



# INFORM

FY 04 — Issue #4

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## Customer demand for assistance in acquiring services results in new GSA offerings. . .

GSA is now able to provide complete acquisition support for a wide variety of services available through Multiple Award Schedule contracts. We can help with developing the acquisition strategy and the request for proposals, conducting the acquisition, and post award management.

The core business of GSA's Federal Technology Service (FTS) has not changed with the addition of the Professional Services (PS) product line. FTS is still providing assistance on a reimbursable basis in the areas of acquisition management, project management, and financial management.



While FTS offers service delivery, Federal Supply Service Schedules provide the terms, conditions and prices from which task orders can be written to satisfy specific needs of individual agencies and activities. This arrangement achieves economies by avoiding duplicate procurement and administrative costs, and by obtaining a competitive process.

See related article — "GSA's Logistics Worldwide (LOGWORLD)" on Page 5 . . .

## Nextel's Emergency Response Team

Nextel's Emergency Response Team (ERT), founded in 2002, offers the mechanism to set up multi-agency communications over Nextel's commercial wireless network. The ERT's main tool is the Satellite Cell-On-Light Truck (SatCOLT), a mobile cell site that boosts coverage in a Nextel service area or provides service in a remote region where the carrier has no infrastructure.

Housed on a Ford F-650 Super Duty truck, the SatCOLT is designed to be "rapid-deployable, transportable and fully self-sufficient," said Matt Foosaner, an ERT senior director stationed in Dulles, Virginia. It includes a 70-foot cell tower and a satellite antenna to link the site to Nextel's nationwide network. The site is powered by a 15-kilowatt generator and carries enough diesel fuel to run for 10 to 12 days.

When the SatCOLT arrives at an incident, ERT members distribute Nextel's Motorola-built wireless phones to personnel at the scene. Combined with Nextel phones already deployed by responding agencies, these allow users

Continued on Page 3 — See "ERT"

\_\_\_\_\_ These shortcuts will enhance your efficiency when using a BlackBerry device.

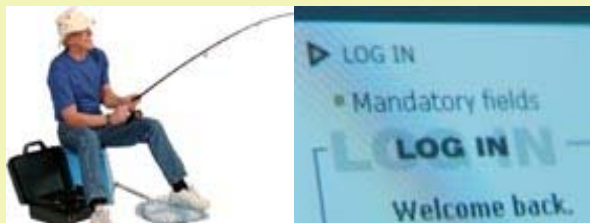
## Handy Shortcuts for your BlackBerry

- ◆ Composing or replying to an email message:
  - R** Reply to sender
  - F** Forward the message
  - L** Reply to all recipients
  - T** Top of the message

**ALT-Click track wheel** to copy and paste text — Roll the track wheel to select text.  
**COPY** the selected text — ALT and click the track wheel  
**PASTE** the selected text — place the cursor in an editable field, and then **SHIFT** and click the track wheel.
- ◆ Viewing your inbox:
  - T** Top of a list or an open received message
  - B** To the bottom
  - N** To the next date on the screen
  - P** To the previous date
  - U** To the next unread item
- ◆ Address Book Shortcuts:
 

Type first letters of a name or the initials separated by a space to find a contact in the To or Find Screens.
- ◆ Calendar shortcuts:
  - SPACE** To go to the next day
  - SHIFT+SPACE** To go to the previous day
- ◆ Main Screen quick access to the icons (Nextel 6510 only)
  - P** Phone
  - M** In-Box
  - C** Create a message
  - A** Address Book
  - L** Calendar — To Change the view in the BlackBerry calendar to show only calendar items, enter your Calendar, click the track wheel then click on **Options**. The default view is **Day**. Roll down to **Initial View: Day**, click track wheel and select **Change Option**. Scroll to Agenda and click track wheel. Click track wheel again and select **Save**. Close and re-open the Calendar. The Calendar will re-organize the items and now show calendar items only.

## Security tip — Gone “Phishing”



Identity theft and fraud can result from the latest form of e-mail scam, called “phishing.” Phishers send out spam e-mail directing victims to a Web page that appears to belong to a legitimate company under the guise of verifying or re-activating an account. The victim is tricked into providing personal information that gives the phisher access to the account for criminal purposes.

**Don’t get caught** — If you get an e-mail or pop-up message asking for personal or financial information, do not reply or click on the link in the message. Legitimate companies do not ask for this information via e-mail. If you have any concerns, you should contact the company directly.

For further information on how to avoid phishing scams, go to [http://www.antiphishing.org/consumer\\_recs.html](http://www.antiphishing.org/consumer_recs.html)

## Wireless communication solutions at best value

GSA Federal Technology Service (FTS) continues to thrive in its partnership with Nextel Communications, offering a robust suite of wireless communications solutions. From its trademark push-to-talk (PTT) two-way radio function to advanced digital cellular voice services and leading edge wireless packet data communications, Nextel has honed its offerings under the GSA contract to meet the needs of over 200,000 mobile government professional and government first responders.

Some of the staple features of the contract include:

- Fully Competed Indefinite Delivery, Indefinite Quantity contract that meets all the Competition in Contracting Act requirements. Procurements under this contract require no additional competition.
- Direct Ordering from Nextel and Direct Billing to the agency paying office. No requirement for Designated Agency Representative. Contract is open to any Federal agency.
- Deep discounts for both Equipment and Services. Nextel offers a full range of equipment from basic handsets to units meeting stringent Mil Spec requirements for ruggedness. Nextel also offers the only RIM BlackBerry integrated units that combines Voice and Data communications with their famous Push-To-Talk technology.
- Pooling of minutes for group accounts. The ability to pool minutes can save users up to 50% on their monthly recurring cost of service. Imagine never having to pay for overcalls on a cellular bill!

GSA continues to offer our customers best value and innovative solutions.

For more information, contact Russ Peery at (817) 978-2296, or visit URL: <http://www.gsa.gov/ptofferings>

## ERT — Continued from Page 1

from different organizations to talk to each other via the carrier's Direct Connect push-to-talk service. The ERT can perform all necessary programming for the handheld units even while they are en-route to an event site. The ERT can establish communications hierarchies and do all the data entry to build contact lists and configure talk groups. Of equal importance in the dynamic emergency situations the programming can be accomplished as often as needed remotely, "and we can change it on the fly over the air," Foosaner said.

"Nextel also is installing Raytheon JPS Communication's ACU-1000 switch on the SatCOLTs. These can provide interoperability between an agencies' own land mobile radios and Nextel's units."

The ERT has assisted in more than 50 field-training exercises and helped during emergencies such as hurricane Isabel, the D.C.-area sniper attacks and the Space Shuttle Columbia disaster. SatCOLTs were deployed at the G8 economic summit in Savannah and Sea Island, Georgia, the Democratic and Republican National Conventions, and in Florida during hurricanes Frances and Ivan.

For information, call Russ Peery at (817) 978-2296.

## GSA establishes Native American Business Center

GSA's Native American Business Center opened in March, 2004. The newly installed Center is an extension of GSA's Office of Small Business Utilization based in Washington, D.C. Eddie Kephart, was named as Director of the NABC.

"We're creating this center to provide assistance in areas that we feel will be of particular benefit to Native American small business owners," said Stephen A. Perry, GSA Administrator. "The Center's mission is to bridge the gap to the Native American community by supplying facilities and technology to support economic prosperity."

Recognizing the need to have a primary location where American Indian/Alaska Native-owned small businesses could gain access to business opportunities and projects with GSA and other government agencies, the Center will be overseen by GSA's Rocky Mountain Regional Office in Denver, Colorado.

GSA's Native American Business Center will focus primarily on providing American Indian/Alaska Native small business owners with resources and information for meeting key contracting experts and learning how to tap into the government contracting market.

For information, call (303) 236-7329 or (303) 236-0717.

## GSA associates receive FTS Commissioner's MVP Award

The Federal Technology Service (FTS) Commissioner's Most Valuable People Award honors associates who exemplify FTS core values while making exceptional contributions to the overall success of FTS. Three Greater Southwest Region associates received this award in recognition of their distinctive contributions toward achieving the goals of the organization.

**Virginia Manning**, Project Support Specialist — Virginia exemplifies the FTS core business values and individual core values. As Project Support Specialist, Virginia provides exceptional support to the Contracting Officers and Information Technology Representatives of the Federal Technology Service, Greater Southwest Region. She is an expert on funding documents and is very meticulous in verifying the accuracy of the information contained therein. She has a broad financial background and has provided outstanding support to GSA clients in reconciling and resolving their funding issues. Virginia is extremely conscientious and thorough in the accuracy of her work and consistently delivers exceptional customer service.

**Recipient  
4th Quarter FY 03**



**Virginia Manning**

**Recipient  
1st Quarter FY 04**



**William "Bill" Lively**

**William "Bill" Lively**, Information Technology Representative (ITR) — As an ITR on the Oklahoma/Arkansas Customer Service Team, Bill Lively was instrumental in coordinating the voice and data telecommunications services for the new Federal Complex, Oklahoma City. The Complex opened its doors to tenant move-ins on December 8, 2003 — eight and one half years after the Oklahoma Murrah Federal building bombing. Consistent with achieving the goals of the organization, Bill also demonstrates leadership excellence in exemplifying the FTS core business values and the FTS core individual values. His dedication to the success of GSA's telecommunications service is unsurpassed.

**Recipient  
3rd Quarter FY 04**



**Linda Catherall**

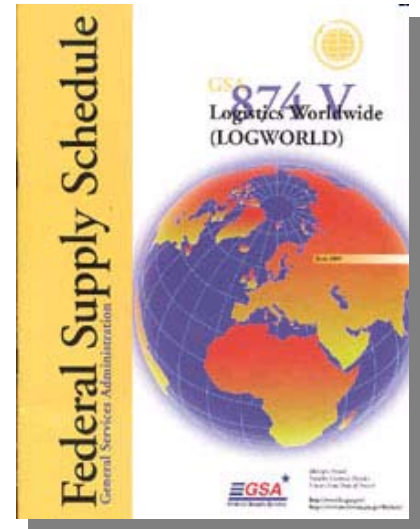
**Linda Catherall**, Customer Relationship Management and Sales Representative — Linda served as the Greater Southwest Region's representative to the Core Team for the development of the 3GS financial system, now known as GSA Preferred. In that effort, her work ethics; knowledge of FTS, procurement, contract administration, CRM and sales, and her professional attitude and teamwork received high praise from those involved in the system's development. She served on the Sales group, developing *iViews* and customer records, which are the entrance point into the system. Linda's contributions to the development of test scenarios and testing of the GSA Preferred system made significant contributions to the achievement of FTS goals for: Ensuring cost efficiency of operations; Assisting customers in achieving significant savings...; Improving the acquisition processes and methods... and Providing timely and effective service delivery.

\_\_\_\_\_ Schedule 874 V assists federal agencies in procuring comprehensive logistics solutions to enhance or replace existing operations.

## GSA's Logistics Worldwide

LOGWORLD provides industry experts who can help agencies reinvent their supply chains, acquire logistics support for a product or system, modify its transportation network, supplement its deployment capabilities, and more through contractors offering:

- ◆ **874-501 Supply & Value Chain Management Services**  
Planning, development, management, operation, and maintenance of logistics systems dealing with the acquisition support, movement, and maintenance of resources. Contractors may provide assistance and guidance in support of an agency's assessment of the best combination of channels to create value for its customers.
- ◆ **874-502 Acquisition Logistics**  
Integrated Logistics Support of a product or system throughout its life cycle. Services may include Acquisition Logistics or Integrated Logistics Support associated with the design, development, test, production, fielding, sustainment, and improvement of cost effective systems including the eventual disposal or salvage of these systems. Contractors may provide logistics expertise in the pre-production or design phase of systems to ensure that the system can be supported through its lifecycle and that the infrastructure elements necessary for operational support are identified and acquired. These services may continue through the life cycle of the system or product and include guidance, assistance and/or operational support.
- ◆ **874-503 Distribution & Transportation Logistics Services**  
Functions related to scheduling, optimizing, and managing movement of products and services. Services may include planning and design, implementation, or operation of systems or facilities for the movement of supplies, equipment or people by road, air, water, rail or pipeline.
- ◆ **874-504 Deployment Logistics**  
Logistics support required for military and civilian force deployments. Guidance or operational support to identify and utilize regional or global resources, and integrate public and private sector resources.
- ◆ **874-505 Logistics Training Services**  
Training in system operations and automated tools for supply and value chain management, property and inventory management, distribution and transportation management, and maintenance of equipment and facilities supporting these activities.
- ◆ **874-506 Support Products**  
Products in direct support of services provided under the other Special Item Numbers (SINs) including training manuals, CD-ROMs, overhead slides, etc.
- ◆ **874-507 Operations & Maintenance Logistics Management and Support Services**  
Services providing the best practices, technologies, and methodologies to plan, design, manage, operate, and maintain reliable and efficient systems, equipment, facilities, and logistics infrastructures.



Agency orders may include complete turnkey operations, maintenance and support services, or components thereof, as needed to improve equipment and logistics performance, and reduce life cycle costs.

For more information, visit: <http://www.gsa.gov/logworld>

## Conferences and Technology Show Schedule

GSA representatives will be on hand at events designed to help federal government, civilian agency, and military organization information technology and communications professionals in making technology and professional services buying decisions.



### Advanced Technology Council (ATC) Technology Shows

ATC events provide a convenient format to preview hands-on demonstrations by vendors of the latest products and services on the market such as computer hardware and software, graphics, local area networks and network security, projector systems, training, teleconferencing, cabling, office automation.

<b>October 26, 2004</b>	<b>Goodfellow Air Force Base, Texas</b>
<b>October 28, 2004</b>	<b>Sheppard Air Force Base, Texas</b>
<b>January 25, 2005</b>	<b>Randolph Air Force Base, Texas</b>
<b>January 26, 2005</b>	<b>Lackland Air Force Base, Texas</b>
<b>January 27, 2005</b>	<b>Fort Hood, Texas (AFCEA)</b>
<b>February 2, 2005</b>	<b>Holloman AFB, New Mexico</b>
<b>February 3, 2005</b>	<b>Cannon AFB, New Mexico</b>
<b>February 15, 2005</b>	<b>New Orleans JRB/NAS, Louisiana</b>
<b>February 17, 2005</b>	<b>Barksdale AFB, Louisiana</b>
<b>July 12, 2005</b>	<b>Fort Sill, Oklahoma</b>
<b>July 13-14, 2005</b>	<b>Tinker AFB, Oklahoma (AFCEA)</b>

For additional details, visit:

<http://www.atc-expo.com>

### Fiesta Crow Technical Symposium 2005

**April 18-20, 2005 — San Antonio, Texas**

*Theme:* Global War on Terrorism (GWOT) — a major thrust in U.S. foreign policy and a significant challenge for the defense establishment to meet the president's national security objectives in the near to mid-term future. Topics will include:

- GWOT impact on the US critical information infrastructures
- Using influence operations to shape global operations against the GWOT
- Information Operations as a component of active military operations against GWOT

For additional details, visit:

<http://www.fiestacrow.com/>

### GSA Expo 2005

**May 3-5, 2005 — San Diego Convention Center, San Diego, California**

Registration for the GSA Expo 2005 is now open. Registration is free to government employees and military members. The exhibit floor will have over 600 companies displaying the latest and greatest of their products and services ranging from IT to recreation and vehicles to pest control and financial management. Training will be held all three days of the Expo. CEU credits are awarded for some of the training sessions.

For more information, visit:

<http://www.expo.gsa.gov>

### GSA Network Services Conference 2005

**August 15-18, 2005 — Hilton Chicago Hotel, Chicago, Illinois**

The conference forum will provide the federal network community, the IT community, and GSA industry partners an opportunity to share lessons learned, collaborate, preview the latest and greatest technologies, and plan for a successful future. Additional details will be published as they become available.

**Greater Southwest Region FTS at your service . . .**

*Serving Texas, Oklahoma, Arkansas, Louisiana, New Mexico, and the Americas*



**Federal Technology Service**

**Assistant Regional Administrator**

**Marcella Banks**

**817 978-2871**

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**Russell Colomo**

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*Note: Sharon O'Toole has been detailed as Acting Assistant Regional Administrator for FTS in the Rocky Mountain Region in Denver, Colorado until December 2004.*

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**Director**

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**Director**

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**Director**

**Jill LaDuca**

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**For more information about the Greater Southwest Region FTS, visit:**  
<http://www.gsa.gov/greatersouthwest>