

U.S. Department of Agriculture
Departmental Management
Office of Operations

Catalog of Services



The Office of Operations

To Office of Operations Customers:

The Office of Operations (OO) is pleased to present the OO Catalog of Services. OO is committed to enhancing customer relations, customer care, and service excellence. We realize that each time employees enter the headquarters complex they are affected by the vast portfolio of services provided and managed by OO. Please take a few moments to review the Catalog and become better acquainted with what we do and use it as a resource for identifying and requesting OO services. If you have a service need that is not identified in this catalog, then let us know. This will allow us the opportunity to discuss how we may be able to assist you with identifying and fulfilling that need.

In addition, as a part of the OO commitment to enhance customer service, we have established a Customer Relations Management Program and a Customer Relations Office (CRO), whose main purpose is to:

- provide integrated, seamless customer service
- ensure that all services are value added to the customer
- enhance the customer experience
- help OO employees-the service providers to better understand customer needs
- resolve customer service related complaints with better results
- leverage technology and innovation to deliver services faster and with greater cost benefits
- provide a single web portal serving as a one stop shop for all OO products and services
- identify service gaps in current offerings

The Customer Relations Office is located in room's 1028-S and 1030-S or you may contact Shawnee Clinton at 202-205-9442 or Diana C. Williams at 202-720-8645.

We look forward fulfilling our commitment to service excellence and to a strong partnership.

--The Office of Operations, Customer Relations Office

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Washington, D.C. Headquarters Space

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AUDIO-VISUAL EQUIPMENT:

SERVICE: Provides assistance in obtaining audio-visual aids.

PROCEDURE: This service is available on a limited basis customers should call first.

CONTACT: OO, Executive Services

Room 10-A, Whitten Bldg

Phone 720-8482

Service Provider: Executive Services Division

AUDITORIUM SERVICE:

SERVICE: Provides assistance in scheduling the auditorium, program development, offering presentation techniques, and technical advice for auditorium programs.

PROCEDURE: Customers are required to apply for use of this service.

CONTACT: OO, Executive Services

Room 10-A, Whitten Bldg

Phone 720-8242

Service Provider: Executive Services Division

AUTOMATED MAILING LIST:

SERVICE: Provides automated mailing list service for the Department

PROCEDURE: Mailings are requested upon request, the mailing center mails the documents

CONTACT: OO: Mail and Reproduction Management Division

Room 0529- S South Bldg

Phone 720-5960

Service Provider: Mail Reproduction Management Division

BICYCLE PARKING:

SERVICE: Provides assistance in obtaining bicycle parking spaces.

PROCEDURE: Customers should call to inquire about availability and requirements for use

CONTACT: OO Room 1434-S, South Bldg Phone 720-PARK

Service Provider: Protective Operations Division

BUILDING ADMITTANCE:

Inquiries should be directed to OO, Security Operations.

Room 1434-S, South Bldg

Phone 720-6270

Service Provider: Protective Operations Division

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BUILDING MAINTENANCE:

SERVICE: OO Provides assistance to ensure corrections to maintenance problems.

PROCEDURE: Call the 24 Hours Hotline or use the OO Intra-Net Web access for service

CONTACT: OO Washington Area Service Center

Room S313, South Bldg

Phone 720-6858

Service Provider: Washington Area Service Center

BULK MAILING:

See Mail Preparation page 13

Service Provider: Mail Reproduction Management Division

CARPET CLEANING:

SERVICE: OO Provides Assistance In Obtaining Carpet Cleaning Services. (For OSEC & DA)

PROCEDURE: DA And Other USDA Offices Must Go Through Their Respective Administrative Offices.

CONTACT: Washington Area Service Center (WASC) 00

Room S313, South Bldg

Phone 720-2902

Service Provider: Washington Area Service Center

CARPET INSTALLATION:

SERVICE: Provides assistance in obtaining carpet installation services (for OSEC & DA)

PROCEDURE: After the requesting office has had carpet purchased through Procurement Division and delivery has been made, a schedule must be agreed upon between the client's administrative office and WASC to get the carpet installed.

CONTACT: Washington Area Service Center (WASC), 00, Room S313, South Bldg

Phone 720-2902

Service Provider: Washington Area Service Center

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Centralized Excess Property Operation (CEPO):

SERVICE: Provides the following services: Picks up excess furniture and equipment. Arranges for property transfers. Searches for available excess property. Maintains an inventory of “As-Is” and Rehab furniture.

PROCEDURE: The agency shall use the following procedures to obtain Excess Personal Property/Rehab:(1) Customers must first call CEPO to schedule an appointment to view excess personal property/rehab. Customers may also visit <http://www.bsc.usda.gov/> for more information.(2) Shuttle Service to George Washington Carver Center (see Shuttle Services), CEPO can pick up customer at GWCC.(3) Customers must have a signed AD-700 with a (FMMI Purchase Order number) for rehab furniture. (4) As-Is furniture is issued at no cost. Customer must provide AD-107 or CEPO-1 to request As-Is furniture and/or equipment.

Contact: USDA, OO, CEPO at 301-394-0414

Service Provider: Beltsville Service Center

CHILD CARE CENTER:

SERVICE: Provides childcare for preschool-age children (age 6 weeks to 5 years) of USDA employees. Center hours are 6:30 a.m. to 6:30 p.m., Monday through Friday, except for Federal Holidays - Located in the West Wing, Basement of the Auditors Building.

PROCEDURE: Customers are required to apply USDA employees are given priority

CONTACT: Child Care Center

Phone 202- 205-1133

Service Provider: Business Services Division

CLEANING SERVICES:

See Custodial Services page 9

Service Provider: Washington Area Service Center

COPIER SERVICE:

SERVICE: Provides short-term rentals and long-term copier leases; includes technical support and all supplies. Customers can submit work order requests by visiting one of our staffed facilities or emailing request.

PROCEDURE: Please visit room 0556-A south

CONTACT: Print Shop - South Building (daprintshop@dm.usda.gov) 202-720-5030, 6A, Jamie L. Whitten (cds.whitten@dm.usda.gov) 202-720-5032;

1L205 George Washington Carver Center (cds.gwcc@dm.usda.gov) 301-504-2489

Phone: main number 202-720-9774

Service Provider: Mail Reproduction Management Division

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CONFERENCE ROOMS:

SERVICE: Provides scheduling Services for Departmental conference facilities.

(Room 104-A, 108-A, 121-A Whitten Bldg, the Patio, and Jefferson Auditorium)

PROCEDURE: Customers may call, Fax, Mail, or deliver applications for use of the rooms

Contact: OO, Executive Services Phone 720-8482

Service Provider: Executive Services Division

Consolidated Forms and Publications Distribution Center:

SERVICE: Provides Departmental (AS, SF, Optional) forms and publications, and agency program forms and publications to all USDA offices.

PROCEDURE: Customers may contact their agency forms manager or call the CFPDC.

CONTACT: Customers should call 301-394-0400.

Service Provider: Beltsville Service Center

COURIER SERVICE:

SERVICE: Provides special courier and messenger service for priority items requiring pick-up or delivery to other Government agencies and private concerns in the D.C. area.

PROCEDURE: Prepare the item as if mailing and call for service. Items should not exceed 40lbs

CONTACT: Courier Unit, Mail and Reproduction Management Division, 00

Room 0400-S, South Bldg Phone -720-5869 or 720-2073

Service Provider: Mail Reproduction Management Division

CUSTODIAL SERVICES:

SERVICE: Provides assistance in obtaining janitorial or cleaning services.

PROCEDURE: For special and/or other requests contact your agency representative on-line ordering of this service is also available via the OO Intra-Net.

CONTACT: OO, Washington Area Service Center (WASC) Room S313, South Bldg
Phone 720-6858

Service Provider: Washington Area Service Center

DOOR NAME PLATES:

See Name Plates..... Page 14

Service Provider: Washington Area Service Center

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DUPLICATING SERVICE:

SERVICES: Provides color printing, black/white printing, posters/banners, media reproduction, conference preparation, power point presentation, envelopes, forms, letterhead, basic copying and (Finish Services) Lamination, Spiral & Tape Binding, Booklet Stitching, Perfect Binding, Padding, and Shipment Preparation and much more.

PROCEDURES: Customers can submit work order requests by visiting Room 0556 South Building or email request to daprintshop@dm.usda.gov

PHONE: 202-720-5069; 202-720-5056; and 202-720-0321

Service Provider: Mail Reproduction Management Division

ELECTRICIAN:

SERVICE: Provides assistance in obtaining electrical maintenance

PROCEDURE: Customers must coordinate this service through their agency Administrative Officer.

CONTACT: Washington Area Service Center (WASC), 00 Room S228, South Bldg
Phone 720-2911

Service Provider: Washington Area Service Center

EXPRESS MAIL, USPS:

See Mail.....page 13

Service Provider: Mail Reproduction Management Division

FITNESS CENTER (ESRA):

SERVICE: Provides exercise facilities and exercise classes, aerobics, total fitness,

LOCATION: Fitness Center AG Promenade Mall, South Bldg.

PROCEDURE: To join the Center all members must apply and pay a fee

CONTACT: Phone 720-8995 Hours: 6:30 a.m. to 7:00p.m.

Service Provider: ESRA

FORMS, SUPPLY:

SERVICE: Provides forms, publications, and limited supply support on other printed matter to all USDA agencies. Manage the supply card program.

PROCEDURE: Coordinate requests through your agency representatives.

CONTACT: OO, Beltsville Service Center, Consolidated Forms and Publications Distribution Center, Phone 301-394-0400

Service Provider: Beltsville Service Center

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FURNITURE, USED AND REPAIRED:

See Central Excess Property Office page 8

Service Provider: Beltsville Service Center

GUARD SERVICE:

Location(s): See Physical Security on page 22, for additional information.

LOCATION(S): South Building Room 1408

Phone -720-3701 or 720-6742

Service Provider: Protective Operations Division

HEALTH UNIT:

SERVICE: Provides emergency treatment when person is injured or ill in the USDA complex. Also provides preventive medicine and health education which includes allergy shots, immunization for overseas travel, blood pressure check, Red Cross Blood Donor Program, alcohol, drug abuse, and AIDS counseling and diet workshops.

PROCEDURE: For service stop by the Health Office

CONTACT: Safety and Health Management Division, OO

LOCATIONS: Room 1411-S, South Bldg

Phone 720-3281, Medical Director Room 1411-S, South Bldg Phone 720-3894

Service Provider: Sustainable Operations Environment Safety

HEATING:

See Building Maintenance page 7

Service Provider: Washington Area Service Center

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IDENTIFICATION CARDS HSPD-12 SITE IDENTIFICATION CARD:

SERVICE: OO/Protective Operations Division, Security Programs Branch ensures that employees and others are proper credentials to access the complex, by issuing site and HSPD-12 compliant badges.

PROCEDURE: SITE IDENTIFICATION CARD - Employees must have an AD-1197 properly filled out before an ID can be issued.

Hours of operation / Monday – Friday 8am to 4pm (closed 12noon – 1pm)

PROCEDURE: HSPD-12 IDENTIFICATION CARD – Employees must make an appointment through the GSA/US access system.

Hours of operation / Monday – Friday 8am to 4pm (closed 12noon – 1pm)

CONTACT: For information about the program please call: Call 202-720-2744, RM. SM-7 and SM-7A

Service Provider: Protective Operations Division

INFORMATION OFFICE:

See Visitor Information Center page 19

Service Provider: Visitor Information Center

JANITORIAL SERVICES:

See Custodial Services page 9

Service Provider: Washington Area Service Center

JEFFERSON AUDITORIUM RESERVATIONS:

See Conference Rooms page 9

Service Provider: Executive Services Division

KEYS/LOCKS:

SERVICE: Provides assistance in obtaining keys and locks

PROCEDURE: This service may require approval from your agency Administrative Office

CONTACT: OO, Projects Management Branch, Washington Area Service Center (WASC) Management Division Room S-133, South Bldg Phone -720-6858

Service Provider: Washington Area Service Center

LABELS, MAILING & LISTS MAILING:

See Automated Mailing List page 6

Service Provider: Mail Reproduction Management Division

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LIGHTING, BULBS AND FIXTURES:

See Building Maintenance page 7
Service Provider: Washington Area Service Center

LOCKS See Keys/Locks: See Page 12

Service Provider: Washington Area Service Center

MAIL MANAGEMENT :

SERVICE: Provides consultation and assistance with mail management issues. Also provides interpretations of USPS regulations, manuals and information on rates and classes and processing of Registered and other accountable mail.

PROCEDURE: Please coordinate with your agency Administrative Office

CONTACT: Mail and Reproduction Management Division, 00 Room 0400-S, South Bldg
Phone -720-1806

Service Provide: Mail Reproduction Management Division

MAIL PREPARATION:

SERVICE: Prepares mail, including labeling, inserting, sealing, and bulk wrapping.

PROCEDURE: Please coordinate with your agency Administrative Office

CONTACT: Mail Preparation Unit, Mail and Reproduction Management Division, 00
Room 0564-S, South Bldg Phone 720-5051

Service Provider: Mail Reproduction Management Division

MAIL DELIVERY:

SERVICE: Provides centralized distribution of incoming and dispatch of outgoing mail. Door-to-door delivery/pickup of mail in the NCR and for selected agencies in the South Building.

CONTACT: OO Mail Center, Mail and Reproduction Management Division Phone 720-79422

Service Provider: Mail Reproduction Management Division

MEETING ROOMS:

See Conference Rooms..... Page 9

Service Provider: Mail Reproduction Management Division

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MESSENGER SERVICE:

See Courier Service..... page 9

Service Provider: Mail Reproduction Management Division

MOTOR POOL:

SERVICE: Provides drivers for the Secretary and Deputy Secretary, and transports all Assistant Secretaries and other key officials for Service.

PROCEDURE: Customers are to call and schedule for this service

CONTACT: Drivers Unit, 00 Room 7-A, Whitten Bldg Phone.720-3301

Service Provider: Protective Operations Division

MOVING SERVICES:

See Space Alterations and Layout... page 18

Service Provider: Washington Area Service Center

NAMEPLATES:

SERVICE: Provides assistance with the issuance of door and desk nameplates, etc.

PROCEDURE: Please coordinate with your agency Administrative Office

CONTACT: Washington Area Service Center (WASC), Projects Management Branch, 00 Room S-313, South Bldg Phone -720-2911

Service Provider: Washington Area Service Center

OFFICE ALTERATIONS:

See Space Alterations and Layout.... page 18

Service Provider: Washington Area Service Center

OFFICE FURNITURE, FURNISHINGS AND EQUIPMENT, USE AND REPLACEMENT S:

SERVICE: Provides assistance on the use and replacement for office furnishings and equipment

PROCEDURE: (Service requested should go through agency AO)

CONTACT: OO/C.E.P.O 301- 394-0400

Service Provider: Beltsville Service Center

OFFICE MOVES:

See Moving Services page 14 (See Above)

Service Provider: Washington Area Service Center

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OFFICE SUPPLIES:

SERVICE: Office Supplies

PROCEDURE: Customers can place orders via phone or visit one of the store locations.

CONTACT: Paper Clips at 202-479-2893 at USDA South Building or for the Beltsville store call 301-220-0815

Service Provider: Paper Clips

PARKING, CAR POOLS:

SERVICE: Provides information on car pools and commuter vanpools. Assesses and prioritizes applications for parking in USDA- controlled facilities in the Washington, D.C. complex and makes parking assignments to agencies (car pools) and essential Washington, D.C. Complex-personnel

PROCEDURE: Employees are to submit applications via their agency parking coordinators and are required to apply for spaces annually.

CONTACT: 00 / Protective Operations Division, Security Programs Branch, Parking Office Room 1420-S, South Bldg Phone 720-PARK

Service Provider: Protective Operations Division

PATIO RESERVATIONS:

See Conference Rooms page 9

Service Provider: Executive Services Division

PEST CONTROL:

SERVICE: Office pest management/extermination

CONTACT: 202 720-6858

Service Provider: Washington Area Service Center

PHYSICAL SECURITY:

SERVICE: OO / Protective Operations Division, Security Programs Branch is responsible for building security (guards, security procedures, etc.), access control and intrusion detection systems (card readers, electronic locks, strikes, door alarms, etc.) for headquarters and leased facilities throughout the national capital region.

CONTACT: for Questions and/or Assistance Call 202-720-6270

Service Provider: Protective Operations Division

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PRINTING:

SERVICE: Provides on-site printing services

PROCEDURE: Please coordinate with your agency Administrative Office

CONTACT: Duplicating Center, Mail and Reproduction Management Division, 00 Room 0556-S, South Bldg Phone -720-3341

Also See Copier Service for 25 copies or less Duplication Center for less than 5,000 impressions.

Service Provider: Mail Reproduction Management Division

POUCH MAIL EXPRESS:

SERVICE: Provides domestic mailings to specific addresses. This mail bypasses most processing points in the Washington, D.C. and New Orleans, LA. area and normally receives next day delivery. CONTACT: OO Mail Center Phone -720-6367

Service Provider: Mail Reproduction Management Division

POUCH MAIL, FOREIGN:

SERVICE: Provides for foreign mailings

CONTACT: Inquiries should be referred to OO Mail Center Room 0400 SBldg. Phone 720-6867

Service Provider: Mail Reproduction Management Division

RECEIVING SERVICE:

SERVICE: OO Provide services such as receiving, distribution, and movement of personal property.

PROCEDURE: Please coordinate with your agency Administrative Office

CONTACT: Central Receiving, Phone 720-4321

Service Provider: Beltsville Service Center

REGISTERED MAIL:

See Mail page 13

Service Provider: Mail Reproduction Management Division

RENOVATIONS, SPACE:

See Space, Alterations and Layouts page 18

Service Provider: Washington Area Service Center

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REPRODUCTION:

See Copier Service page 8

Service Provider: Mail Reproduction Management Division

RODENT CONTROL:

SERVICE: Insects, Rodents & Pest Control

PROCEDURE: To obtain this service contact the WASC to schedule

CONTACT: Phone -720-6858

Service Provider: Washington Area Service Center

SECURITY, PERSONAL PROPERTY:

SERVICE: OO / Protective Operations Division, Security Programs Branch is responsible for the establishment, implementation of security procedures for personal property.

PROCEDURE: Report all incidents to the OO / Protective Operations Division

CONTACT: OO / Protective Operations Division, Security Programs Branch, Room 1434-S, South Bldg Phone -720-6270

Service Provider: Protective Operations Division

SECURITY SCREENING UNIT:

SERVICE: Screens deliveries from authorized couriers. Visually inspects items that cannot be x-rayed.

PROCEDURE: Service is mandatory.

CONTACT: OO / Protective Operations Division, Security Programs Branch, Phone -720 6270.

Service Provider: Protective Operations Division

SIGN LANGUAGE INTERPRETER:

SERVICE: Facilitates communication between deaf and hearing employees through transmitting what is being said in English to sign language and vice versa.

CONTACT: /TARGET CENTER.720-3515

TTY/TTD - 720-8372

ASCII/TTY/TDD/BBS - 690-0905

Hours: 7:30 a.m. to 4:30p.m.

Service Provider: Target Center

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SPACE, ALTERATIONS ASSIGNMENTS, AND LAYOUTS:

SERVICE: OO Provides assistance and guidance in assignment of space in the Washington, D.C. Complex (In coordination with agency real property personnel)

PROCEDURE: All space requests need to be processed through Agency Administrative Officers

CONTACT: OO, Washington Area Service Center (WASC), Space Management Branch, Phone -720-2902

Service Provider: Space Management Branch

TECHNOLOGY ACCESSIBLE RESOURCES TARGET CENTER:

TARGET (TECHNOLOGY & ACCESSIBLE RESOURCES GIVE EMPLOYMENT TODAY) CENTER

SERVICE: The TARGET Center provides the USDA with an integrative center for disability-related activities that enhances the Department's employer of choice capability for individuals with disabilities. TARGET Center accommodates individuals with disabilities, educates management, and leads agency efforts to increase the recruitment and advancement of individuals with disabilities. Services include assistive technology, interactive training sessions, technology demonstrations, and ergonomic assessments.

PROCEDURE: Appointments are encouraged.

CONTACT: Office of Operations TARGET Center
Room 1006-S, South Bldg

Phone: 202-720-2600

Email: target-center@usda.gov

Website: www.dm.usda.gov/oo/target

Service Provider: TARGET Center

TRASH:

See Building Maintenance page 7

Service Provider: Washington Area Service Center

U.S. POSTAL SERVICE LIAISON:

See Mail Management Service page 13

Service Provider: Mail Reproduction Management Division

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VACUUM CLEANING:

See Building Maintenance page 7

Service Provider: Washington Area Service Center

VISITOR INFORMATION CENTER:

SERVICE: Provides information to the general public and special groups seeking explanation of the Department's work and specific USDA program information.

CONTACT: Office of Operations Information Center Room 102-A, Whitten Bldg

Phone -720-2791

Service Provider: Visitor Information Center

WAREHOUSE:

See Forms (Supply) page 10

Service Provider: Beltsville Service Center

WASHINGTON, D.C. HEADQUARTERS SPACE:

See Space, Assignments page 18

Service Provider: Space Management Branch