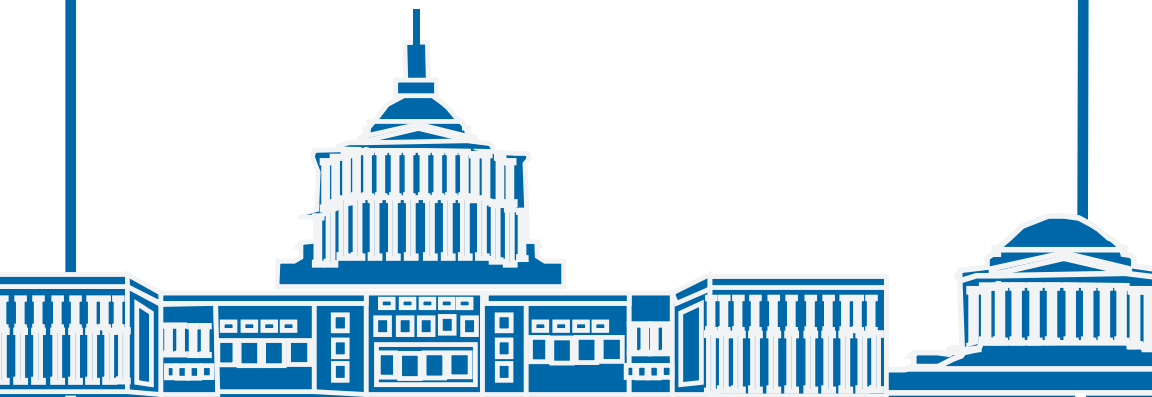


DIRECTORY OF SERVICES



HALL ^{OF} THE STATES

STATE SERVICES
ORGANIZATION



Tenant Edition

July 2014

TABLE OF CONTENTS

01	Table of Contents
02	Welcome
03	Schedule of Services Hours and cut-off times
04 - 05	Building Services & Office Supplies Access, maintenance, construction, amenities, office supplies, etc.
06	Central Billing Service and Rent Invoices
07	Accounting Overview of services
08 - 09	Conference Services Rooms, equipment, reservations, rental rates, etc.
10 - 11	Library Services Discount programs, publications, searches, procedures, etc.
12	Mail and Delivery Services Processing, shipping options, and mailroom information
13	Office Services Graphic Design, desktop publishing, blasts, bottled water delivery, notary, etc.
14	Print Services Overview of full-service print and copy center
15	Technology Services Telecommunications and information technology
16	Property Management Lincoln Property Company information
16	Inclement Weather Building Closures Policies and procedures

WELCOME TO THE HALL OF THE STATES

State Services Organization (SSO) welcomes you to the Hall of the States and invites you to learn more about us.

In 2012, we were the Washington Business Journal's Best Real Estate Deal in the Lease Renewal category for successfully obtaining low rental rates and great cost savings within our 237,000 square feet of prime Capitol Hill office space. We're honored to have received this award and hope it illustrates the value we have for our more than 95 tenants—most of whom have been with us for many years.

We pride ourselves in offering our tenants the convenience of a "one-stop-shop" for a broad range of superior services described in this Directory of Services. Please let us know if you have any suggestions, as we strive to evolve with your continually changing needs.



Mission

To provide our affiliates with superior service at competitive prices achieved through economies of scale.

Services

We understand that time is a scarce commodity to many of our affiliates, which is why we offer a comprehensive range of services, including: a full-service library, 14 conference rooms, a print center, Internet access, a mailroom, desktop publishing, Blast faxing, accounting, and state-of-the-art telecommunication services.

Joint Venture

Founded in 1976, as a joint venture of the Council of State Governments, the National Conference of State Legislatures, and the National Governors Association.

Tenant Amenities

SSO tenants have access to the building's fitness center, fine dining restaurants, convenience store, dry cleaner, and bank with automated teller machines. Our building services staff assists you with all your construction and building maintenance issues, allowing your staff to focus on the needs of your core business.

Directory of Services

This Directory of Services offers you a quick reference guide to SSO's services and procedures, including schedules and prices. Please contact specific departments at the numbers given to obtain more detailed information. All suggestions regarding other services are greatly appreciated.

SCHEDULE OF SERVICES

Amenities	Hours of Operation
Break Room [Room 219]:	8:30 am - 8:00 pm M - F
Fitness Center* [G-level]:	5:00 am - 10:00 pm M - F

*Managed by Lincoln Property Company.

Billing/Rent	Due Date
Rent :	1 st of the month
Service Bills:	Net/30 days

Colonial Parking	Hours of Operation
Daily Parking:	6:00 am - 12:00 am
<i>Key Card Parking</i>	24/7
<i>Cancellation</i>	4 business days prior to 1 st of the month

Mail/Document Delivery	Cut-off Time	Final Hours
FedEx Express:	3:45 pm	7:00 pm
<i>Standard Airbill</i>	3:45 pm	7:00 pm
<i>Ground</i>	3:45 pm	4:15 pm
UPS:	3:00 pm	3:30 pm
US Mail [Outgoing]:	3:45 pm	4:30 pm
Messenger Service:	Same day delivery available	
Mail Delivery [SSO Tenants]:	Delivered daily in the morning	

Print/Copying Services	Hours of Operation
Print Services:	8:30 am - 4:30 pm

BUILDING SERVICES & OFFICE SUPPLIES

Wendy Shapiro | wshapiro@sso.org | (202) 624-8430 | Suite 237

Building Access

- + The building is open 24 hours a day/7 days a week.
- + Tenants' key cards will access the building anytime.
- + Appointments for new employees to obtain a building ID should be made through the Front Desk of SSO, (202) 624-5490 (if a jpg headshot can be provided, this can be done via email, **confservices@sso.org**).
- + Tenants' guests are required to sign in and show a photo ID at the lobby front desk, and they will receive a temporary printed pass to gain access into the building.

New Staff Orientation

- + SSO offers a walk-through tour for new staff summarizing services, contacts, and building amenities.

Building Maintenance

- + SSO will assist with building maintenance issues such as office and restroom cleaning, trash and recycling pickup, carpet cleaning, office temperature adjustments, ceiling bulb replacement, or electrical problems.
- + Please call (202) 624-5490 to report any problems.

Construction

- + Remodeling, wiring, and renovation of office space are handled directly through SSO.
- + A SSO work order form must be completed.
- + All construction must be approved by SSO and Lincoln Property Company prior to commencing work.

Exercise Facility

- + The building provides a fitness center on G Level that is open from 5:00 am to 10:00 pm M - F.
- + Your building access card can be programmed to access this facility.
- + Please contact the SSO Front Desk if you are interested in using this facility. Must sign a waiver prior to obtaining access.

Parking

- + 24 hours a day/7 days a week parking is available through SSO at a discounted monthly rate.
- + Monthly parkers must carry a key card for access after hours.
- + All requests and cancellations for monthly parking passes need to be made in writing to SSO four business days prior to the first of the month.

- + There is an initial fee of \$25.00 for the Proxicard.
- + In the event of a lost, stolen, or damaged card, a \$25.00 fee is required for a replacement.

Break Room

- + SSO provides a break room located in Room 219 equipped with tables and chairs, sink, microwave, ice machine, vending machines with snacks and beverages, and a sitting area with a television.
- + The break room hours are from M - F, 8:30 am to 8:00 pm.

Property Removal

- + A Property Pass form must be approved by SSO before property may be removed from the building.
- + Forms are available at the SSO Front Desk.

Loading Dock/Deliveries

- + Tenants must notify SSO when scheduling large deliveries in and out of the building.
- + Building management requires at least 24 hours' notice to access the loading dock, which is open from 6:00 am until 11:00 pm M - F.
- + Delivery of furniture must be scheduled prior to 8:30 am or between 6:00 pm and 11:00 pm M - F.

Office Moves

- + Building management requires that office moves be scheduled after 6:00 pm during the week or at any time on Saturdays (extra fee).
- + Movers must furnish clean Masonite sections to be used as runners on all finished floor areas along the move route to prevent damage to the building.
- + Prior to the move, the moving company must present to building management a certificate of insurance (COI) verifying that it has the required insurance coverages.
- + For more detailed information about office move requirements, please refer to the Building Tenant Handbook at:
www.hallofthestates.info

Ordering Office Supplies

- + SSO has formed a buying group with Guernsey Office Products.
- + Through this service, SSO tenants are eligible for special discounts.
- + An on-site sales representative is available in the building weekly.
- + Benefits include:
 - Discount off retail prices
 - On-line ordering available
 - Next day free delivery
 - Furniture purchases available

CENTRAL BILLING

Audrey Williams
Tyrone Spears

awilliams@sso.org
tspears@sso.org

(202) 624-5488
(202) 624-5420

Suite 237
Suite 237

State Services Organization bills monthly for all services on one itemized invoice for your convenience.

Service Invoices

- + Invoices for services are distributed to customers by the 15th of each month
- + Payment due within 20 days of receipt
- + Each invoice should be reviewed promptly and any discrepancies reported to Tyrone Spears at (202) 624-5420 or **tspears@sso.org**
- + Please do not “**short pay**” your invoice prior to discussion of questions or concerns with Tyrone Spears

Rent Invoices

- + Invoices for rent are distributed to tenants on a monthly basis
- + Payment is due by the 1st of each month
- + Please direct all questions regarding rent invoices to Audrey Williams at (202) 624-5488 or **awilliams@sso.org**

Please attach a copy of your rent or service invoice with payment to ensure the proper posting of rent and service invoice payments.

ACCOUNTING SERVICES

Audrey Williams
Tyrone Spears

awilliams@sso.org
tspears@sso.org

(202) 624-5488
(202) 624-5420

Suite 237
Suite 237

State Services Organization's accounting team offers a full array of accounting services. Whether your organization requires help with a one-time, temporary or long-term project, our accounting team is readily available to perform or supplement your accounting functions based on your organizational needs.

CPA/Accounting Services

- + Bookkeeping services
- + Accounts payable and cash disbursements
- + Accounts receivable and cash receipts
- + Bank, credit card, and investment account reconciliations
- + General Ledger account reconciliations
- + Financial statement preparation and other reports
- + Nonprofit accounting
- + Grant accounting and reporting
- + Coordinating closing of the year-end financial records
- + Annual budget preparation
- + Annual audit support
- + Federal form 990, and 990-T preparation
- + Interim Controller and other accounting staff support
- + Policies & procedures manual development

CONFERENCE SERVICES

Breanna Haman | confservices@ssso.org | (202) 624-7849 | Suite 237

Whether you are a first-time meeting planner or a seasoned professional, you will find that the Conference Services at SSO offers the expertise and services that will augment your meeting’s success and will ensure the experience you want. Our staff consults with you in order to guarantee the set-up you desire, the equipment you need, and the food and beverages you want. SSO’s Conference Facilities hosts 14 conference rooms that range in size from a small boardroom that can fit 10 people to a large room that can accommodate up to 75-100 in theatre seating. Our conference rooms are a great meeting point for those using public transportation and for those who have additional appointments on the Hill.

Hungry? There are dozens of restaurants within walking distance to suit your needs, including a variety of options at Union Station ranging from fast food to sit-down restaurants. If time permits, take a stroll or ride; there are multiple tourist attractions, galleries, and museums to see.

Book a Meeting: Simply go to www.sso.org and click on the link “Book a Room”. Login on Meeting Room Manager (MRM) once you’ve contacted Val Ogora at vogora@ssso.org to request a login, or complete a hard copy request form. View room availability, accommodations or book your meeting rooms and services, including A/V equipment, set-ups and beverage services. You will receive reservation confirmations or cancellations via e-mail.

Room Hours: Normal conference room hours are 8:30 am to 5:30 pm M–F. If a room is reserved outside these hours, arrangements must be made to have staff available prior to or after your meeting request.

Visitor Requirements: All visitors entering the building must present a photo ID at the building’s front lobby entrance. A list of attendees for any guests entering the building between the hours of 7:00 pm and 6:00 am weekdays, on a weekend or holiday, must be provided in advance. If you have more than 20 guests, a list must be provided 48 hours prior to the scheduled starting time or there is no guarantee of the passes being available. It is your responsibility to distribute them to your guests as they enter the building’s lobby.

Meeting Planner Package: We understand that you may be under a tight budget; SSO offers a savings option to help you reach that goal. Ask about our Meeting Planner Package that includes a standard table set-up, LCD, (1) internet access, and sound system (no substitutions).

Cancellation Charges: Charges will be based on the room time reserved unless a cancellation email is received by confservices@sso.org 2 full business days prior to the start time of the meeting for SSO tenants, 7 full business days for non-SSO tenants with an SSO customer number, and 3 weeks for outside clients. If an organization has rented more than one room per day, 15 working days' notice is required for cancellation.

Cleaning and Straightening the Room: There will be an additional fee if cleanup is required by SSO staff after your meeting.

Catering: Organizations with SSO customer numbers may order catering through SSO and charges will appear on their service bill. All other customers must make their own catering arrangements.

Deliveries: Pre-arranged requests may also be made directly to suites/offices that include beverage service and AV equipment delivery.

BEVERAGE SERVICE

Beverage	Pricing	
	Standard	Premium
Coffee		
10 people	\$15	\$21
20 people	\$23	\$35
50 people	\$58	\$70
75 people	\$87	\$100
Soda, Juice & Bottled Water	\$1 each	
Ice or Water	\$5 per pitcher	

AUDIO-VISUAL EQUIPMENT

Equipment	Pricing	
	1/2 Day	Full Day
Easel/Flip Chart	-	\$15
Standing Podium w/Mic	-	\$15.75
Wireless Microphone Only	-	\$25
Digital Tape Recorder	-	\$35
PodConf Phone in Small or Med./Large	\$35/\$60	\$45/\$85
Sound System w/Mics and Conf Phone	\$65	\$80
LCD Projector or Laptop Computer	-	\$105
Built-in LCD Screen	-	\$15
Internet Access	\$40 (1 st); ask about unlimited access.	

LIBRARY SERVICES

Charles Walton | cwalton@sso.org | (202) 624-5485 | Suite 237

The SSO Library, located in Suite 237 of the Hall of the States, provides access to a comprehensive collection of print and on-line services. Tenant organizations have access to all library facilities and services between the hours of 8:30 am and 5:30 pm Monday through Friday.

Library Services

- + Library Publication and Discount Program (*BNA, Environment & Energy Daily*, etc.)
- + Bloomberg Government Publications and Lexisnexis Access
- + Access to all online subscriptions including publications from CQ, BNA, Environment & Energy, Leadership Directories (“Yellow Books”), etc.
- + Daily e-mail delivery program (you can now sign up online)
- + Interlibrary Loan program that allows the SSO Library to borrow materials from other libraries to fill tenants’ information requests
- + Library orientation, tours, and training
- + Reference assistance
- + Visit the Library Web page at www.sso.org

Procedures

Most general reference books may be checked out from the library for one full working day and should be returned by the close of business on the day they are borrowed. The loan period for non-reference books is one week. SSO tenants have access to all library resources in electronic format and databases. Current issues of journals and magazines do not circulate and must remain in the library.

Loan period for selected high-use titles including *National Journal* and all newspapers is 15 minutes.

Each borrower must sign out all books, newspapers or other items by using the sign-out sheet located in the library. The borrower is responsible for recording his or her name, office name, suite number, and date of loan. Borrowers are responsible for clearing their names from the circulation records.

Library Discount Program

The following publications and online searches offer significant savings on average of **up to 30-50% off** retail subscription rates to SSO tenants when purchased through the library:

Publications

- + CQ Weekly Report
- + Daily Report for Executives (electronic)
- + Environment & Energy Daily/
Greenwire/Climate Wire
- + Congressional Yellow Book
- + Federal Yellow Book

Online Searches & Services

- + Bloomberg Government Access
- + Lexisnexis Access
- + News documents
- + Legal documents
- + Simple searches
- + Complex searches

Interested in an online or print subscription that isn't listed? Contact SSO for more information.

Non-SSO Tenants

Non-tenants may purchase a library card for \$1,300 per year. This allows non-tenants access to library resources and services (including the Library Publication Discount Program). Services are not available to non-tenants who do not purchase the library card.

Pricing and Availability

Please contact the librarian, Charles Walton, via e-mail at cwalton@ssso.org or phone at (202) 624-5485, regarding details and availability of interlibrary loans, as well as pricing.



[Not all offerings pictured above.]

MAIL AND DELIVERY SERVICES

Val Ogora | vogora@ssso.org | (202) 624-5493 | Suite 237

Our tenants shouldn't have to worry about making it to the post office on time or if they'll be in their office when their packages arrive. SSO removes the hassle by providing mail and delivery services in-house at the Hall of the States, to help tenants manage their business more efficiently on a daily basis. We provide competitive rates with volume discounts for a broad range of services including:

- * Shipping of U.S. mail and packages
- * FedEx and UPS package processing
- * Messenger service for same day pickup and delivery
- * Inter-office mail
- * Label affixing
- * Processing mass mailings

US Postal Services

US mail and interoffice mail is delivered daily M - F to SSO tenants. All outgoing mail without postage should be dropped off in Suite 237 or 237B no later than 3:45 pm. Postage fees will be added to the monthly SSO service bills. Mail is picked up at 4:30 pm daily and taken directly to the Post Office.

FedEx

All FedEx Express and Ground packages in need of processing must be in Suite 237B by 3:45 pm. If you are using the standard Airbills for Express delivery, the package may be dropped off at the drop box located in Suite 237B before the final pick-up at 7:00 pm. Final pick-up for FedEx Ground is 4:15 pm. Remember to register with SSO to access **www.fedex.com**. SSO contracts with FedEx so you can receive volume discounts.

UPS

UPS packages should be in the center by 3:00 pm for processing. Final pick-up is scheduled at 3:30 pm in Suite 237B.

Messenger Service

If you require same-day deliveries, SSO arranges for messengers to pick up your package from the SSO Front Desk in Suite 237 or by calling us at (202) 624-5490. SSO contracts with local messenger services to provide same-day deliveries at competitive rates for you.

Processing Mass Mailings and Affixing Labels

SSO can assist you with any mailing project you may have. Mass mailing and label affixing services are also available.

OFFICE SERVICES

(202) 624-5490 | Suite 237

We understand that your organization is operating in an economy where time is money. Our goal is to provide an array of convenient in-house services which enable and promote your productivity in order to maximize your output levels. Some of our additional services include:

Graphic Design

From strategic planning through production, our graphic designers are here to help you get your message out, engage your audience and strengthen your brand. Contact Nikki Doke at ndoke@sso.org or (202) 624-5494 to set up a free 30-minute consultation.

Desktop Publishing

Whether you'd like us to create something from scratch or convert pre-typed documents, spreadsheets, database files, or graphics, we're readily available to assist. Simply call (202) 624-5490 to inquire more information.

Blast Faxing

SSO maintains fax numbers for the U.S. House of Representatives and the U.S. Senate. Faxes are "blasted"—transmitted simultaneously rather than consecutively—to members of Congress, increasing the speed at which they are sent by as fast as one hour. Simply provide SSO with an electronic or hard copy document to send. In addition, files may be sent to specific members of a group or committees.

Contact Group	Blast Faxing Pricing				
	1 Page	2 Pages	3 Pages	4 Pages	5 Pages
House	\$110	\$145	\$180	\$215	\$250
Senate	\$ 85	\$ 95	\$100	\$110	\$115
House and Senate	\$118	\$161	\$205	\$250	\$290

Contact us at (202) 624-5493 for pricing on premium faxes exceeding 5 pages in length and faxing to sub-sets of Congress (e.g. specific committees).

Bottled Water Delivery Service

SSO provides bottled water delivery service directly to your office and conveniently bills it to your monthly service statement. SSO schedules your initial set-up and maintains deliveries on a regular basis. Please contact Val Ogora for pricing and fulfillment via e-mail at vogora@sso.org.

Notary Public

SSO has several DC Notaries on our staff for your business use. Please call (202) 624-5490 to inquire.

PRINT SERVICES

Val Ogora | vogora@sso.org | (202) 624-5493 | Suite 237

For over three decades, SSO has been providing a wide range of printing and copying solutions to meet our clients' project goals, offering clients higher quality at competitive rates. From small to large scale projects, we utilize the latest in technology, equipment, and software to provide you with first-class results. Our professional, highly skilled staff is focused on meeting your project requirements within your time-frame to maximize the effectiveness of your print materials. We would be pleased to provide a quote for you.

Print

- + Network digital black & white or color prints
- + Print on demand
- + CD/DVD duplications
- + Scan to PDF files
- + Custom tabs
- + Oversized posters
- + Training binders

Finishing Services

- + Saddle-stitching
- + Hand collating
- + Folding
- + Trimming
- + 3-hole punching
- + Binding
- + Laminating
- + Shredding

Reproduction

- + Black & white or color
- + Oversized copies
- + Simple, one-page copies/scans
- + Large-volume copies/scans

Print Brokering

We have the capability to provide a wide range of printing services through one of our preferred vendors. Contact us for consulting tips on your project and allow us to handle it for you. Some out-sourced projects we've completed have included:

- + Letterheads
- + Envelopes
- + Business cards
- + Brochures/booklets
- + Postcards
- + Pocket folders

Submitting Artwork or Copies

Use our simple File Attachment tool online at www.sso.org to upload your artwork to our secure file library. For documents less than 6MB, feel free to submit your artwork via e-mail to printshop@sso.org. You may also contact the Print Services team in Suite 237 to make arrangements to provide them with your hard copy originals, flash drive or disk.

Print Service Hours

Open 8:30 am to 4:30 pm M - F on a regular basis.

TECHNOLOGY SERVICES

IT Helpdesk
Fabio Andrade

support@sso.org
fandrade@sso.org

(202) 624-5487
(202) 624-5441

Suite 237

Our professional IT services and resources are available to clients 24/7. Conveniently located on-site, the Technology Services department enables us to better service all of your technology needs.

Telecommunications

SSO is proud to offer clients a Cisco-based Voice Over IP (VOIP) telecommunications infrastructure. Cisco is a worldwide leader in networking and has become the “intelligent platform of a connected world”. We provide and manage a full line of telecommunication services, which include:

- + Phone and voicemail installation, training, and support
- + Local and long-distance phone service
- + Conference and calling card service

Pricing and Additional Information

Please contact Fabio Andrade via e-mail at fandrade@sso.org or phone at (202) 624-5441.

Information Technology

To enhance customer service, we have partnered with AllCovered to sustain IT reliability and security and to keep your organization running at its highest level. SSO and AllCovered work cohesively to develop and provide premium IT service offerings to the tenant organizations beyond what they would be able to provide individually.

Our services include:

- + Web hosting
- + Internet access
 - 1000 Mbps Pipe
 - 24-hour support service to ensure connectivity
 - Protected by McAfee Firewall Enterprise Appliance
- + Hosted exchange e-mail accounts and mobile access
- + Infrastructure and desktop monitoring/patching
- + SSO managed servers
- + VPN access
- + Remote backup
- + Help Desk support
- + On demand support packages
- + Unlimited remote and on-site (Hall of the States) bundled packages

PROPERTY MANAGEMENT

Lincoln Property Company

Lincoln Property Company is the property management company responsible for the operations of the building including, but not limited

- | | | | | |
|------------|---|--------------------|---|-------------|
| + Heating | + | Security | + | Landscaping |
| + Cooling | + | Building engineers | + | Restrooms |
| + Lighting | | | | |

to:

Tenant Handbook (Access online at www.hallofthestates.info)

The Tenant Handbook contains building and neighborhood

- | | | | | |
|-------------|---|--------------------------|---|--|
| + Hours | + | Emergency procedures | + | Nearby hotels, restaurants, and transportation |
| + Amenities | + | Policies | | |
| + Access | + | Neighborhood information | + | Maps of the area |
| + Security | | | | |

information regarding:

Please call SSO's Front Desk at (202) 624-5490 regarding work requests/building issues.

INCLEMENT WEATHER/BUILDING CLOSURES

SSO Main Number | (202) 624-5490

State Services Organization's Inclement Weather Policy

SSO follows the Office of Personnel Management (OPM) for the federal government when determining full closures for our office. If the SSO office is closed but the building is open, each individual office will follow their established policies and procedures. If a decision is made to close SSO before regular working hours, information will be available on the SSO website at www.sso.org or by calling (202) 624-5490. An attempt will be made to contact each office via e-mail/voice mail. During closures, most SSO services will be unavailable; Internet/Telecommunications services may be temporarily unavailable if the provider's service is interrupted.

Building Closure Policy

Lincoln Property Company determines whether or not the building will be closed or closing early. Due to the large number of news agencies located in the building, it is highly unlikely that this will occur. Heating and electricity should not be affected unless service from the provider is interrupted.

IMPORTANT CONTACTS

Audio Visual Equipment	(202) 624-7849
Billing	(202) 624-5420
Break Room/Vending Machines	(202) 624-7849
Building Maintenance	(202) 624-5490
Catering	(202) 624-7849
Conference Rooms	(202) 624-7849
Construction/Office Renovation	(202) 624-8430
Executive Director's Office	(202) 624-5489
FedEx Services	(202) 624-5493
Graphic Design	(202) 624-5494
Internet - Help Desk	(202) 624-5487
Keys	(202) 624-5490
Library Services	(202) 624-5485
Lincoln Property Company	(202) 347-5203
Lobby Security Center	(202) 347-2032
Mail (USPS, Interoffice)	(202) 624-5493
Messenger Service	(202) 624-5490
Office Leasing	(202) 624-5489
Office Services	(202) 624-5490
Parking	(202) 624-5490
Print Services	(202) 624-5493
Security Command Center	(202) 347-6017
Technology Services	(202) 624-5441
Telecommunications	(202) 624-5441
Theft/Loss Prevention	(202) 624-8430
UPS	(202) 624-5493

IN CASE OF A FIRE OR MEDICAL EMERGENCY: DIAL 911

SSO HOURS: M - F 8:30 AM - 5:30 PM



www.sso.org

www.facebook.com/hallofthestates

www.twitter.com/hallofthestates

www.linkedin.com/company/state-services-organization