

May 10, 2002
Department of Education
Federal Student Aid
Carol Seifert
Contracts Office Technical Representative

In Response Reply to: 02EDU0477

Subject: Contract: # ED-99-DO-0002
Task Order: #61 CFO Transformation Support (Mod. 01, Rev. 01)
Deliverable: 61.2.2a Facilities Management Plan – Revision 1

Dear Ms. Seifert:

Enclosed is the 61.2.2a Facilities Management Plan – Revision 1 that is required by the subject task order. According to our agreement, FSA has 14 days from the signed receipt of each deliverable to review and provide comments or questions to Accenture. If the deliverable substantially meets the acceptance criteria, then the deliverable shall be approved for payment. If the deliverable contains material errors or omissions, then Accenture shall be notified in order to correct and resubmit the deliverable.

All comments and questions should be directed to K.C. Abadian at K.C.Abadian@ed.gov, with copies to rachel.deloach@accenture.com, kim.k.Rhodes@accenture.com and danyiele.f.peterson@accenture.com, between now and close of business on May 24, 2002. Comments and questions are the responsibility of the individuals on the distribution list below.

Please acknowledge receipt of the deliverable by signing in the space provided below.

ACCENTURE, LLP

ACKNOWLEDGE RECEIPT

By
K.C. Abadian
Consultant
(202) 377-3015

Signature
Carol Seifert
May 10, 2002

The 61.2.2a Facilities Management Plan – Revision 1 has been formally reviewed by Mr. James Barnard and all FSA deliverable comments (if any) have been satisfactorily incorporated. This correspondence herein constitutes acceptance of the final deliverable. Please ACKNOWLEDGE ACCEPTANCE of the deliverable by signing in the space provided below.

Signature
Mr. James Barnard

Date

The 61.2.2a Facilities Management Plan – Revision 1 has been reviewed by May 24, 2002 and is recommended for acceptance.

Signature
Carol Seifert

Date

cc: Jim Lynch
Janet Scott
Rachel Deloach

**Deliverable for the Period November 1, 2001 to December 31, 2001
61.2.2a Facilities Management Plan – Revision 1**

Based on the start-up experience in Union Center Plaza during the months of November and December 2001, the following issues have been addressed:

Item	Comments
Lease Management	<ul style="list-style-type: none"> • Initiated process with Quality Workplace Group (QWG) to finalize Supplemental Lease Agreements between GSA and Lessor. • Developed and put into practice streamlined system for the QWG Help Desk to contact new Lessor with work orders for needed repairs and maintenance. • Assisted QWG put processes into place the facilitated work accomplishment with the new building owner and their new property management team of property managers (2), building engineering staff, etc.
Facilities Management Policies	<ul style="list-style-type: none"> • Prepared justifications for the creation of a building manager position. • Developed a process with the QWG to accomplish reconfiguration and other construction projects.
Mail Management	<ul style="list-style-type: none"> • Finalized mail stops and assisted Mailroom with Mailroom furniture issues. • Assisted Mailroom contractor personnel establish Mailroom as operational. • Developed new delivery procedures for couriers, overnight delivery services, e.g., FedEx, and package delivery companies to deliver all packages to Mailroom for screening and final delivery by the Mailroom to appropriate locations in UCP3.

Item	Comments
Building Operations	<ul style="list-style-type: none"> • Researched the issue and provided guidance concerning GSA rules about the use of portable heaters in individual workstations. • Assisted GSA with the development and resolution of the final construction punch list for UCP3. • In the absence of QWG support, established a parking management program for the UCP3 garage, designed and created “Temporary” and “One-Day” parking passes, as well as the procedures to issue and track them. • Designated and hung signage for parking spaces required for employees with special needs. • Resolved discrepancies in workstation/office numbering system and coordinated revisions with space planning contractor. • Assisted FSA Administration staff develop and implement a process-to-process parking permits and check collection from those authorized by ED to park in UCP3. • Coordinated air quality testing with Work-Life Group and GSA after requested by employee with special needs. • Facilitated the weekly OM/SFA meeting on UCP3 Building Operations issues by publishing a weekly agenda/status of pending issues. • Worked with OCIO and their vendor, GSA, and the Lessor, to have cable TV antenna and satellite dish installed on the roof. • Developed and implemented a system to

Item	Comments
	<p>provide parking to special VIP guests during special ceremonies.</p> <ul style="list-style-type: none"> • Brought the issue of beginning the lease-required, but never established by the Lessor, recycling program • Worked with FSA staff concerning displays for the lobby as well as obtaining Lessor approval for the installation of a large flat screen monitor in the lobby. • Worked with the QWG UCP3 representative to resolve custodial, trash removal, and cleanliness issues (e.g., stairwells and restrooms). • Initiated a liaison with OCIO to resolve alarm notification system for the ninth floor network control room, its UPS, cooling system, etc. • Worked with FSA CIO to resolve phone and dial plan issues remaining after all personnel had relocated into UCP3.
<p>Reproduction Facilities</p>	<ul style="list-style-type: none"> • Oversaw the startup of the Copy Center, issuance of keys to the technician. • Resolved final locations of copy machines relocated from ROB and Portals. Ensured adequate electric service was available at each machine location. • Validated Copy Center procedures with Copy Center technician, supervisor, and QWG COTR. • Assisted Copy Center personnel with UCP3 FSA Campus Card process. • Brokered an arrangement whereby the QWG assumed responsibility for key operator

Item	Comments
	duties for the self-service copy machines located designated walk-up locations in UCP3,
Health Care	<ul style="list-style-type: none"> • Worked with the FOH nurse to resolve build out and other construction issues affecting the Health Unit. • Researched and reported to DC Health Department, incidents of food poisoning alleged received from items purchased from the café in the 820 building.
Personal Property Management	<ul style="list-style-type: none"> • Contracted with ADM International to modify some workstations to better accommodate two personnel. Removed two drawer later file and returned to off-site storage.
Miscellaneous Facilities Management Processes	<ul style="list-style-type: none"> • Initiated process to designate the fireproof files stored on loading dock as excess and to have them removed by the QWG. • Assisted with the resolution of the CORT rental furniture issues concerning the return of rented furniture in Portals and ROB-3. • Began research into the development and deployment of the feasibility to have an FSA-wide electronic conference room-scheduling tool. • Oversaw and coordinated with the building owner, the final lobby installation and operational activation of the HEW FCU ATM that had been purchased by FSA. • Worked with building prime vendor, ADM International, to resolve furniture issues and to provide adequate waste receptacles in areas like conference rooms, copier areas, and pantries.

Item	Comments
	<ul style="list-style-type: none"><li data-bbox="573 386 1154 457">• Developed Facilities budget for UCP3 operations.<li data-bbox="573 491 1247 600">• Participated in the initial discussions concerning the completion of the build out of the ground floor Training Center<li data-bbox="573 634 1224 743">• Obtained CADD files for both construction and furniture. Provided electronic copies to QWG for their files.