



Fall 2012, Issue 6

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Executive Corner Message from the PSC Director

Welcome to the Fall 2012 issue of PSC *Service Matters*! I'm proud also to share that GSA has agreed to list PSC as a provider of choice on their website for mail services. We encourage more of these partnerships across government.

As the autumn leaves change color and football season kicks off, we are eager and energized for the year ahead. We are committed to being your world-class shared service provider. And, as always, I welcome your feedback and thank you for your support.

Cordially,
Paul S. Bartley

Service in the Spotlight

SAS receives special recognition from U.S. Army for protecting troops overseas

Strategic Acquisition Service employees received special appreciation from the U.S. Army for efforts to procure protective equipment to safeguard the lives of American troops abroad! SAS can meet with you to find out how they can support your mission through acquisition services and provide a presentation.

A commander's coin was presented by the Director of the U.S. Army Natick Soldier Research, Development and Engineering Center (NSRDEC) in Natick, Mass., to Army officials and SAS in recognition of efforts to support troops overseas. SAS employees include Contracting Officer Don Hadrick, SAS Customer Liaison Patrick Joy, and Contract Specialist Joe Pirrone.

The partnership between the groups has resulted in SAS procuring tactical equipment worth about \$40 million for the Army Special Forces Command in the past two years. This particular contract has procured \$52 million, \$48 million of which has been for Department of Defense (DOD) customers such as the Departments of the Army, the Navy, and the Air Force. The Readiness Command supports troops in the field, including combat zones such as Iraq and Afghanistan. These coins are not token items. Commanders typically buy them with their own funds and present them to troops as special recognition for a job well done.



In addition to assisting DOD procurement initiatives, SAS acquisition services are available to all federal agencies, and they stand ready to provide support. "We are a full-service contract shop that provides a wide range of services," said Hadrick, "such as facilities, professional services, construction, architecture, and engineering services. We have performance metrics and good, qualified specialists who have procured a multitude of services. Our fee is low and we provide good quality."

NSRDEC is a recognized leader in the Army's campaign to assure the decisive materiel edge for the 21st century soldier. Their mission is to maximize the soldier's survivability, sustainability, mobility, combat effectiveness, and field quality of life by treating the soldier as a system. You can learn more about the Army NSRDEC at the organization's website, <http://nsrdec.natick.army.mil/>.

Equipment procured for the Army includes protective gear such as ballistic vests, shields, belts, and holsters. The Army tests the equipment, and once ready, large orders are made. The equipment is stored and ready to be dispatched to troops in the field. "Because of the nature of it, it's an IDIQ (Indefinite Delivery/Indefinite Quantity), and we've been able to purchase it very quickly for them," said Joy, who processed the Interagency Agreement. "The contractor has been very responsive in shipping good equipment for them. Also, the contractor has been tracking orders and making sure what the Army group orders is what they get," he added. "So they've been very happy with us."

The Army group became aware of SAS and their capabilities through the Office of Inspector General. SAS purchased tactical field equipment for OIG special agents. When approached by the Army, SAS worked hard to develop a partnership. Hadrick has worked closely with Army representatives, including having weekly meetings. Through this contract vehicle, other DOD customers such as Robins Air Force Base officials who support special operations forces, have sought to partner with SAS. In addition, FDA is looking to purchase Glock pistols for their armed agents. The Department of Agriculture also signed on as a new customer.

To learn how SAS can support your mission, contact Don Hadrick at 301-443-3459, donald.hadrick@psc.hhs.gov, or Patrick Joy at 301-443-9265, patrick.joy@psc.hhs.gov.

Did You Know?

2013 PSC Service & Product Directory goes paperless

PSC is proud to announce that the 2013 PSC Service and Product Directory will be paperless this year, as the publication will be converted to an enhanced format online. This new format boosts searchability, ease of access and browsing of services. It also helps the environment by going green, saving paper, trees and ink. The cost savings are passed on to you.

The directory will be published on October 1, 2012 at <http://www.psc.gov>. It is available at your fingertips wherever you have Internet access.

The directory showcases the lines of business offered by PSC and includes specific points of contact, performance standards and rate information standards. It also contains the latest information and is a ready reference on PSC service information.

- Service and product offerings are described in detail with the benefits, quality and value.
- Service offerings are organized by function to make it easy for customers to find what they need.

For more information, contact PSCcommunications@hhs.gov.

GSA to feature PSC mail services on its website

GSA has agreed to list PSC as a provider of mail support on its website for mail services. HHS Departmental Mail Manager Bobbi Sue Cline of AOS partnered with GSA on this posting. "This is great news that GSA has agreed to support us with this acknowledgment," said Cline. "We asked whether they would allow us to advertise. It's a positive step forward for us to get our name out to the other agencies."

GSA will post a brief description about what the PSC Mail Management and Policy offers and a link to more information. "There are not a lot of federal agencies that can offer the type of mail support we can at this time," said Cline. "We are looking to grow our business, and this is a great opportunity for us to get the word out."

Cline's recent presentation to the Postal Regulatory Commissioner and other agency Mail Managers was very well-received at GSA's headquarters. Cline discussed the PSC mission, which included consolidating mail services within the federal service. She also discussed new enhancements to infrastructure and software, such as eCertified and rate shopping, which were recently put in place throughout all regional locations to save costs. PSC has made the investments and can pass along savings. "It's a huge incentive to some other agencies to be able to reduce cost in mailing," Cline said.

A recently published GSA memo provides guidance to agencies for improving mail management policies, procedures, and activities. It includes consolidating presorted mail services to reduce costs on contract equipment and maintenance. The attached bulletin can be found on the [GSA website](#). Select Federal Management Regulation (FMR) Bulletin G-03, "Mail Management," dated May 2, 2012.

GovZone™ completes pilot phase

The GovZone™ soft launch completed its pilot phase in August and is now in production. According to the pilot participation satisfaction survey, almost 90 percent of respondents indicated they would recommend GovZone to a coworker.

Beginning in October, PSC customers within HHS will be given access to GovZone on a rolling schedule based on OpDiv/StaffDiv and service requirements. A robust communications campaign will accompany

each of these rollouts. Over the coming fiscal year, PSC will continue to expand the GovZone functionality and orderable services based upon customer insights, operational needs and costs/benefits.

If you have any questions or feedback, please contact the GovZone team at GovZoneCommunications@psc.hhs.gov.

Senior Procurement Exec lauds Kretschmaier for symposium training

PSC's Sheri Kretschmaier of the Strategic Acquisition Service has been recognized by an HHS Senior Procurement Executive for her work at a recent symposium.

The Associate Deputy Assistant Secretary for Acquisition, Angela Billups, Ph.D., wrote a letter to recognize Kretschmaier's work for the symposium "Purchase Card, Strategic Sourcing, and Sustainable 'Green' Acquisition," held April 12, 2012. Kretschmaier is the SAS Purchase Card Coordinator.

"I want to thank you personally for your efforts," wrote Dr. Billups. "The information you presented during the MACCS Training was well received by the attendees. Sharing insights and lessons learned with your colleagues will result in our having a better informed staff, which will contribute to program success whether that success is measured by the efficiency of our spending, achievement of socio-economic and environmental objectives, or other measures. We are fortunate to have colleagues like you who are willing to share their knowledge and experience. We look forward to a continued productive relationship with you."

FOH's next campaign promotes Cardiac Risk Profile and Health Risk Appraisal

Federal Occupational Health is launching a September campaign that encourages federal employees to "Have a Heart-to-Heart Talk with Your Nurse" so you will know the numbers that can help keep you healthy.

In a brief visit with the FOH nurse at your worksite health unit, you can get a Cardiac Risk Profile (CRP). The CRP gives you information about some of the factors that can put you at risk for heart disease — like high blood pressure and elevated blood levels of cholesterol, triglycerides, and glucose (blood sugar).

Once you know these numbers, you can enter them into a Health Risk Appraisal (HRA). This can help you become an active participant in your health by identifying and preventing potential health risks and beginning to live a lifestyle of enhanced wellness. The completed HRA also offers tips on what actions you can take to improve your health.

FOH's "Have a Heart-to-Heart Talk with Your Nurse" campaign encourages people to take stock of their health and take steps to improve it. The online campaign offers information, tips and tools to help federal employees take charge of their health through the information and action points provided by the HRA. Along with useful tips and links to helpful resources, the "Heart-to-Heart" website offers a poll about knowing your numbers and the HRA.

For the full online experience, go to <http://www.FOH.hhs.gov/calendar/September.html>.

The September campaign is part of a series of monthly campaigns offered by FOH's Center for Health Communications. Each campaign includes easy-to-use promotional materials, like fliers, posters, bulletin board graphics, and even customizable email messages and fliers. For the full calendar of observances, visit <http://www.FOH.hhs.gov/calendar>.

The Scoreboard: PSC's Performance

PSC is carefully tracking its performance indicators and feedback from our customers. The key performance indicators are as follows:

- **Customer Satisfaction Target:** 90 percent of customers responding to PSC Comment Cards indicate excellent/good ratings for satisfaction of services.
- **Service Quality Target:** 95 percent of cost centers are achieving quality targets.

Our goal every month is to exceed these targets. We believe it is important to develop strong relationships with our customers and a working knowledge of our services so that we can better communicate with others across government about PSC.

For Customer Satisfaction, we achieved 90 percent in May. For Service Quality, we achieved 93 percent in July.

PSC Services

For detailed information including service descriptions, rates, performance standards, and contact information, please visit <http://www.psc.gov>.

- **Acquisition**
 - Negotiated Contracts and Simplified Acquisitions
 - Purchase Card Management
- **Customer Contact Centers**
 - ONE-DHHS Contact Center
 - Payroll
- **Financial**
 - Accounting
 - Cost Allocation/Indirect Cost Negotiations
 - Debt Collection
 - Financial Reporting
 - Payment Management (Grant)
 - Payroll Accounting
- **Freedom of Information Act**
- **Logistics**
 - Labor and Moving
 - Medical Supply
 - Product Distribution
 - Storage
- **Mail Management and Policy**
 - Mail and Parcel Screening
 - Mail Courier Service For Outlying Facilities
 - Mail Operations
- **Regional Support**
- **Occupational Health**
 - Automated External Defibrillator
 - Clinical Health and Wellness
 - Employee Assistance Program
 - Environmental Health
 - Wellness and Fitness
 - Work/Life Services
- **Property Management**
 - Asset Management
 - Building Management
 - Employee Child Care
 - Property Disposal
 - Real Property
 - Shredding
 - Space Acquisitions and Alterations
- **Transportation, Travel and Telework**
 - Relocation
 - Subsidized Mass Transit Tickets (Transhare) and *GO!card*[™]
 - Telework Strategy Solutions
 - Travel
- **Visual Media**
 - Digital Conversion and Archiving of Documents
 - Departmental Forms Management
 - Graphic Arts
 - Printing Procurement
 - Section 508 Testing and Remediation

PSC *Service Matters* is published by the PSC Office of Communications. To ask questions, provide comments, or add news, please contact the editor, John Moynihan, at john.moynihan@psc.hhs.gov or call 301-492-4650. Learn more about PSC by visiting <http://www.psc.gov>.