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**Our Mission:**

We help federal agencies better serve the public by offering, at best value, superior workplaces, expert solutions, acquisition services, and management policies

***A Message from the Regional Administrator, Larry Trujillo***

The General Services Administration in the Rocky Mountain Region is constantly striving to serve our customers better. One way GSA is working towards being a better provider of services is through the "Get It Right" plan. In case you have not yet heard of the "Get It Right" initiative, allow me to introduce you to some of its key principles.

Unveiled in July 2004, the "Get It Right" plan will ensure improved contracting operations and also proper use of GSA's contracting vehicles through such methods as clarifying contracting policies and procedures to ensure compliance with federal regulations. The key principles of the plan were incorporated to assess regulatory compliance and to provide supervision of all contracting vehicles. This ensures the taxpayers and federal agencies will continue to receive the best value from GSA.

In order to adhere to the "Get It Right" principles, the Rocky Mountain Region plans on hiring a Director of Acquisition who will oversee all contracting operations in the region. In this capacity, the Director will identify contracting problem areas, locate the source and set up mechanisms to prevent the problems from reoccurring. The Director will also establish a regional team to communicate and enforce the message to all GSA associates region-wide. Finally, the ultimate goal of the Director of Acquisition will be to ensure that our customers are not put in a position to be outside of the rules and regulations of federal contracting. Our hope is that through our regional actions we will be better able to provide services to customers and ensure that we are compliant in all contracting.

Associates in Region 8 are working hard to implement new strategies to serve our customers better. I'd like to conclude by thanking some of these associates who have gone above and beyond expectations to serve our tenants, our customers, and fellow associates. The DFC is undergoing many changes currently and Lisa Morpurgo, Manager of the Denver Federal Center Business Center, has worked diligently to do what is best for the taxpayer and our federal agency customers. Lisa's work is a shining example of the kind of customer service we all hope to emulate. (cont. on page 2)

## Our Services

*continued from page 1...* She also works to maintain a good partnership with the City of Lakewood allowing for future collaboration with our neighbors in the Lakewood community. Finally, I would like to thank Kim Bailey. Kim has been working on the federal courthouse expansion project in Salt Lake City, UT for the Public Buildings Service. Throughout the process, she has worked hand-in-hand with the City of Salt Lake, the Salt Lake Historical Society, the Salt Lake community, and our tenants, the federal judges, to meet many challenges and reach resolution on some very important issues.



### GSA Rocky Mountain Region (RMR) Hosts Joint Customer Workshop

By Nikki Morris

GSA hosted a workshop for the Federal Judiciary, US Marshals Service and the US Attorneys Office at the Denver Federal Center on June 29 and 30, 2004. The workshop provided a venue for partnering with facilities-level customer representatives by sharing organizational objectives and identifying areas for improvement.

Highlights included:

- Each customer agency presented its organizational perspectives and insight on current budget or policy matters affecting customer space needs. GSA profiled business units by geographical character, customer presence, organization and service delivery staff.
- The Rocky Mountain Region (RMR) presented key influencers that determine how regional annual Budget Activity 54 allocations are made and a history on regional spending levels by program area.
- The workshop facilitated brainstorming activities, which identified ways to improve delivery in certain areas of the non-prospectus alteration program.
- Project managers briefed customers on the status of current projects throughout the RMR.



From left: Janice Dinkel, Karma Phillips, Rick Sonthheimer, Ed Holton, Nikki Morris, Krisin Grit.

- RMR presented information on various "Hot Topics" identified by customers.
- Discussions identified the need for a clearer understanding of GSA services covered by project management fees. Solution managers have been assigned to each improvement area.

The workshop was a success with the attendance of approximately 15 customer guests and 40 GSA associates during various times. A second workshop is planned for November 2004. Many thanks to GSA customers who attended the conference and provided valuable feedback throughout the partnering session!

*"Thank you for orchestrating a very informative and constructive...workshop." "Particularly successful was...bring(ing) the full range of GSA project participants in the service delivery process to our session; it reflects the Region's effort to integrate the various components..." "We know how impossibly challenging it is to cover the multitude of projects and initiatives in which we are involved, and are grateful for your dedicated efforts on our behalf." Richard Gilyard, Assistant Circuit Executive for the Eighth Judicial Circuit*

For additional information, contact Karma Phillips, Customer Service Officer, at (303) 236-8000, ext 2327.

## GSA Opens Native American Business Center

By Cara Hoevet

Recently, the U.S. General Services Administration recognized the abundant opportunities to do business with the Native American community and began developing the Native American Business Center. The NABC officially opened in March 2004 and offers a full-range of services and products to support the requirements of Native American and Tribal communities, Alaska Natives, Native American Tribal Enterprises, the Bureau of Indian Affairs, Indian Health Services, and other federal agencies that work with those organizations.

*"NABC will focus on outreach to Native American and Alaska Native-owned businesses and work to build successful relationships by partnering with those businesses."*

The NABC will serve as the primary representative for development of national Native American business and will coordinate efforts with regional representatives from the Public Buildings Service (PBS), the Federal Technology Service (FTS) and the Federal Supply Service (FSS). In addition, the NABC's focus will be to maintain expert knowledge and meet the needs of the Native American Tribes, Alaska Native communities, and Indian-serving federal agencies. Secondly, the NABC will focus on outreach to Native American and Alaska Native-owned businesses and work to build successful relationships by partnering with those businesses.

The NABC will provide counseling to clients as well as conduct work sessions, meetings, and conference calls to inform them of the different business opportunities available through GSA. Ed Kephart, Director of the NABC, and Carolyn Helstrom, Deputy Director of the NABC, have been

working diligently to market this new business opportunity for GSA by attending conferences, hosting meetings and establishing the framework for this new national initiative. If you have any questions about the new Native American Business Center, please contact Ed or Carolyn by email at [Eddie.Kephart@gsa.gov](mailto:Eddie.Kephart@gsa.gov) or [Carolyn.Helstrom@gsa.gov](mailto:Carolyn.Helstrom@gsa.gov). For more information and a list of upcoming events, please visit <http://www.gsa.gov/nabc>.

## Keep the Critters Away

By Sally Mayberry

The fact remains that despite all our best efforts, critters continue to exist and invade our office space. We have a few tips for you to help us keep our buildings critter free:

- Store equipment, litter, and waste within the immediate vicinity of the building away from the structure.
- Keep your workstation clean.
- Avoid leaving food uncovered or dirty dishes in/around your work area.
- Keep food in sealable containers.
- Remove trash regularly.

## GSA Auction Sales

Purchase top-quality, pre-owned U.S. Government cars, trucks, and vans at substantial savings. Discover how GSA Auto Auctions can benefit you. Visit [www.autoauctions.gsa.gov](http://www.autoauctions.gsa.gov)

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low mileage  
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**no buyer's fees**

For more information, please visit [www.autoauctions.gsa.gov](http://www.autoauctions.gsa.gov)

GSA Fleet Vehicle Sales  
[www.autoauctions.gsa.gov](http://www.autoauctions.gsa.gov)

## Our Services

### **FTS Gets It Right**

*By Molly Morgan*

GSA Federal Technology Service in Region 8 has the spirit of GSA's "Get It Right" initiative. FTS continues to work closely with their customers to ensure that both fiscal and contracting requirements are satisfied. Effective October 1, 2004, interagency agreements for IT services between FTS and customer agencies will first be subjected to the principles outlined in the June 7, 2004 memorandum and the statutes cited therein. GSA customers know when they use GSA contract vehicles they get the best value in price and service. With the "Get It Right" plan, these customers are being reassured that along with the best value, they are using a procurement system that is managed with the highest standards of ethics, effectiveness and efficiency available.

FTS will follow the goals provided:

- Ensure compliance with Federal contracting regulations. Non-compliance is unacceptable.
- Make contracting policies and procedures clear and explicit.
- Ensure integrity of GSA's contract vehicles and services.
- Improve competition in the marketplace when GSA's contract vehicles and services are used.
- Improve transparency relating to how GSA's contract vehicles and services are used.
- Ensure that taxpayers get the best value for their tax dollar whenever GSA's contract vehicles or services are used.

On August 31 and September 1, 2004, a 2-day Acquisition Offsite was held by FTS Region 8 and an array of acquisition and financial topics were discussed. At the end of the training event, each associate and all managers signed a commitment to "Get It Right" in the Rocky Mountain Region.



Acquisition is the core of what we do as an agency and we take the trust placed in GSA by our federal agency customers, Congress, the Office of Management and Budget and, most importantly, the taxpayers most seriously.

### **GSA Dedicates New Joint Border Facility on 49th Parallel**

*By Krisin Grit*

Regional Administrator Larry E. Trujillo, Sr. delivered remarks to over 400 guests at the Sweet Grass, MT/Coutts, Alberta Joint Port of Entry dedication ceremony on September 15. This is the third shared facility built under the umbrella of the "Canada-United States Accord on Our Shared Border – Joint Facilities Initiative."

Operating under the terms of the Accord, construction of this new shared facility has been a joint endeavor between GSA and the Canada Border Services Agency, which will each continue to manage the property on behalf of their country's respective taxpayers. *Continued on page 5.*

## Success Stories

*continued from page 4...*

The main Design/Build Contract was awarded July 2001 and the facility was completed on time and under budget.

**The building received a GSA Environmental Award for Sustainable Buildings and was nominated for five Design Excellence Awards.**

Tenants occupied the new port in September 2003. The 100,000 square foot facility sits on over 22 acres of land and the building straddles the U.S./Canadian border – the first of its kind. The building received a GSA Environmental Award for Sustainable Buildings and was nominated for five Design Excellence Awards.

Jim Oberg, Director of the Northern Border Service Center acted as emcee along with Hal Parker, Director of Comptrollership for the Canadian Treasury Board. Speaker of the Canadian Senate Dan Hays and GSA Regional Administrator Larry Trujillo both focused on how the safety and security of the citizens and economies of both countries is enhanced through this international cooperation. The facility now houses employees from the U.S. Customs and Border Protection, U.S. Immigration and Customs Enforcement, U.S. Department of Agriculture Food and Drug Administration as well as the Canada Border Services Agency, the Canadian Department of Citizenship and Immigration, and the Canadian Food Inspection Agency.

### **GSA Front Range Small Business Showcase**

*By Cheryl Wakeman*

GSA's Federal Supply Service co-hosted the first annual Front Range Small Business Showcase with the Aurora Chamber of Commerce on July 14, 2004. The two organizations worked closely with Buckley Air Force Base to deliver training and small business exhibits to nearly 250 Department of Defense, federal and state customers.

Approximately 130 regional small business vendors sponsored booths, consisting of GSA schedule holders and Aurora Chamber members. Another 100 vendors attended for training on how to get a GSA contract and how to market their GSA contract to the federal government. The Air Force Outreach Program Office offered a full day of training to the vendor community on doing business with the government. The Wyoming Procurement Technical Assistance Center and the Small Business Administration each held training sessions for small businesses. GSA provided training to our customers on Multiple Award Schedules, GSA e-buy, GSA Advantage, IT Schedule 70, GSA Global Supply, Professional Services Schedules, Cooperative Purchasing, Transportation Management Services Solutions, and General Product Acquisition Center Schedules. The Veterans Administration offered specialty training on its Professional Medical Services schedules. Welcoming remarks were presented by Colonel Thomas F. Berardinelli from Buckley AFB, Ken Bowen of Federal Supply Service, and Kevin Hougen, Chairman of the Aurora Chamber of Commerce. Due to the tremendous success of the show, we look forward to offering similar events in the future. If you would like to be on our mailing list, please contact Cheryl Wakeman at: 303-236-7575 or [cheryl.wakeman@gsa.gov](mailto:cheryl.wakeman@gsa.gov)

**It's FREE!** SAVE THE DATE

**2005 GSA EXPO**

San Diego, California  
May 3, 4 & 5, 2005 San Diego Convention Center

The graphic features a blue header with the text 'It's FREE!' in yellow and 'SAVE THE DATE' in white. Below this is a vertical column of small national flags on the left. To the right of the flags is a blue square containing the text '2005 GSA' in white. Further right are three red wavy lines. The word 'EXPO' is written in large, bold, red letters. At the bottom, the text 'San Diego, California' is written in a blue script font, with 'May 3, 4 & 5, 2005' and 'San Diego Convention Center' in a smaller blue font below it.

## Announcements

### FTS Toll-Free Number

GSA Federal Technology Service (FTS) in Region 8 has a new automated, toll-free number: 1-877-REG8FTS. Now, all FTS customers in the Rocky Mountain Region will be assisted with just one call. This should eliminate any confusion and allow first-class service to future and current customers.



### Network Services Order Request E-mail

The Region 8 FTS Operations Team now has an e-mailbox that can be used to send in service order requests. The service requests in the mailbox are distributed to our order writers in a more timely process. The Operations Team would like this to be a first choice for sending in service requests - and the quickest way to get that service! The team can be reached at [fts.r08-networkservices@gsa.gov](mailto:fts.r08-networkservices@gsa.gov).

### AVF News

The Cenex fueling facility located at 10 South Hahm Avenue in Rosholt, South Dakota, has become the eleventh in the state to carry clean-burning E85. The fuel is available to the public on their Cardtrol island 24 hours a day. To see if your vehicle can fuel with E85, visit the NEVC website at [www.E85Fuel.com](http://www.E85Fuel.com).

### Static Electricity at Gas Pumps

By Anna Friend

Bob Renkes of Petroleum Equipment Institute is working on a campaign to increase awareness of fires as a result of static electricity at gas pumps. His company has researched 150 cases of these fires.

*His results were very surprising:*

- 1) Almost all cases involved the person getting back in their vehicle while the nozzle was still pumping gas. When finished, they went back to pull the nozzle out and the fire started, as a result of static.*
- 2) Don't ever use cell phones when pumping gas.*
- 3) It is the vapors that come out of the gas that cause the fire, when connected with static charges.*
- 4) There were 29 fires where the vehicle was re-entered and the nozzle was touched during refueling from a variety of makes and models. Some resulted in extensive damage to the vehicle, to the station and to the customer.*

Mr. Renkes stresses to NEVER get back into your vehicle while filling it with gas. If you absolutely HAVE to get in your vehicle while the gas is pumping, make sure you get out, close the door TOUCHING THE METAL before you ever pull the nozzle out. This way the static from your body will be discharged before you ever remove the nozzle.

As mentioned earlier, The Petroleum Equipment Institute, along with several other companies now, are trying to make the public aware of this danger. You can find out more information by going to <http://www.pei.org/> and clicking on "Stop Static".

## Announcements

### **WOW, Really?**

By Anna Friend

Each month, three out of four drivers wash their cars while only one out of seven correctly checks their tire pressure.

- ✓ Motorists rank checking tire pressure as the second most important regular vehicle safety action, but more than three times as many drivers believe regular oil changes are most important to the safe operation of their vehicles.
- ✓ Only 15 percent of drivers properly check their tire inflation pressure.

#### **To properly check tire inflation pressure:**

- Check tire inflation pressure at least once a month.
- Use the correct inflation pressure recommended by the vehicle manufacturer, not the pressure listed on the tire sidewall.

- Check tires when they are cold or haven't been driven for at least three hours.
- ✓ More than half of drivers – 55 percent – wrongly believe that the correct inflation pressure is printed on the tire sidewall.
- ✓ 30 percent of drivers wrongly believe that the best time to check their tires is when they are warm after being driven for at least a few miles.
- ✓ Nearly 1/3 of drivers wrongly believe that if they are taking a trip with a fully loaded vehicle that they are better off if their tires are a little bit under inflated.
- ✓ Two out of three drivers don't know how to tell if their tires are bald.
- ✓ 71 percent of drivers do not check the tire pressure in their spare tire.

## Upcoming Events

### **Utah GSA Vendor Fair & Training Seminar**

November 3, 2004

Ogden, Utah

Contact: Bill Platt 801-524-4259 or by email:  
william.platt@gsa.gov

### **Colorado 2004 Domestic Preparedness and Federal Procurement Training Conference and Vendor Showcase**

October 18, 2004

Denver, CO

Contact: Chris Cole 303-236-7427 or by email:  
christopher.cole@gsa.gov

### **GOV BIZ Small Business EXPO**

October 19, 2004

Colorado Springs, CO

Contact: Arleen Kinder 719-333-6390 or by email:  
arleen.kinder@gsa.gov

### **GSA EXPO, visit [www.expo.gsa.gov](http://www.expo.gsa.gov)**

May 3-5, 2004

San Diego, CA

Contact: Cheryl Wakeman 303-236-7575 or by email:  
cheryl.wakeman@gsa.gov

### **Judiciary/USMS/USAO/GSA Customer Workshop**

November 2004

Contact: Nikki Morris 303-236-8000 or by email:  
nikkola.morris@gsa.gov