



Rural Development

March 30, 2016

Operations and  
Management

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TO: Agency Administrators

ATTN: National Office Officials  
Washington, DC Only

FROM: Edna Primrose /s/ **Anita R. Adkins** for  
Deputy Administrator

SUBJECT: Headquarters Space Renovations and Services

This memorandum is a reminder that all requests for space renovations and services must be directed through Rural Development (RD)'s Procurement and Administrative Services' Support Services Division (SSD). The U.S. Department of Agriculture (Department) requires a building permit/work order for each action requested and it is SSD's responsibility to act as the liaison to ensure this is accomplished. Agencies should not contact the Department directly unless expressly directed by SSD to do so. This includes, but is not limited to, any type of renovation, painting, carpeting, carpet cleaning, furniture installation, electric work, hanging pictures or decorations in the public hallways, window treatment installation, heating, supplemental air conditioning, re-keying office locks, changing locks, and duplicating keys.

Here are several guidelines to help expedite requests for space renovations and other facility services:

- Please contact SSD via email and include the offices impacted, the type of work to be completed, a requested due date, and a point of contact.
- Do not contact the Department directly. SSD will serve as the liaison between you and the Department.
- All renovations and services have an associated cost. Before you contact SSD, ensure your budget specialist is aware of the requested work and that funding is available.
- Some miscellaneous actions may require an internal agency procurement. If that is the case, SSD will notify you. It is the requesting office's responsibility to initiate a procurement by contacting either their agency credit card holder or the Procurement Management Division (PMD), depending on the cost of the job. Any needed service above \$2,500 or supply above \$3,500 requires the involvement of PMD.

EXPIRATION DATE:  
March 31, 2017

FILING INSTRUCTIONS:  
Administrative/Other Programs

USDA is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (PDF), found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

- SSD does not have full-time movers on site. If your project requires movers, SSD will schedule the work with RD's current contractor. Once a date and time have been arranged, SSD will contact you with that information. There is a cost-based exception to this guideline.
  - If cost of the moving services is \$2,500 or below, the requesting official may procure the service directly from an individual contractor; however, SSD would direct the official to PMD for help on how to find a suitable contractor. Moving services greater than \$2,500 have to be procured by PMD.
- Per the Collective Bargaining Agreement dated July 16, 2010, Contract Article 11.10, the Union must be notified through the Human Resources (HR) Labor Relations staff for any new configuration of space or change in working conditions. The requesting agency will contact HR Labor Relations, if that is their preference; otherwise, SSD would make the contact.
- Effective Fiscal Year 2016, SSD will no longer provide services to hang pictures in individual offices. There are two ways to obtain this service. An agency may either submit a request to SSD for a Department building permit/work order, or the agency may procure the service directly from an individual contractor by using either a credit card or working with the PMD. Any needed service above \$2,500 requires the involvement of PMD.

For basic maintenance services in headquarters space, please contact the Department's Facilities Management Division at 202-720-6858. These services include:

- Problems with lavatories,
- Replacement of hallway and office ceiling lights,
- Malfunctioning convection unit/window air conditioning unit,
- Office cleaning,
- Trash removal,
- Dumpsters,
- Window safety,
- Broken door knobs,
- Lockouts,
- Malfunctioning water fountain,
- Loose/Missing ceiling tiles,
- Issues with stairwells (i.e., missing door knob, tripping hazard on steps), and
- Malfunctioning elevators.

If you have a request for space renovations and services, it must be sent to SSD via email. Please contact Judy Steer, SSD Support Services Specialist, at 202-692-0012 or by email to [judy.steer@wdc.usda.gov](mailto:judy.steer@wdc.usda.gov) or Jeanne Jacobs, Regulations and Paperwork Management Branch Chief, at 202-692-0040 or by email to [jeanne.jacobs@wdc.usda.gov](mailto:jeanne.jacobs@wdc.usda.gov) for assistance. We appreciate your cooperation in this matter and hope these guidelines will help us provide you with the best possible service.