



Topic: Introduction to Account Management

Date of Presentation: January 16, 2014

Link to Series Information: [CES Historical Topics](#)

Question #1: We aren't seeing our Regional Account Managers as much due to travel budget cutbacks. What will you do to change that?

Your Regional Account Managers (RAM) will continue to communicate with you through various methods of communication such as telephone, email messaging and video teleconferencing. In the possibility that GSA travel funding does become available for your RAM to meet with you in person, your RAM will make their best attempt to schedule face-to-face meetings with you.

Question #2: You mentioned Total Workplace, what is that?

TotalWorkplace is a national initiative that strategically integrates Federal Acquisitions Service and Public Buildings Service resources into a new GSA service offering. The offering includes space, people, and technology solutions customized to the differing workplace needs of federal agencies seeking to reduce their real estate costs and increase their workplace efficiencies. TotalWorkplace provides the resources and expertise to increase savings and efficiencies through an integrated approach to federal workplace design. For more information on the GSA TotalWorkplace Program, click the following link: <http://www.gsa.gov/portal/content/178259>.

Question #3: We still experience inconsistencies from Region to Region. When will that end?

Unfortunately, there is no quick fix solution to getting around the inconsistencies that take place from one GSA region to another. We do ask that you continue to make GSA aware when you incur certain inconsistencies, by contacting your GSA National Account Manager who can share with you what the official GSA policy and processes are. If you are unsure who your National Account Manager is, you can locate the listing of National Account Managers at the following link: <http://www.gsa.gov/portal/content/100859>

Question 4: We have benefited from engaging our RAM to solve problems. How can we let your leadership know that we value their service?

We appreciate this feedback and wish to recognize those individuals who demonstrate value to your organization. You can send recognition to Herman.Goodyear@gsa.gov.

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Question #5: If we have a problem with GSA, how long should I wait for resolution before contacting the Account Manager?

You should not wait to contact your Regional or National Account Managers, they are here to assist you with any concerns you may have. If you are unsure who your Regional and National Account Managers are, you can locate the listing of Account Managers at the following link: <http://www.gsa.gov/portal/content/100859>

Question #6: Have you given this same presentation to our National Headquarters staff? They haven't been able to give me this same understanding of how you work - nationally and regionally.

No, we have only done this one national session open to everyone, but if there are any agency headquarters groups that would benefit from this presentation we are always happy to meet with them.

Question #7: Can you explain why it takes 9 plus months to process an Acquisition plan.

This is not typical of our national processes. If you have specific questions on leasing, please contact your local GSA PBS Leasing Director (attachment included) or Regional Account Manager.

Question #8: How can we get help when a contractor is a problem and bullies the team members?

If you are under the impression that a contractor is “bullying” someone, you must first inform the project manager of the situation and the instances in which these occurrences are taking place. You can also reach out to your assigned Regional Account Manager as well.

Question #9: We have problems with getting the facility folks to return our calls. What can be done to fix this?

If you are having challenges with GSA staff members returning your phone calls, please reach out to either your Regional Account Manager for the respective region your project is taking place, or contact your National Account Manager who can in turn, connect with your Regional Account Manager.

Question #10: How does the FY14 budget look for GSA in regard to space & facility projects, such as new construction, repairs and alterations, building systems upgrades, etc.?

The FY14 spending bill authorizes GSA to spend \$506,178,000 for construction and acquisition; \$1,076,823,000 for repairs and alterations, which includes associated design and construction services of which \$593,288,000 is for Major Repairs and Alterations; \$378,535,000 is for Basic Repairs and Alterations; and \$105,000,000 for Special Emphasis Programs.

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Source: <http://www.gpo.gov/fdsys/pkg/BILLS-113hr3547enr/pdf/BILLS-113hr3547enr.pdf>