



Client Requirements Development

Working together to meet your needs and make effective use of space

March 14, 2012

Office of Client Solutions
1800 F Street, NW Washington, DC 20405
202.501.0206
www.gsa.gov



GSA Public Buildings Service

Agenda

- Requirements Development overview
- Alternative Workplace Strategies
- Process and tools
- Regional project examples
- Questions and answers
- National & regional points of contact

What is Requirements Development?

“A comprehensive interaction between GSA and our agency clients, resulting in a clear understanding of the client's needs, timeframes, and other special requirements”

-PBS Requirements Development Handbook

Industry Partners' Comments

Construction Advisory Council

“Define customer requirements earlier to avoid changes and inform them of policy & processes that will impact their decisions.”

Design Advisory Council

“Detail and identify customer requirements earlier to avoid costly change orders...clearly define the design objective up front...”

Association Advisory Council

“Clarify the project’s priorities in RFP...often GSA does not get what they want because it is not emphasized or clear up front...”

Alternative Workplace Strategies (AWS)

AWS improves workplace effectiveness

- NOT just about cutting space
- Improve utilization of real estate
- Encourage and support collaboration
- Improve productivity
- Save energy and carbon
- Create a place people want to come...



AWS – Improve Utilization of Real Estate

Studies show that typical office building utilization ranges between 35-50%.



**Your space:
50-65%
Empty?**

AWS – “Right” Size Workspace Standards

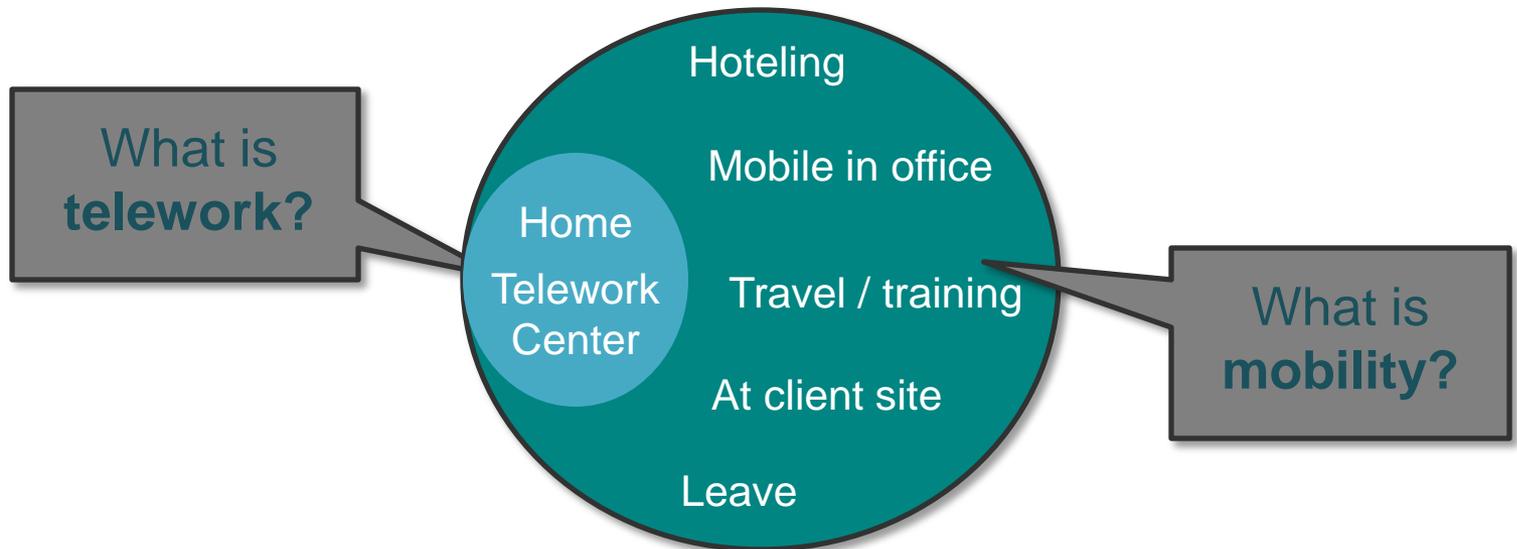
Space standards are at the heart of AWS

- Fewer, smaller standards consistently applied
- Allocate space based on how people work
- Leverage support space across the organization
- Multiple purposes for the same space
- A rich diversity of spaces support varied work-styles



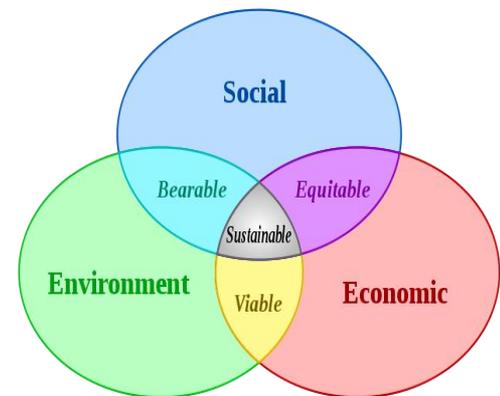
AWS – Understand Mobility and Its Impacts

- Many reasons why people are not in the office
- Recognize where mobility supports mission
- Working anywhere requires technology and process change
- Space savings come from giving up seats



AWS Is Sustainability

- Plan sustainability during Requirements Development!
- Our greenest square foot is our cheapest
 - In DC, 100SF of space = ~\$5K and 1Ton of CO2 a year
 - No matter how green, wasted space is not sustainable
- Provide benefits across a triple bottom line
 - Improved Indoor Environmental Quality



Work + Place Program Management Office

- Aligns national and regional efforts
- Provides tools and expertise to project teams
- National and project-level engagements

UNDERSTAND drivers, issues, and opportunities associated with mobile work.



ENGAGE all levels of stakeholders.



EVALUATE current workplace features.



FORECAST space requirements three years out.



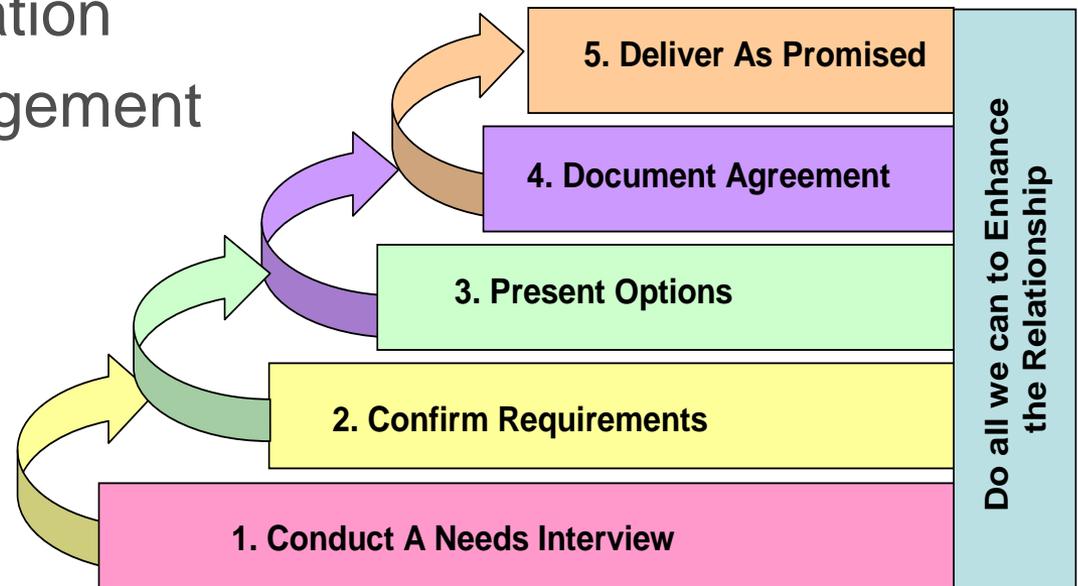
RECOMMEND a workplace that supports a mobile workforce.



GSA's Project Delivery Model

Process to improve project delivery

- Ensure thorough Requirements Development
- Standardize best practices
- Reinforce communication
- Ensure Project Management



Step 1 – Needs Assessment Interview

- Project manager assigned
- Interview preparation, background
- Needs assessment questionnaire
 - Used by all regions
 - Provides useful information up front
 - Updating to assess AWS opportunities
 - Understand agency work-styles
 - Mobility readiness and appetite

GSA U.S. General Services Administration

Needs Assessment Questionnaire

Instructions: GSA associate contacts the customer to jointly develop the necessary requirements needed prior to a lease or A/E design award. This process was designed for the GSA associate and should not be sent to the customer. Prior to contacting the customer representative, assemble as much of the following information as is available.

GSA Associate: _____
GSA Region: _____

I. CUSTOMER INFORMATION

Federal Agency: _____
Department and/or Branch: _____
AB Code(s): _____
Customer Representative(s): _____
Position(s)/Title(s): _____
Phone Number: _____
Mobile Number: _____
Fax Number: _____
E-Mail: _____
DUNS*: _____
TAS**: _____

Authorized to approve: *If no, please note authorized approving official in space provided*

Formal Requirements Document	<input type="checkbox"/> yes	<input type="checkbox"/> no	_____
Project Management Plan	<input type="checkbox"/> yes	<input type="checkbox"/> no	_____
Customer Changes	<input type="checkbox"/> yes	<input type="checkbox"/> no	_____
Funding	<input type="checkbox"/> yes	<input type="checkbox"/> no	_____

II. BACKGROUND INFORMATION ON CURRENT SPACE

Location of Current Assignment: _____
Existing Rentable Square Feet: _____
Existing Usable Square Feet: _____

III. DOCUMENTATION

Attach a copy of the following items to this document:

- Staffing List/Headcount Data
This list should include each authorized staff member's position/title and grade (if applicable).
- Organization Chart

Step 2 – Confirm Clients Needs

- Discuss our understanding of your requirements
- Incorporate comments
- Document acceptance



Step 3 – Options

- Options presented, discussed, adapted
 - Visualization tools: Workplace Solutions Library, GSA Project Planner tool and Sustainable Facilities Tool can help
 - Basic space program

Sample Project Options Washington DC Metro	Space Standards Only	Space Standards Share 1.5 : 1	Space Standards Share 2 : 1
People:	115	115	150
Seats:	115	75	75
Total Space (USF):	26,800	20,800	19,600
Utilization Rate (USF/Person):	230	180	130
Annual Rent Saved:	\$ 180,000	\$ 350,000	\$ 700,000
Carbon Emissions Avoided (Tons CO2e):	60	200	400
Cars off the road:	10	35	70
Tree seedlings grown for 10 years:	1,300	4,625	9,250

Agency Specific Requirements

- Lease projects seek consistent information up front
- Agency specific requirements templates are being developed to accommodate



Rocky Mountain Region, Region 8

Necessity meets ingenuity at GSA offices

- 50 employees to be displaced, survey conducted
- Employee survey results: Don't send us home!
 - Disassembling cubes
 - Choosing a style based on HOW we work, not WHAT we do.
- Results: 34% increase in efficiency
- Showroom for R8 customers

Region 8 GSA: Cubicle Village



Region 8 GSA: Repurposed Cubes



GSA R9, Financial Management Services Division (Before)



GSA R9, Financial Management Services Division (After)



GSA R9, Financial Management Services Division (After)



TSA LAX off-airport office

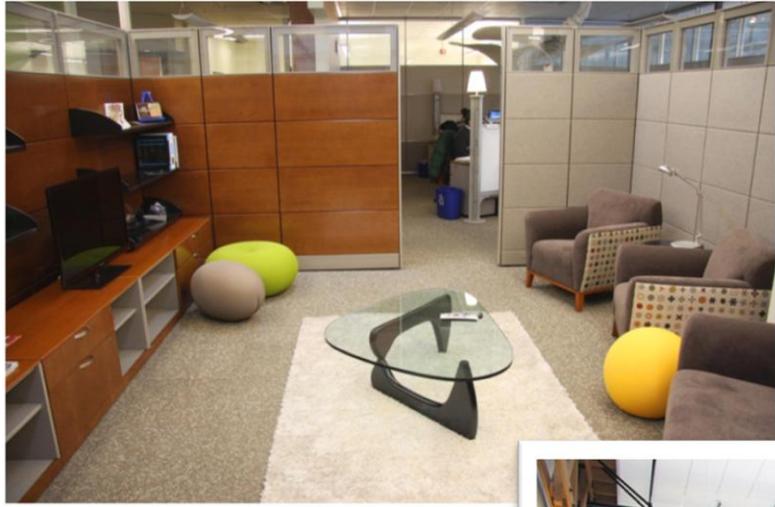
3rd Floor Office Construct Picture - Legend December 6th, 2011



TSA LAX off-airport office



R10 Service Center



R10 Regional Office



Conclusion

- Understanding your requirements up front is critical
- We plan the workplace of the future from the start
- In cooperation with you, we are leading the way!
- Questions?

