UNIT COST	NOTED VARIABLES AND LIMITATIONS
Install light switch (EA)	\$ 150.00 → \$ 250.00	Labor & lighting sensor energy savings switch.
Relocate switch (EA)	\$ 50.00 → \$ 200.00	Low 10', high 50' with blank wall plate installed.

How Does it Work?

GSA Building Managers and project teams within each of the regions will work with client agencies and their teams to

1. Develop estimated price ranges for the list of commonly used recurring line items for each federally-owned courthouse
2. Pricing will vary per building/region/location and is determined by examining historical data, past/present O&M Contracts as well as IDIQs
3. Items do not change, only the pricing will be customized to the building
4. Though not mandatory, client agencies who provide F-Type RWAs for each of the buildings will improve delivery time, eliminating the need for the traditional approval process

F-Type RWAs

- Used for small, routine, non-recurring, miscellaneous services and projects
- Intended to reduce the administrative burden and increase delivery time
- Good for a maximum of 1 fiscal year, expire 9/30
- Minimum authorized amount must be greater than \$0
- Maximum authorized amount of entire F-Type/year NTE \$250,000
- No formal government cost estimate is required to accept an F-type
- PBS Fees apply
- Include both severable and non-severable services.
- Customer agency certifying official's signature is needed on each F-type RWA
- RWAs can be drafted district wide (building #s must be referenced)

Developing Menus and Setting them up in each Region

1. Establish project team

- Building Managers
- Service Center Director
- GSA Regional Account Managers (for each client in building)
- Budget Analyst (F-Type RWA information)
- Customer Representative (Rep for each customer within building)

2. Meet with building managers and client agency representatives to educate them on the menu of services

3. Set expectations

4. Determine Unit Price Ranges for each line item, per building.

Developing Menu Cont'd

5. **Building Mangers will work with GSA Regional Account Managers to communicate this initiative to tenants.**

6. **Communication should be done via live presentation whether that be WebEx, at tenant meetings, conference call etc.**
 - **Live presentation is more effective than sending out an email or paper memo.**
 - **National Project Manager, Khadijah Robinson is available to provide assistance.**

National Implementation Strategy

1. Phase 1

- Federally Owned Courthouses and all tenants within.
- Completion date May 31, 2013

2. Phase 2

- Roll out to all other Federally Owned Buildings
- 2nd Quarter FY 2013 through 1st quarter FY 2014

REMEMBER

- ✓ Communication is important
- ✓ All team members must be involved and aware of the effort and each step in the implementation process
- ✓ The Express Menu is a TOOL, not an IDIQ or Procurement Vehicle



Poll



Questions?