



Alerts
Initiatives
Communication

News: to Use!



Projects
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Customer Feedback

from the Office of Research Services

February 2000, Issue 15

New... Travel Management Center Contract and Fees



As many of you know, the Office of Research Services has been working diligently over the past year with other NIH offices and employee groups to award a new performance-based NIH Travel Management Center (TMC) contract. Your patience during this long process was appreciated, and we are pleased to announce that the contract was awarded to WorldTravelService (WTS). They began their work here in November, and made many positive changes to our travel services.

NOTE: AS WE WENT TO PRESS...

the travel contract award was protested by one of the bidders. The NIH has requested that all the bidders re-bid. WTS will continue to provide service until the protest is resolved in early March. In the meantime...

WTS will have permanent offices both on and off campus. The on-campus office, open 8:00 a.m. to 5:30 p.m., is in Building 10, Room 1C200. The off-campus office is located at 6010 Executive Boulevard, Suite 102. The off-campus office closes a bit later; that office is open from 8:00 a.m. to 7:00 p.m.

WTS has had many years of experience serving government travelers. Some of the many features of this new contract include an updated and technologically advanced accounting and reservation system; reservations made via e-mail and fax; lowest fare guarantees; and, for a fee, conference and meeting planning services.

You can make reservations by e-mail, fax, or telephone. The ORS is working to have electronic booking available in the next year or so, technology permitting.

A new requirement of this contract is that non-refundable service fees will be charged for each transaction that involves issued airline tickets. These fees are necessary due to continually decreasing commissions paid to travel agencies by airlines. To clarify when a fee applies, a fact sheet is available from WTS. Please pay special attention to the examples for cancellation and re-issuance of a ticket. The amount of the fee depends on the method you chose to make your reservation: phone, fax, or electronic. Fees for staff and patient travel range from \$17.96 per ticket requested electronically to \$21.91 for requests made by

phone. Meeting travel reservation fees also depend on the request method, ranging from \$22.21 for electronic requests to \$26.16 for phone requests. A delivery fee will only be charged for overnight (FedEx) deliveries.

The ORS worked hard to bring this performance-based contract to the NIH, and we are confident that it will meet or exceed customer service needs. WTS agreed to meet the following performance standards or risk a reduction of their service fees:

1. Reservations must be complete and accurate.
2. Phone calls will be answered within 20 seconds or three rings.
3. Telephone holding times will average no more than two minutes.
4. Phone messages will be returned within an average of two business hours.

As with the implementation of any NIH-wide contract with high impact, we anticipate minor bumps along the way (see NOTE at left!). However, we are confident you will be pleased with the new service. If you have a problem, please contact Tim Tosten for assistance.

Information

www.nih.gov/od/ors/dss/special/index.htm

Tim Tosten 2-8180, TTY 5-1908
tostent@ors.od.nih.gov

WTS: 301-816-2160 (staff)

301-496-6676 (patients)



WTS faxes:

301-816-0715

for meeting travel

301-816-1058

for travel orders

WTS email:

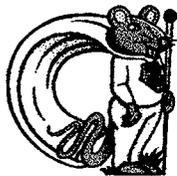
wts@mail.nih.gov

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Centralized Animal Procurement System (CAPS)



The Veterinary Resources Animal Billing System that has been used to order small animals was completely phased out in December, 1999. It was replaced by a new and improved system, the Centralized Animal Procurement System (CAPS).

CAPS, a subsystem of the NIH Administrative Database (ADB), can be used for placing, approving, and receiving small animals, as well as for paying vendors and billing ICs. The system is accessible at various levels of authority and is routed in the same manner as the paper system.

Animals and animal products may be ordered through the Centralized Animal Procurement System (CAPS) via DELPRO. First, users must register to use CAPS through the IC Administrative Offices and CIT.

Detailed instructions on registration and instructions on how to use CAPS are available from:

VRP Animal Procurement Section

Location: Building 14A, Room 103

Phone: 6-3575

Fax: 2-0266

Animal orders should be submitted five working days in advance for commonly available strains, and age/weight range animals. Surgically modified animals, timed pregnant animals, unusual strains of animals, and defined services should be ordered far enough in advance for vendors to make special preparations and ship the requested animals.

Once the vendor delivers laboratory animals, animal products, or services, investigators are billed for the quantity of animals received, the number of shipping crates/water kits, or nutrient gel packs, and freight charges from the point of origin. A 15 percent surcharge is calculated on the total sum of these charges and billed to the investigator's account for orders submitted five working days in advance. There is a surcharge of 50 percent for emergency or rush orders, which are defined as orders submitted less than five working days in advance.

In addition to saving money by submitting orders five working days in advance, it is also more economical to order larger quantities of animals less frequently, reducing repetitive shipping and processing charges.

Information
Raouf Kechrid 6-3575
kechrid@exchange.nih.gov

Scientific Equipment and Instrumentation Branch (SEIB): Expanding Equipment Services

Renovating your lab or moving into a new lab? Are you unsure of the amount of room you need to accommodate your equipment? The Scientific Equipment and Instrumentation Branch specializes in setting up entire labs for NIH researchers. The SEIB stockroom has an inventory of over 3,000 laboratory equipment items.

With just one phone call to the **SEIB Rental Program**, they will make all the arrangements for you, including the delivery and set up of your equipment. Their response is same day, or within 24 hours, depending on time of your call. For all laboratory scientific equipment, SEIB assists with rental, special-request procurement, rent with option-to-buy, and new equipment sales. *Call 6-9748.*

The **Laboratory Equipment Section (LES)** repairs a wide variety of equipment that includes incubators, centrifuges, microscopes, waterbaths, PCR equipment, power supplies, pH Meters, spectrophotometers, and numerous other instruments. They offer lab-wide service agreements and individual service agreements. *Call 6-4131.*

The **Computer Electronics Section (CES)** is just a phone call away when you need to get your equipment up and running. The CES staff designs and builds specialized power supplies, signal amplifiers, transducers, and interfaces between computers and other scientific equipment. They service both Apple and personal computers as well as computer peripherals, including CPUs, monitors, keyboards, mice, printers, scanners, and internal and external storage products. They also do hardware repairs, upgrades, and new hardware installations. A loaner program of monitors for both Apple and IBM-clone systems is available to keep you operational while your monitor is being serviced. *Call 6-4131.*

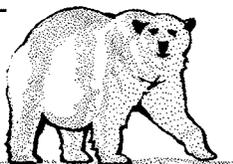
The **Mechanical Instrumentation Design and Fabrication Section (MIDFS)** designs, fabricates, and/or modifies mechanical laboratory and clinical instruments. *Call 6-5195.*

Information
SEIB 6-4169
seib.od.nih.gov
or
dirs.info.nih.gov/intramur/seib



Winter Wonderland?

The Grounds Maintenance and Landscaping Section (GMLS) prepared for winter with a snow and ice control plan for the NIH campus. The plan has been printed and distributed in brochure form, and you can also check for current information on the DES/GMLS website.



The DC area averages 16 inches of snow from November through March each year. GMLS has averaged 5 plowings and 11 ice responses on campus each winter. During every winter storm emergency, crews push snow from approximately 17 miles of roads, 42 acres of parking lots, and 16 miles of sidewalks. You have seen their work in action recently.

Sanding and salting begins with the first flake. After two inches have accumulated, plows and shovels go into action. All GMLS employees are designated as 'essential' and are virtually always on-call. A volunteer pool of employees from other Public Works Branch sections help out when the work is overwhelming and GMLS people need a break. During the most dramatic snow storms, private contractors are called upon.

Eight plow routes are worked simultaneously to ensure the same level of service to everyone. Crews rotate starting points so that no lot seems as if it is always the last to be plowed.

GMLS has an organized system for shoveling our 398 building entrances, walkways to main sidewalks, bus shelters, steps, pedestrian bridges, and platform areas. The priorities are as follows: major streets and intersections, hills and curves, central core parking and parking lot travel lanes, sidewalks, bus shelters, handicapped parking and the 398 building entrances. After those are cleared, GMLS turns its attention to secondary streets, service areas, and remaining parking lots.

SNOW AND ICE DO'S AND DON'T'S

GMLS needs your help. Snow and ice removal is a time consuming and dangerous job. To do their best job in the least amount of time, your cooperation and assistance is essential.

Please Do...

- Be aware of winter weather advisories.
- Use public transportation before, during, and after a storm to allow for snow clearing.
- Drive gently even if streets have been sanded.
- Park in garages when possible, to keep lots clear.
- Wear the right clothes and footwear for safety.
- Walk only on plowed and treated sidewalks.
- Keep clear (four car lengths away) from snow plow trucks, which can throw salt 20 feet out *and* make unexpected stops and turns without warning.
- Call the GMLS office (6-4817) to report any particularly icy or unfinished places.

Please Don't...

- Do not park on designated Snow Emergency Routes during a snow emergency.
- Do not take shortcuts through icy lots or between parked cars.
- Do not tailgate the snow plow trucks.
- Do not pass a working snow plow on the right. Snow and sand are being thrown to the right.
- Do not abandon your vehicle; it might be towed.

Information
GMLS 6-4817
mueller@ors.od.nih.gov

Division of Safety's Training and Educational Opportunities

If you need safety training and/or authorization, go to the Division of Safety website for details and a complete schedules of classes. Under radiation safety, you will find an orientation for new users of radioactive materials, basic radiation safety classes, and authorized user instruction. Specialized courses are also available, on request. There are new Computer Based Training (CBT) classes on different subjects of laboratory safety.

There are classes in laser safety, respiratory protection, and training for NIH employees with normal duty exposure to respiratory hazards. Other training and educational opportunities include CPR and Heartsaver training and certification, which are required for selected Clinical Center staff positions. Heartsaver training is available, as space allows, for other NIH staff. The CPR Study Guide is available online.

Again, remember the DS website if you are interested in training and information for your job.

Information
www.nih.gov/od/ors/ds/train



I-495 Bridge Project Beats the Beltway Blues



People who commute to NIH from the east (from Prince George's County, for example) will be affected by a new Beltway project. Four bridge decks are going to be replaced along 495 between Colesville Road and Georgia Avenue. This project will severely impact traffic on the Beltway.

Work will begin soon and is scheduled to take approximately two years. It is necessary to replace the aging and deteriorating bridge decks. More than 250,000 vehicles per day travel along 495 between Colesville and Georgia.

All Beltway lanes will be open during construction, although lanes will be narrower than usual and shifted slightly. Shoulder areas may be eliminated where necessary.

There is a way to "Beat the Beltway Blues." Several new express Metrobus routes will be introduced. The new routes will include New Carrollton to Silver Spring, New Carrollton to Bethesda, Laurel to Silver Spring, and service improvements to Metrobus Route J1.

Commuters and employers are encouraged to take advantage of the new express bus routes, car and van pooling, telecommuting, and any other measure that can help ease traffic in our extremely congested corner of the world.

Information

Commuter Services 301-770-POOL or

**Len Foxwell, MDOT Director
of Washington Area Transit Programs, 301-565-9665**

or

Tom Hayden 2-RIDE

Wanted: Vanpool Riders

*to/from Baltimore (Liberty Road at 695) via Route 29
stops and times to be determined by response
for information, call Candice, 6-6198*

*to/from Baltimore, 6:45 am -- 5:30 pm
will form if enough interest...8 people minimum
for information, call Joyce Grimstead 443-1368*

*to/from Annapolis, via Davidsonville and Bowie,
7:00 a.m. -- 4:30 p.m.
for information, call Tommy Beall, 2-2606*

To discuss other car and vanpool opportunities, or to advertise a vacancy in your group, call Tom Hayden.



**Information
Employee Transportation Services
2-RIDE**

New RIDE ON Route: Poolesville

There is a new Ride-On bus route serving Poolesville, which was created to enable more commuters to take the Metro. The new bus route, 76, provides service to and from Poolesville and the Shady Grove Metro station. There is basic morning and afternoon service, but none on Saturdays, Sundays, or Federal Holidays.

Shuttle Schedule Updates

In October, the shuttle schedule was updated. You can go to www.nih.gov/od/ors/shuttle to get all the information you need for your particular schedule.

Two new shuttle runs have been added to the schedule. A direct shuttle is now available from Rockledge to Executive Plaza on a compressed schedule. The other addition is the extension of the Parklawn Shuttle to Mid-Pike Plaza, providing another transportation link to campus.

Coming soon: a new 'click and point' shuttle map on the website. This map will enable users to determine their best route by selecting a point of origin/destination, an a.m. or p.m. schedule, or a shuttle schedule in its entirety. Whether you are traveling to destinations on or off campus, this new tool should be convenient and useful.

Garage 57 has been replaced. When Montgomery County terminated NIH's lease for satellite parking at Garage 57, Tom Hayden, Employee Transportation Services Office, headed efforts to quickly negotiate a new parking arrangement at the Air Rights Building for employees who work in the Federal Building. The shuttle from campus, which also serves the Air Rights Garage, is called the Federal Building/Bethesda Shuttle. You can get its schedule on the website referenced in this article.

Please note the following shuttle bus information regarding Evening Safety: Between 8:00 p.m. and 12:30 a.m. every day of the week, a driver is on call at the transportation desk in the Clinical Center lobby to take passengers to their vehicles. If you experience a delay, the bus may be responding to a call at the Children's Inn, but it does not leave the campus at any time, and will return to the Clinical Center soon.

Information

www.nih.gov/od/ors/shuttle

or

**Sara Earl 6-6278 e-mail
earls@ors.od.nih.gov**

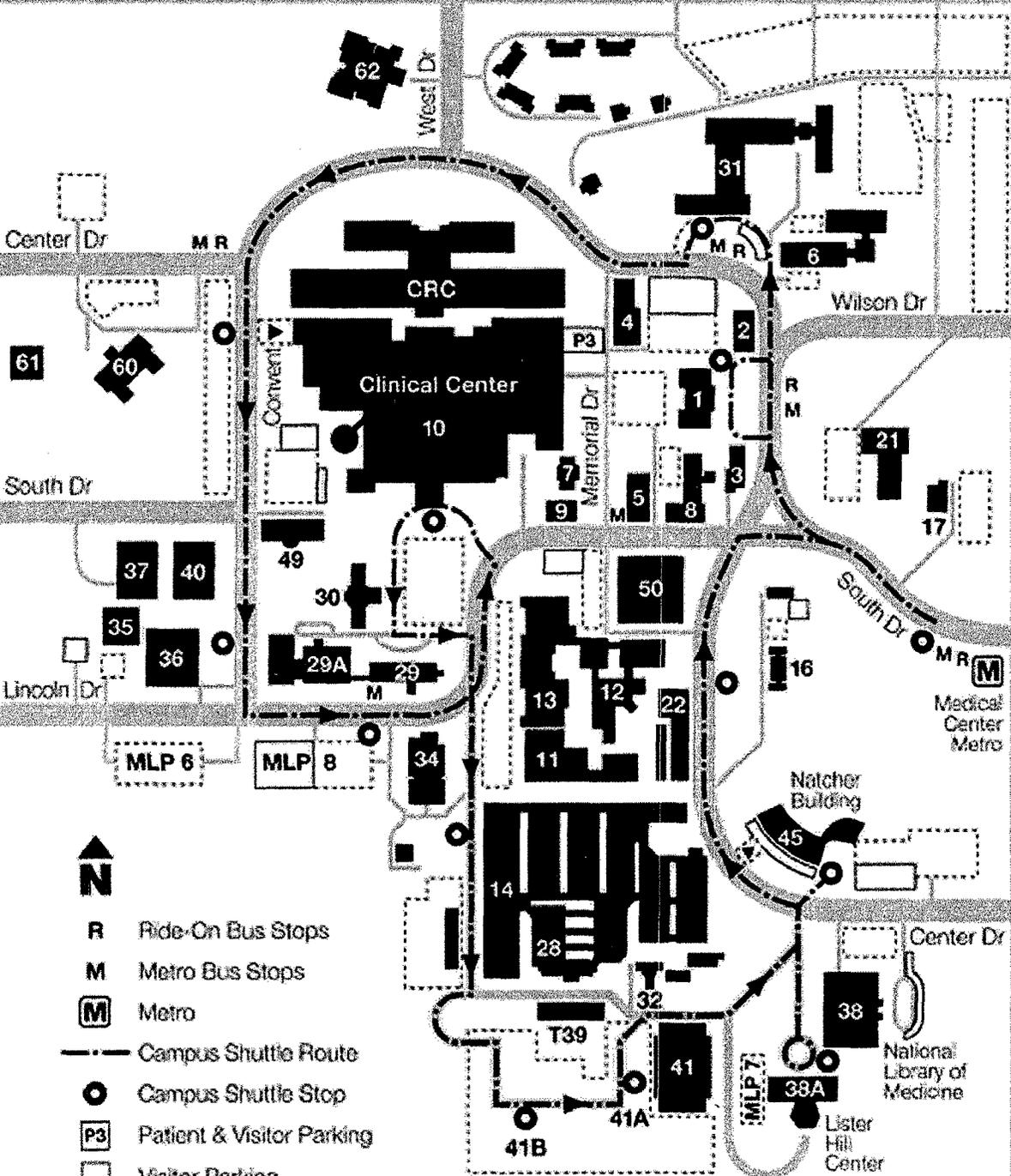


Cedar Lane

Rte 355 - Rockville Pike

Rte 187 - Old Georgetown Road

Wisconsin Ave



-  N
- R** Ride-On Bus Stops
- M** Metro Bus Stops
-  Metro
-  Campus Shuttle Route
-  Campus Shuttle Stop
-  Patient & Visitor Parking
-  Visitor Parking
-  Employee Parking Access
-  Employee Parking

Public Safety's Fire Safety Tips



During the winter, many of us look forward to the warmth and atmosphere that results from lighting fires in our fireplaces and burning candles on our dining tables and other places throughout the house. The Division of Public Safety wants minimize winter and year-round hazards by offering some practical guidelines for fire prevention and safety.

Chimney Safety

If you cannot do-it-yourself, hire a contractor to...

- Make sure all noxious gases vent directly to the outside by ensuring your furnace flue has no cracks, gaps or blockages.
- Check the firebox and chimney for cracks in the mortar.
- Line an unlined flue with a fire-safe masonry wall or by installing a stainless steel exhaust duct.
- Have a chimney sweep periodically clean out your chimney to remove the creosote, a substance that builds up when you use the fireplace (guide: clean the chimney after burning 3 cords of wood).

Smoke, Fire and CO Safety

- Replace smoke detector batteries twice a year, when you re-set your clocks in fall and spring.
- Each level of your house needs at least one smoke detector.
- Consider installing carbon monoxide (CO) detectors near any heating equipment that utilizes a flame source.
- Install multipurpose fire extinguishers in the kitchen, near the furnace, and in the laundry area.
- Plan escape routes from all rooms in your house and practice fire drills.

Candle Safety

- Never leave a candle burning in an empty room
- Blow out all candles before going to sleep.

If you have any questions regarding these tips, or on any other fire prevention issues for the home or office, please call us.

Information

Emergency Management Branch 6-0487

Master Plan Modification

NIH has prepared a Master Plan modification for the northwest quadrant of the campus. The modification originated from road changes associated with the Clinical Research Center (CRC) project, specifically the rerouting of Center Drive to an arc north of the CRC. Replacement sites had to be found for four major facilities in the 1995 Master Plan. In addition, it became clear that NIH would need a third electrical power substation.

In preparing the modification, several alternate sites were evaluated by DES's Facilities Planning and Programming Branch to accommodate the elements of the northwest quadrant revision for a day care center, a patient family guest house, a parking garage, and a fire station. As part of this process, NIH consulted with nearby neighborhood and civic organizations as well as the Montgomery County Planning Board and the National Capital Planning Commission.

Final site selection was also endorsed by the NIH Community Liaison Council, which is comprised of representatives of the surrounding communities. The Master Plan modification includes the following:

Day Care Center

A future child day care facility will be located just north of Center Drive directly northwest of the CRC. It will be accessible from major circulation routes. A drop-off lane is readily situated from the Master Plan loop road. The plan includes playground space that can accommodate 75-150 children, the amount that can be cared for in this facility.

PEPCO Substation

One-third of the NIH power demand will be situated in this quadrant when the Clinical Research Center and other new facilities are completed. The substation will be placed on the slope of the hill just north of Center Drive near the proposed fire station and adjacent to the wooded area in the northwest quadrant. The site selection ensures minimal removal of trees and avoids major drainage impacts. It will be away from the medical building complex and allows the main underground electrical feeder lines to be placed within the right-of-way of Center Drive.

Parking Structure

Six and one-half levels of parking! 850 spaces! The parking facility's exterior design will adhere to the guidelines for architectural materials identified in the 1995 Master Plan. It will be built on a parcel that is currently being used as a surface parking lot next to Building 10. All vehicle access will occur from Convent and South Drives using the perimeter loop road system. Adjacent sidewalks will provide convenient pedestrian access to the Clinical Center.

continued on next page...

Fire Station

The proposed new fire station will replace the existing outdated facility that is not well connected to the new roadways. The planned station will have approximately 22,000 square feet of space that will include an apparatus room and dormitory space. It will be built on an existing parking lot, minimizing tree removal. Its new location will give emergency vehicles rapid access to the NIH campus road system. No audible alarms are planned; the vehicles will use sirens when necessary.

Guest House

This building will be situated on the lawn area south of Center Drive and north of the former convent. This structure will house patients and their families in a two-story building that will be residential in scale and detailing, featuring materials and forms compatible with the former convent building.

As with the 1995 Master Plan, this amendment provides a guideline for development if and when funding becomes available for any of the projects mentioned. Currently, only the fire station and the electrical substation are scheduled to be constructed this year.

If you have any questions about the Master Plan or its modification, please contact Stella Serras Fiotes, Master Planner.

Information

Stella Serras Fiotes 6-5037
e-mail ss228q@nih.gov

Dr. Cherie Fisk Retires Acting Director, Bioengineering and Physical Science Program, Leaves NIH for Colorado



After a long career of many accomplishments at NIH and beyond, Dr. Cherie Fisk looked forward to the day when she would "realize there's no Monday," a good way to describe the feeling that one does not have to adhere to a regular schedule anymore. Dr. Fisk, who retired to her home state of Colorado, said she didn't expect that feeling to hit until well after this holiday season was over.

In a time when people change jobs quickly and easily, it is interesting to learn about someone who stayed in one place for decades. Granted, NIH is a very large organization with much diversity and many opportunities. Not exactly the same old thing from year to year.

Dr. Fisk began her career here in 1975 as a postdoctoral fellow in the Laboratory of Chemical Physics, NIAMD. She went on to the NHLBI as a Staff Fellow in their Laboratory of Chemistry, and from there became a Special Expert for the Office of Extramural Research and Training.

After two years in Paris with her husband, where Dr. Fisk continued her research on her own, she returned to NIH as a Special Expert and Chemist for the ORS. She became an active member of the ORS Advisory Committee; she served for 13 years. One of her favorite projects was during those years, when she served as Project Officer on the development of the In Vivo NMR Research Center.

In September of 1990, Dr. Fisk became Assistant Director for Scientific Affairs of ORS. She ended her career as Acting Director of the Bioengineering and Physical Science Program. Over the years, Dr. Fisk's work has been published many times.

NIH is fortunate to have long-term employees with the dedication demonstrated by Dr. Cherie Fisk, who won many awards throughout her career, including the 1999 NIH Quality of Worklife Award.



DCAB Earns ISO 9001 Certification



On November 15, 1999, the Design, Construction, and Alteration Branch (DCAB) of the Division of Engineering Services received ISO 9001 Certification.

What is the ISO and why do they certify organizations? The International Organization for Standardization (ISO) is a worldwide federation of national standards bodies from 130 countries. The mission of this non-governmental organization is to promote the development of standardization and related activities throughout the world. The ISO works to facilitate the international exchange of goods and services, and to develop cooperation in the spheres of intellectual, scientific, technological, and economic activity.

The route to certification is long and challenging. Four major milestones included the development of new quality policies and operating procedures. Attaining certification was just the beginning for DCAB. They plan to use the ISO process of continuous improvement for further streamlining and innovations to provide the best possible service to their customers.

Information: Calvin F. Williams 6-4895

Mission:
Communications

The purpose of this newsletter is to inform and communicate with the entire NIH community about ORS projects, policy changes and initiatives that are of immediate practical interest, along with some items that might be filed away for future use. The Office of Research Services directly affects you and the place where you spend your whole day—your office, your building, your entire organization. Therefore, your satisfaction is our utmost concern. Please let us hear your ideas and comments.

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**DSS Offers Cyber-Info
with Comprehensive Web Site**



The Division of Support Services (DSS) serves the NIH community by anticipating emerging technologies and changing their business environments to meet ever-evolving customer requirements. DSS offers NIH the best values in specialized support services that include mail, courier, reprographic, sign language and related interpreting, and travel services.

The Reprographic Communications Branch (RCB) is a central service organization providing a wide variety of printing, copying, and other related services to the NIH community. Its main facility is located at 301 North Stonestreet Avenue in Rockville, and there is a busy satellite office in Building 31 as well.

The Mail and Courier Services Branch (MCSB) provides mail services that include receipt, sorting, preparation, and delivery of incoming U.S. Postal Service mail, interoffice communications, flyers, memoranda, catalogs, publications, and other printed products to over 22,000 employees at 1,000 mail stops in 94 buildings and trailers on campus and in its leased facilities.

The Special Program Services Office (SPSO) manages two specialized NIH-wide contracts: interpreting services and travel management.

If you want to know more about bookbinding, mailing labels, full color copier locations, or having a sign language interpreter available for a conference—or for any other service under the DSS umbrella—visit the comprehensive web site they have created for your use.

Information
DSS Customer Service 6-6121
www.nih.gov/od/ors/dss

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Fax us a line!



Mr. Steve Ficca, the Associate Director of Research Services, would like to respond to your questions, comments, and suggestions. Or, is there anything you would like to know about the Office of Research Services but were afraid to ask? Here's your chance!

Your name: _____

Building & Room: _____ Phone Number: _____

Please check if you would like your comments & our response to be kept confidential.

Fax your comments to Mr. Ficca's office: 2-0604
or send e-mail to dsscustomerservice@ors.od.nih.gov