Welcome to today’s presentation:

The ABC’s of GSA’s Public Buildings Service

October 21, 2021

The presentation will start at 1 pm Eastern

Note: Phones are automatically muted during the presentation. You can send questions to our presentation team via your Q&A pane and team will answer as many questions as possible during the presentation. All questions will be responded to in writing in a formal Q&A document, posted along with the slide deck and session recording, on our website, http://www.gsa.gov/ces
GSA Overview

James Fotopoulos
Planning Manager
Heartland Region (Region 6)
Kansas City, MO
james.fotopoulos@gsa.gov
Mission: Deliver value and savings in real estate, acquisition, technology, and other mission-support services across government.

Values: Service, Accountability and Innovation

Strategic Goals:

- Cost-effectively manage Federal real estate
- Provide efficient and effective acquisition solutions
- Improve the way Federal agencies buy, build, and use technology
- Design and deliver shared services across the Federal Government to improve performance and save taxpayer money
Federal Acquisition Service (FAS)
Use FAS to leverage the buying power of the Federal government to acquire services, products and solutions at the best value for you and the taxpayer.

- Products and Services
- Technology
- Motor Vehicle Management
- Travel, Transportation and Relocation
- Procurement and Online Acquisition Tools
Public Building Service (PBS)

- Innovative workplace solutions
- Green technology proving ground
- Urban community development
- Child care centers
- Donation or sale of underutilized real property
- Commission/conservation of federally-owned artwork
- Sustainable design
- Historic building preservation
### Eleven PBS Regional Offices Service Clients

<table>
<thead>
<tr>
<th>Office</th>
<th>Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nina Albert, Commissioner (P)</td>
<td></td>
</tr>
<tr>
<td>Glenn Rotondo, New England (1P)</td>
<td></td>
</tr>
<tr>
<td>Michael Gelber, Northeast &amp; Caribbean (2P)</td>
<td></td>
</tr>
<tr>
<td>Joanna Rosato, Mid-Atlantic (3P)</td>
<td></td>
</tr>
<tr>
<td>Kevin Kerns, Southeast Sunbelt (4P)</td>
<td></td>
</tr>
<tr>
<td>Robert Green (Acting), Great Lakes (5P)</td>
<td></td>
</tr>
<tr>
<td>Darren Blue, National Capital Region (WP)</td>
<td></td>
</tr>
<tr>
<td>Kevin Rothmier, Heartland (6P)</td>
<td></td>
</tr>
<tr>
<td>Giancarlo Brizzi, Greater Southwest (7P)</td>
<td></td>
</tr>
<tr>
<td>Tanisha Harrison, Rocky Mountain (8P)</td>
<td></td>
</tr>
<tr>
<td>Dan Brown, Pacific Rim (9P)</td>
<td></td>
</tr>
<tr>
<td>Chaun Benjamin, Northwest &amp; Arctic (10P)</td>
<td></td>
</tr>
</tbody>
</table>

**Public Buildings Service**

![Map of regions]
PBS Portfolio - A Real Estate Heavyweight

- **Scope and Value**
  - 8,852 total assets
  - 369.4M rentable sq ft (rsf)
  - $91.4B in replacement value of owned portfolio
  - $10.2B in direct revenue

- **Composition (by rsf)**
  - 78% Office Buildings
  - 9% Courthouses
  - 7% Warehouses
  - 4% Other
  - 1% Land Ports of Entry / Labs

- **Business Volume**
  - A 50/50 split - Owned vs Leased
  - Over 7,000 Commercial Leases
  - 10,307 Occupancy Agreements with Federal Customers
  - Nearly a million Federal Customers served

GSA Public Buildings Service
Our Professional Expertise

PBS Real Estate professionals include:

- Certified Project Managers
- Architects and Engineers
- Contracting Officers
- Cost Estimators
- Industrial Hygienists
- Facility Managers
- Leasing Specialists
- Leasing Contracting Officers
- Asset Managers
- Planning/Account Managers
- Interior Designers

PBS also has relationships with industry leaders in real estate, construction, and sustainability to increase our capacity and reach.

Let us put our expertise to work for you, so you can concentrate on your mission.
GSA Supports Your Success

- **Footprint Optimization:** Reduced 1.2M rsf in targeted leases
- **Lease Cost Avoidance:** Realized $1.45B in cost avoidance for Customers
- **Capitalize on Federal Space:** 4.7M rsf reduction in our leased holdings over 3 years
- For more information on PBS’s success stories, follow the [link](#) for articles and Youtube videos!
GSA Overview

Links to Resource Materials

Websites
- GSA.gov
- GSA Organization Chart
- Leadership Directory
- Public Building Service
- Federal Acquisition Service

Fact Sheets
- PBS Resource Factsheets

Recorded Training
- GSA 70th Anniversary
- PBS Client Enrichment Series YouTube Playlist

Upcoming Training
- PBS Client Enrichment Series
- Training Opportunities for Federal Employees

Key Contacts
- PBS Customer National Account Leads
- GSA Regions
The Real Estate Journey
Your Real Estate Journey With PBS

- Strategically Planning Your Occupancies
- Building Out Your Space
- Occupying Your Space
- Releasing Space
- Pricing Your Space
- Procuring Your Space
- Altering Your Space
- Disposal
Strategically Planning Your Occupancies

Planning and Requirements
Utilization Rate
Client Project Agreements
Analytical/Workplace/Financial Services

Tasneem Bhabhrawala
National Planning Program Manager
PBS Office of Portfolio Management and Customer Solutions

tasneem.bhabhrawala@gsa.gov
Why Do We Strategically Plan?

- Real estate changes take time
- Engaging you as the client or responding to changes 12-24 months prior to expiration does not allow enough time to identify the right solutions, develop requirements appropriately, nor engage you fully
- A business model that allows perpetual, unplanned extensions and short term fixes as a way of meeting our clients needs, is not sustainable for our workforce nor yours
- Unplanned and short term solutions, and space that is underutilized can be costly
Ongoing Focus on Our Federal Footprint

- Focus on Improved Efficiency of Federal Space
  - National Strategy for Efficient Use of Real Property, March 2015
    - 2018 GAO Report to Congressional Requesters on Memo
  - Return to the Federal Workplace Plans

- Anticipated outcomes of focus on improved efficiency
  - Reduce costs of real estate
  - Reduce the footprint the Federal government occupies
  - Increase space efficiency/utilization of space
# PBS Project Lifecycle

**Identification**
- **Strategic Requirements** *(high level project outcomes)*
  - Part 1 and Part 2 Client Project Agreement

**Initiation**
- **Functional Requirements** *(more refined requirements)*
  - Assign project manager, early schedule and budget developed

**Planning**
- **Technical Requirements** *(incl. agency build-out requirements)*
  - Obtain funding commitment

**Execution**
- **Final Requirements Package**
  - Project award / design / construction

**Closeout**
- **Project Closeout**
  - Final Inspections / punch-list and rent payments begin

**Operations**
- **Occupancy**
  - Occupancy and continuous business relationship
Project Identification and Strategic Requirements

Project Identification

- Promotes early analysis and decision making to ensure the right space solutions are executed collaboratively, timely and thoughtfully
- Promotes collaboration across PBS business lines to ensure PBS is meeting your mission in cost effective manners
- Fosters early discussions with you which enables greater flexibility and presents more workplace solutions options

Outcome of Project Identification: Strategic Requirements

- Total proposed USF
- Occupancy Count
- Agency UR Standard
- Location
- Use of Space
- Parking
- Go/No-Go Criteria
- Unique requirements
Project Identification and Strategic Requirements, con’t

The Timeline
Partner to optimize your real estate portfolio to deliver cost savings and footprint reductions

Identify Space Needs
At 36 Months Out
(18 months prior to congressional submission for Prospectus)

Partner with you to develop the Strategic Requirements utilizing the Client Project Agreement (CPA)

Discuss & Validate CPA

Strategic Requirements/Project Agreement @ 30 Months Out
(12 months prior to prospectus submission OMB)

Initiate Project

Note: Triggers to the inventory or your operational/mission needs may have PBS reach out to discuss your occupancy outside of this timeline when necessary, in both fed and lease spaces
A Consistent Playbook - the Client Project Agreement

We Utilize the Client Project Agreement (CPA) to:

● Facilitate collaboration, planning, and strategic requirements development in a **consistent and timely** manner

● Ensure space projects are well thought out and agreed upon

● Consistently document strategic requirements and the agreement on those requirements between your agency and GSA
What We Need From You, Our Customers

*Start the conversations early and consistently with GSA*

We will engage with you:

- Non-prospectus: 36 months before occupancy expiration
- Prospectus: 18 months before our submission date to OMB

We need your *Strategic Requirements* by:

- Non-prospectus: by 30 months prior to occupancy expiration
- Prospectus: 12 months prior to GSA’s submission to OMB

We need your *Finalized Requirements* (functional and technical) by:

- Non-prospectus: 24 months before occupancy expiration
- Prospectus: 36 to 24 months prior to occupancy expiration (timelines can depend on complexity of the project)

*CILP Submission to OMB date will drive prospectus timeline*
Questions - Strategically Planning Your Occupancies

Links to Resource Materials

Websites
- Occupancy Planning and Requirements Development
- Workplace Strategy

Fact Sheets
- Planning and Requirements Process - Standard Milestones for a Common Goal
- FIT (Furniture and IT) Program - Optimize Your Workspace With Reduced Up-Front Costs
- Utilization Rate - Measuring the Efficient Use of Space

Client Enrichment Series
- 04/21 - The Future of Federal Work Insights
- 02/21 - Occupancy Planning and Solutions
- 01/21 - Shape Your Workplace With Activity Based Planning

Upcoming Training

Client Enrichment Series
Federal Solutions for Coworking
- 11/18/21 1pm eastern Register Now
Pricing Your Space

Federal and Commercially Leased Space Pricing Policy

Kelly Ellison
Space Pricing Specialist
GSA PBS Office of Portfolio Management and Customer Engagement
kelly.ellison@gsa.gov
Pricing Policy, Key Terms

- **Pricing Policy** - Detailed in the Pricing Desk Guide (PDG); the policies used by PBS to price real estate and related services to Federal customer agencies in both the GSA owned and leased portfolio.

- **Rent** - amounts charged by PBS to customer agencies for space and related services.

- **Occupancy Agreement (OA)** - A concise statement of the business terms governing the relationship between PBS and the customer agency for a specific space assignment.
What Type of Space Do You Occupy?

- **Federal Space** - *Space that is held in the GSA inventory and rented to tenant agency.*

  Rent is based on an appraisal or return on investment, with other applicable charges.

- **Leased Space** - *Space where GSA enters into a lease for space and pays rent to the lessor.*

  Rent is a pass through of the underlying lease contract rent, plus any standard operating costs not performed through the lease, the PBS lease fee and any other applicable charges.

---

PBS Pricing Desk Guide Section 2.1 & 3.1
Agencies Pay PBS Rent into the Federal Buildings Fund

Congress must give GSA authority to spend FBF dollars (New Obligation Authority)

- Direct Appropriation to the Federal Buildings Fund
- Appropriation
- Your Rent
- Repair & Alterations BA 54 & BA 55
- Construction & Acquisition BA 51
- Rental of Space BA 53
- Building Operations BA 61
- Other Budget Activities

GSA
Pricing Policy, Shell Rent

- HVAC distribution for general office space
- Level Concrete Floor
- Electrical service to floor for general office space
- Primed gypsum wall board on exterior perimeter walls & core elements
- Suspended ceiling with 1 fixture / 80 usf
Pricing Policy, Tenant Improvements (TI)

PBS Pricing Desk Guide Section 2.1 & 3.1
# See the Difference - Leased vs Federal Rent Bill

## Federally Owned Space Rent Bill

<table>
<thead>
<tr>
<th>Item</th>
<th>Calculation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shell Rent</td>
<td>+ General TI</td>
</tr>
<tr>
<td></td>
<td>+ Operating Costs</td>
</tr>
<tr>
<td></td>
<td>+ <strong>Real Estate Taxes</strong></td>
</tr>
<tr>
<td></td>
<td>= <strong>Market Rent</strong></td>
</tr>
<tr>
<td></td>
<td>+ Customized Tenant Imp</td>
</tr>
<tr>
<td></td>
<td>+ <strong>GSA Installed Bldg Improvements</strong></td>
</tr>
<tr>
<td></td>
<td>+ Security (BSAC)</td>
</tr>
<tr>
<td></td>
<td>+ Parking</td>
</tr>
<tr>
<td></td>
<td>+ Rent Charges for Other Space</td>
</tr>
<tr>
<td></td>
<td>+ <strong>PBS Fee</strong></td>
</tr>
<tr>
<td></td>
<td>= <strong>Customer Rent Subtotal</strong></td>
</tr>
<tr>
<td></td>
<td>+ Joint Use</td>
</tr>
<tr>
<td></td>
<td>= <strong>Total Monthly Rent</strong></td>
</tr>
<tr>
<td></td>
<td>+/- Billing Adjustments/Corrections</td>
</tr>
<tr>
<td></td>
<td>= <strong>Total Rent Bill</strong></td>
</tr>
<tr>
<td></td>
<td>+ Antenna</td>
</tr>
<tr>
<td></td>
<td>+ <strong>Reimbursable Services</strong></td>
</tr>
<tr>
<td></td>
<td>= <strong>Total PBS Bill</strong></td>
</tr>
</tbody>
</table>

## Lease Space Rent Bill

<table>
<thead>
<tr>
<th>Item</th>
<th>Calculation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shell Rent</td>
<td>+ General TI</td>
</tr>
<tr>
<td></td>
<td>+ Operating Costs</td>
</tr>
<tr>
<td></td>
<td>= <strong>Market Rent</strong></td>
</tr>
<tr>
<td></td>
<td>+ Customized Tenant Improvements</td>
</tr>
<tr>
<td></td>
<td>+ Security (BSAC)</td>
</tr>
<tr>
<td></td>
<td>+ Parking</td>
</tr>
<tr>
<td></td>
<td>+ Rent Charges for Other Space</td>
</tr>
<tr>
<td></td>
<td>+ <strong>PBS Fee</strong></td>
</tr>
<tr>
<td></td>
<td>= <strong>Customer Rent Subtotal</strong></td>
</tr>
<tr>
<td></td>
<td>+ Joint Use</td>
</tr>
<tr>
<td></td>
<td>= <strong>Total Monthly Rent</strong></td>
</tr>
<tr>
<td></td>
<td>+/- Billing Adjustments/Corrections</td>
</tr>
<tr>
<td></td>
<td>= <strong>Total Rent Bill</strong></td>
</tr>
<tr>
<td></td>
<td>+ Antenna</td>
</tr>
<tr>
<td></td>
<td>+ <strong>Reimbursable Services</strong></td>
</tr>
<tr>
<td></td>
<td>= <strong>Total PBS Bill</strong></td>
</tr>
</tbody>
</table>
Policy Documents & Applications
- Rent Pricing Policy
- Pricing Desk Guide - 5th Edition (08/20)
- Rent on Web (ROW)
- Electronic OA (eOA)

Fact Sheets
- Rent of the Web and You Rent Estimate
- Introduction to Occupancy Agreements

Recorded Training
Client Enrichment Series
- 03/21 Introduction to Occupancy Agreements
- 10/20 - What Goes Into My Agency’s Rent Estimate?
- 09/20 - Space Pricing Basics

Contacts
- Contact your Regional Client Planning Manager or Real Estate Specialist for questions regarding space requirements and OAs
Procuring Your Space

The Leasing Process
Market Surveys
Pre-Solicitation
Request for Lease Proposals
The Lease Contract
The Award Process

Charlie Johnson
Senior Leasing Program Manager
charlesb.johnson@gsa.gov

Ken Idle
Leasing Program Manager
kenneth.idle@gsa.gov

Center for Program Oversight, Compliance, and Workforce Development
GSA PBS Office of Leasing
The Leasing Process

1) Requirements Development
   • Delineated Area
   • Square Footage
   • Special/Unique Requirements
   • Acquisition Strategy

2) Pre-Solicitation
   • SAM.GOV Advertisement
   • Market Survey

3) Solicitation
   • Request for Lease Proposal Package

4) Negotiations
   • Rental rates

5) Post Award
   • Lease terms and conditions
   • Design Intent and Construction Drawings
   • TI negotiation
   • Build-out
   • Acceptance / Occupancy
The market survey is a physical tour of properties located through the market research process.

**GSA Role**
- Pre-screen properties using the agreed upon requirements
- Lead the market survey, coordinate logistics
- Fill out the market survey forms

**Client Role**
- Have all required **decision makers** available
- Review properties against the agreed upon requirements
- Work with the GSA team to decide what properties to solicit and sign the market survey forms
Pre-Solicitation - Important Note

Traditional/Global
The market survey occurs before the solicitation is issued and before bids are received. The govt. team physically tours all eligible properties.

AAAP and SLAT Models
The market survey occurs after the bids are finalized and focuses on only the lowest responsive offer. This is known as a “Building Tour”
The GSA team will prepare a Request for Lease Proposal (RLP) package

**RLP – The Solicitation**
- Describes the space required by the government
- Describes the method of selecting the winning Offeror

**Lease – The Contract**
- The contract that the Offerors are bidding on
- Sets forth the duties of the Lessor during the term of the lease
The GSA lease has 3 main elements of rent

**Building Shell**
- The enveloping structure
- Base building systems
- “Warm Lit Shell” within the tenant’s space to include tile grid, some lighting, and basic HVAC

**Operating Costs**
- Pays the Lessor for the costs of operating the building
- Utilities, janitorial costs

**Tenant Improvements**
- Anything above or beyond the building shell
- Interior improvements within the tenant’s space
- Takes the space from “warm lit shell” to finished space
Lease Offer Platform (LOP)

- GSA’s leasing program has 2 online bidding platforms
  - AAAP - used with the AAAP acquisition model
  - RSAP - used with the other acquisition models
- Offers are submitted online eliminating paper bid forms
Award Process Flow

GSA sends the Client a **Recommendation Letter** with the winning offeror’s information and a revised OA to reflect the negotiated rates if higher than the previous OA.

- **GSA Team**
  - GSA sends a draft lease capturing the negotiated rates
  - The Offeror signs the draft lease and returns to GSA

- **Selected Offeror**
  - The Offeror signs the draft lease and returns to GSA

- **Clients**
  - Key Document: **Recommendation Letter**

- **The GSA LCO executes the lease contract**

- **GSA Team**
  - Key Document: **Executed Lease**
Questions - Procuring Your Space

Links to Resource Materials

Websites
- Leasing Overview
- Leasing Desk Guide

Fact Sheets
- AAAP - Streamlining the Leasing Process For Earlier Delivery
- GLS - Leveraging Private Sector Expertise in in Lease Acquisition

Recorded Training

Client Enrichment Series
- 09/21 - GLS Plus - Private Sector Expertise, Public Sector Value
- 07/21 - Leasing 101
- 02/20 - PBS Boosts Procurement Efficiency With New Lease Offer

Platform
- 08/19 - Should I Stay Or Should I Go? The Succeeding Lease Analysis Tool
- 04/18 - Is Longer Term Leasing Right For You?
Building Out Your Commercially Leased Space

Design in a Lease
Shell vs Tenant Improvements
Design Intent Drawings
- DIDs show the layout of the space
- Capture critical design elements
- Govt approves

Construction Drawings
- CDs further define the DIDs
- Add technical elements for review by the government team
- Govt reviews

Tenant Improvements (TI) Negotiation
- The Lessor bids out the cost of the tenant improvements
- The GSA team negotiates the price of the TI
The Warm Lit Shell - For Leases

- HVAC distribution for general office space
- Suspended ceiling with fluorescent light fixtures
- Electrical service to floor for general office space
- Primed gypsum wall board on exterior perimeter walls & core elements
- Level Concrete Floor
Tenant Improvements Negotiation - Leases

- GSA uses a standardized format to receive TI bids based on the “Master Format” used by the Construction Specifications Institute (CSI)
  - The Lease calls for a “Level 5 Breakdown” as specified in the Project Estimating Requirements for the Public Buildings Service (P-120) including a line item breakdown for quantity, material, and labor cost

<table>
<thead>
<tr>
<th>Line Item</th>
<th>Quantity</th>
<th>Material</th>
<th>Labor</th>
<th>Total Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Widget</td>
<td>5</td>
<td>$10</td>
<td>$20</td>
<td>$150</td>
</tr>
</tbody>
</table>

- This allows GSA to properly validate if the costs submitted by the Lessor
  - Properly separate shell and TI costs
  - Are fair and reasonable

- GSA will review line items, but the main concern is the total cost
TI Funding and Notice to Proceed in Leases

- If the total costs for TI fall within the allowance, the LCO can issue a Notice to Proceed (NTP) and construction begins.

- If the total cost of the TI exceeds the allowance in the lease, GSA must collect the extra money in the form of a Reimbursable Work Authorization (RWA).

- Once the RWA is received and processed by GSA the LCO can issue Notice To Proceed (NTP) and the Lessor can begin work on the tenant improvements.

- The Lease will specify a time period for them to complete the TI build-out following NTP.
Building Out Your Federally Owned Space

Don Kottl
Program Manager
Center for Strategic Integration
PBS Office of Project Delivery / Office of Design & Construction
donald.kottl@gsa.gov
Focus on Execution and Closeout Phases

**Initiation & Planning Completed**
- Scope, Schedule & Budget Established
- Goals/Objectives Identified
- Funding In Place

**Execution**
- Design & Construction of Space
- Design-Bid-Build, Design-Build, New Construction

**Closeout**
- Acceptance of space
- Contract & Financial closeout
- Turnover to operations
Execution Starts With Acquisition Planning

Key Considerations

- **Is Design needed?**
  - Follow agency design guides

- **What other support services are needed?**
  - Inspections
  - Testing

- **What is the right delivery method?**
  - Design-Bid-Build
  - Design-Build
  - Hybrids (CMc, Design-Build (Bridging))

- **What is the right contractor pool?**
  - IDIQs (already established)
  - Full & Open Competition
  - Set asides (based on experience and/or socio-economic goals)
Project Closeout

- **Acceptance of space**
  - Final Inspection - identify any punch list items
  - Determine if space is ready for occupancy
  - Schedule move-in (as applicable)

- **Contract & Financial closeout**
  - Payment of all contractors
  - Rent start
  - Close out of RWA (return of funds)

- **Turnover to operations (Facilities Management)**
  - Provide drawings and specifications to facilities staff
  - Providing training on new or unique equipment
Questions - Building Out Your Commercially Leased or Federally Owned Space

Links to Resource Materials

Websites

- P-100 - PBS Facilities Standards Overview

Fact Sheets

- Construction Schedule Management for Small Projects

Recorded Training

Client Enrichment Series

- 07/21 - Leasing 101
- 05/20 - The PBS Project Management Process
- 10/18 - Cost Management Principles

Upcoming Training

Client Enrichment Series - Coming in 2022!
Cost Estimating / Cost Management Scope Development Tips
Occupying Your Space

Transitioning to Occupancy
Your Facility Manager (Federal Buildings)
Operations and Maintenance (Federal Buildings)
Your Facility Manager (Leases)

Tracy Talbert
Lease Management Program Manager
Facilities Operations Division
PBS Office of Facilities Management
tracy.talbert@gsa.gov
Transitioning to Occupancy

- Move in
- Meet your Facility Manager
  - Exchange important contact information
    - Your contact information and communication preference
    - Facility Manager
    - Service request process
    - Emergency contacts
- Get to know your facility
  - Learn local facility layout and procedures
    - security, evacuation routes, parking, amenities, Occupant Emergency Plan
Your Federal Building Facility Manager

- Manages the facility infrastructure
- Maintains safe and secure working environment for occupants and visitors
- Operates and maintains the building to provide an efficient, productive, sustainable, and cost effective workplace
Your Federal Building Facility Manager Handles...

- Tenant Communication and Meetings
- Engage with Facility Security Committee
- Facility and Grounds Security
- Emergency Management
- Disaster Preparation
- Alterations
- Building Access
- Key Control
- Parking Control
- Energy Management
- Recycling Program
- Concessions and Amenities
- Maintenance Contract Administration
Federal Building Operations and Maintenance

- Service calls
- Mechanical Maintenance
- Heating, Ventilation, and Air Conditioning
- Electrical
- Elevator
- Custodial services
- Landscaping
- Above standard services
Your Lease Facility Manager

- Known as your lease administration manager
- Acts as your liaison and advocate
- Serves as the Lease Contracting Officer’s Representative (COR)
  - Monitors the Lessor’s performance
  - Verifies lease compliance (annual inspections)
  - Investigates building issues
  - Responds to escalated service calls
- Assists in securing above standard services
Questions - Occupying Your Space

Links to Resource Materials

Websites
- Facilities Management Overview
- GSA Lease Management Customer Guide

Fact Sheets
- Micro-Purchase Delegation of Authority - Directly Purchase Projects and Services Below the Micro-Purchase Threshold

Recorded Training
Client Enrichment Series
- 02/19 - Service Expectations in GSA Owned and Leased Buildings
Altering Your Space

Reimbursable Work Authorizations (RWAs)
Work Requests (WRs)
eRETA (Electronic RWA Entry & Tracking Application)

Ashlee Carlson
Reimbursable Services Program Manager
Center for Customer Delivery
PBS Office of Project Delivery / Office of Design & Construction
ashlee.carlson@gsa.gov
RWA Basics – What is an Reimbursable Work Authorization?

- An RWA is an agreement between GSA and a customer whereby GSA agrees to provide materials and/or services and the customer agrees to reimburse GSA’s costs.

- RWAs capture and bill the costs of altering, renovating, repairing, or providing services in GSA-managed space that go over and above the basic operations financed through rent.

- The RWA identifies the specific needs of the customer and establishes a financial agreement.

- The RWA (GSA Form 2957) is accepted by OMB as GSA’s formal Inter-Agency Agreement (IAA) between agencies.
RWA Intake and Submission Process

What is the difference between a **Work Request** and an **RWA**?

- A Work Request (WR) is sent by a customer to PBS via eRETA as an identification of a need for a project or service. A WR does not become an Reimbursable Work Authorization (RWA) until requirements are developed and it is digitally signed by both the customer and GSA.

What is the deadline for receipt of fully executable RWAs for FY2022?

- A fully executable RWA, one in which all information is accurate and supported by a scope of work and cost estimate, must be received by GSA for all nonseverable RWAs by a specific date to be considered for acceptance. For FY2021, this date was September 8th.
### Differences between Work Requests and RWAs

<table>
<thead>
<tr>
<th></th>
<th>Work Request</th>
<th>RWA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What is it?</strong></td>
<td>Identification of a need for a project or service</td>
<td>Reimbursable Work Authorization; formal agreement between PBS and a customer</td>
</tr>
<tr>
<td><strong>What does it do?</strong></td>
<td>Initiates requirements development (e.g. scope, schedules, estimates) to become potential RWA</td>
<td>Allows PBS to provide goods and/or services; customer reimburses PBS for those costs</td>
</tr>
</tbody>
</table>
| **Who sends it to PBS?** | - Federal Customers  
- Some non-Federal entities | - Federal Customers  
- Some non-Federal entities |
| **How to send to PBS?** | eRETA*                                                                      | eRETA*                                                                |

*All Federal Customers must use eRETA to send Work Requests and RWAs to PBS. Non-Federal customers (e.g. private entities, state and local governments) cannot access eRETA so they must send via email. See the [www.gsa.gov/rwa](http://www.gsa.gov/rwa) for more information.*
RWA Submission Process

Start

Customer begins entering Work Requests (WR) in eRETA

<table>
<thead>
<tr>
<th>Pre-Planning Status</th>
<th>Customer saves WR information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unassigned Status</td>
<td>Customer sends WR to GSA</td>
</tr>
</tbody>
</table>

*AC10: New WR is submitted to GSA

GSA may take up to 5 business days to assign a PM

Planning/Estimate Status

1. GSA assigns PM/POC to project or service
   *AC1: Unassigned WR is assigned

2. GSA PM/POC and Customer develop requirements (Scope, Estimates)
   ---- This timeframe varies depending on type of project or service ----
   *AC15: Summary Cost Estimate is approved and linked to WR

3. Customer enters remaining information and sends RWA to GSA for acceptance

May take up to 15 business days from customer sending RWA for acceptance to GSA routing for signatures

Pending-New Status

*AC12: WR/RWA Sent for Acceptance

Sig-Requested Status

GSA routes for digital signatures

Accepted Status

Customer and GSA digitally sign RWA via DocuSign Email

*Acceptance Letter sent

Finish

RWA work may begin

Image above available at www.gsa.gov/rwa
RETA & eRETA What are they?

RETA/eRETA stands for “RWA Entry and Tracking Application” – GSA’s electronic repository for all RWA projects.

RETA/eRETA is technically one application; the primary differences are:
- Logging in (internally vs externally)
- RWAs that are accessible (customers by AB Code, GSA by GSA Region)

RETA/eRETA contains all RWA financial information as well as an electronic document file that includes copies of the RWA 2957 Form, Acceptance, Completion and Closeout letters, and much more.

RWA Financial Information in RETA is updated 4x a day from GSA’s Financial Management System.
Questions - Altering Your Space/RWAs

Links to Resource Materials

Websites
- Reimbursable Services Program
- eRETA Customer Portal

Fact Sheets
- eRETA: Background and Benefits
- RWA Fee Structure

Customer Support
- AskRWA@gsa.gov
- eRETA@gsa.gov
- Regional RWA Program Managers

Recorded Training
Client Enrichment Series
08/21 - eRETA Digest
01/21 - RWA Policy Highlights
06/20 - What to Expect From RWA Fee Reform
09/19 - Calculating and Billing for Overtime Utilities and Agency Program Equipment
10/18 - Cost Management Principles

Upcoming Training
Client Enrichment Series
- eRETA Digest - Register Now
- 11/9/21 1:00pm-2:30pm eastern
Release of GSA (Leased or Owned) Space

Kelly Ellison
Space Pricing Specialist
GSA PBS Office of Portfolio Management and Customer Engagement
kelly.ellison@gsa.gov
Is it Time to Let Go? Criteria to Release GSA Space

- With 4 months’ written notice, tenant agencies have the right to release space to PBS providing:
  - There is no longer a need for the space
  - The space is not designated as noncancelable in the tenant agency OA
  - The space is in marketable blocks
  - In leased space only - the tenant is at least 16 months into the OA term
  - There is no 4 month notice for parking spaces or antenna, they can be released immediately
Non-cancelable Space

- The determination is made at the start of the OA by PBS, your agency cannot volunteer to have non-cancelable space.

- Non-cancelable space typically has one or more of the following characteristics:
  - Remote or not easily accessible location
  - Special purpose use or buildout
  - Lease construction
  - Unusual term
  - Lack of realistic federal need other than from requesting agency

- PBS fee is reduced from 7% to 5%
The space is considered **marketable** if it can be assigned to another Federal tenant agency or to a private-sector tenant (outlease) in its current condition.

Your agency can pay to have the space made marketable.

Space must be **accessible** by common corridor.

**Cannot be small** spaces (i.e. closet).

The space must be **contiguous**.

Please send intent to vacate notices to **space.release@gsa.gov**.
Disposal of (Fee Interest) Space for Landholding Agencies

Wilma Bommer
Realty Specialist
PBS Office of Real Property Utilization and Disposal
wilma.bommer@gsa.gov
Real Property Utilization and Disposal...Our Mission

Leading the Federal Government in optimizing its real property portfolio through effective disposition and utilization strategies

Multidisciplinary teams experienced in all aspects of real property utilization and disposal.

Flexible and responsive to unique circumstances and developing affective strategies to address Federal real property repositioning

Our staff includes:

• Real Estate Experts
• Certified Appraisers
• Auctioneers
• Planners
• Project Managers
• Environmental Experts
• Legal Counsel

40 USC, Chapter 5, formerly known as the Federal Property and Administrative Services Act of 1949 and often referred to as The Property Act

Provides that the care, handling, and disposal of surplus property may be performed by GSA or any executive agency designated by the Administrator. Establishes general guidelines for use and disposal of urban lands
Asset Diversity - We’ve Handled it All!
Real Property Defined/Federal Management Regulation

- Any interest in **land**, together with the **improvements**, **structures**, and **fixtures** located thereon, under the control of any Federal agency, except:

  - The public domain
  - Lands reserved or dedicated for national forest or national park purposes
  - Minerals in lands or portions of lands withdrawn or reserved from the public domain
  - Crops when designated by such agency for disposition by severance and removal from the land
Real Property vs. Personal Property

Real Property
- Immovable
  - Land
  - Permanent structures (houses, office buildings)
  - Industrial facilities located on the land
  - Can include any structure or item that is permanently attached or fixed to real property (e.g., fixtures)

Personal Property
- Moveable
  - Electronic equipment, desks, mobile homes, vehicles, office supplies, and any structure that is not affixed to the land
  - GSA’s FAS offers [Personal Property Management for Federal Agencies](#)
### We Offer Options... A Full Range Of Tools & Services

**Real Property Due Diligence**
- Asset/Disposal Options Studies
- Environmental Characterization/Assessments
- NEPA Services
- Land Use Plan/Master Plan Preparation
- Historic Preservation Consultation
- Title Review
- Targeted Asset Reviews
- Facility Condition Assessments
- Energy Audits
- Sustainability Survey
- Report of Excess Preparation
- Land Surveys
- Demolition consultation & analysis

**Transactional Services**
- Site Acquisition
- Comprehensive Repositioning (Cradle to Grave Project Management)
- Sales Execution
- Relocation
- Exchange
- Outlease

**Post Disposal Services**
- Sustainability Survey
- Land Surveys

**Valuation Services**
- Appraisals
- Marketability Study

**Utilization & Disposal Training**
- 3-day, client-tailored or multi-agency training course
- Quarterly webinar series in real property topics/case studies
- Internal trainings for new hires and continuing education
- Trainings available in-person and virtual
Tailored Strategies

- Bundle of Sticks/Legal Rights
- Working with Land Holding Agencies (LHAs), GSA tailors strategies leveraging all available authorities: a flexible approach to finding the best strategy
- Unique direct involvement in managing the public process and local outreach
- Zonal operation provides extensive market coverage and experience leveraging private sector expertise as required
- From due diligence to brokering and closing the transaction
- Local Relationships with regulators and other stakeholders key to project success
Traditional Disposal Process

**DISPOSAL METHODS IN ORDER OF PROGRESSION**
*NOT EVERY PROPERTY GOES THROUGH EVERY STEP OF THE PROCESS.*

- **FEDERAL TRANSFER**
  - GSA first offers excess property to other federal agencies that may have a program need for it. If another federal agency identifies a need, the property can be transferred to that agency.

- **NEGOTIATED SALE**
  - GSA can negotiate a sale at appraised fair market value with a state or local government if the property will be used for another public purpose.

- **EXCESS**
  - If a federal agency no longer needs a property to carry out its program responsibilities, it reports this property as ‘excess’ to its needs.

- **SURPLUS PROPERTY**
  - If there is no further need for the property within the federal government, the property is determined “surplus” and may be made available for other uses through public benefit conveyances (PBCs), negotiated sales, or public sales.

- **PUBLIC SALE**
  - If state and local governments or other eligible non-profits do not wish to acquire the property, GSA disposes of surplus property via a competitive sale to the public.
Questions - Releasing / Disposing of Space

Links to Resource Materials

Websites

- Pricing Desk Guide 5th Edition
- GSA Real Property Utilization and Disposal
- Property Disposal Homepage
- Property Disposal Auction Site
- Utilization and Disposal Resources

Recorded Training

Client Enrichment Series

- 09/19 - Real Property Disposal - Overview and Services
- YouTube
- 09/20 - How to Submit Electronic Reports of Real Property Excess to GSA

Fact Sheet

- Release of Your GSA-Managed Space

Mailbox

- GSA Space Release Inbox (For GSA-managed space)
Measuring Your Satisfaction Along Your Journey

Tenant Satisfaction Survey
Project Pulse Survey

James Fotopoulos
Planning Manager
Heartland Region (Region 6)
Kansas City, MO
james.fotopoulos@gsa.gov

GSA Public Buildings Service
Tenant Satisfaction Survey

Building occupants assess building services in GSA-controlled space

- **Survey Topics**
  - Building and office environment, building services, security and management staff

- **Frequency**
  - Conducted annually - but paused during the pandemic

- **Use**
  - Identifying areas for improvement
  - Help prioritize building investment
  - Recognize outstanding performance

- Results available on the OMB Max / D2D platform
Project Pulse Survey

Customer Project Managers assess RWA and Lease projects

- **Survey Topics**
  - Overall Satisfaction, Communication & Transparency, Providing a Clear POC, Requirements, Scope, Schedule, Budget, Quality of Work

- **Frequency**
  - Monthly, as projects reach critical milestones

- **Use**
  - Assess our project management processes
  - Identify opportunities for training
  - Recognize outstanding performance
Managing Your PBS Business

PBS Customer Dashboard

Jennifer Feliciano
National Customer Analyst
PBS Portfolio Management and Customer Engagement
jennifer.feliciano@gsa.gov
Managing Your Space

PBS Customer Dashboard

Provides 24/7 access to project and occupancy information for federal agencies with space managed by GSA PBS.

Benefits:

- Updated daily
- Self-service access to data
- Reduced manual reporting
- One stop shop for multiple systems
- MAX.gov registration for additional security
The Dashboard Can Answer Specific Questions

My Projects Tab:
- How much am I spending on design vs. moving for this project?
- Who are my POCs for this project?

My RWAs
- What are the dollar amounts that have been authorized, obligated, and/or remaining for an RWA?
- Where has work been completed but the finances have not been closed out?

My Occupancy Agreements
- How much space do I occupy at the portfolio level, station, or city level?
- What are the planning milestone dates for OA Expirations?

My locations
- Who is my Facility Manager for a specific building?
- What is my space type breakout for an Occupancy Agreement?

My Rent
- Where have my rent bills changed month to month and why?
Five Main Search Categories

Dashboard General Tab Layout
5 Tabs:

My Projects
My RWAs
My Occupancies
My Locations
My Rent

Filters

• Agency, Bureau, City, state, federal/leased, size options, date options

Summary

• Breakdown of all general information provided in each tab into useful overviews

Statistics

• A map, table, or chart visualization

Details

• Search by number and review key characteristics of the individual records (Project, RWA, OA, Rent Bill)
Projects - Entry and Filters

Filters

My Projects

GSA

Reset All Filters

Filters

Bureau

State

City

GSA Region

GSA-Leased or GSA-Owned

Project Lifecycle Phase

Project Lifecycle Sub-Phase

Project Type

Primary Funding Type

Customer POC

Date Requirements Finalized/Project Authorized/RWA Accepted

Data Awarded (Lease, Construction, or Design/Build Contract)

Current USF

Current RSF

Total Funding (All Sources)

Common PBS Project Lifecycle Phases and Definitions

Projects - National Summary

Projects Summary

Project Type

Repair and Alteration

N Type RWA - Projects Related to Build-out of Space and/or Services

New Lease

New/Replacing Lease

Succeeding Lease

Total Count

Projects - Entry and Filters
### RWAs - National Summary

#### Open RWAs

<table>
<thead>
<tr>
<th>RWA Type</th>
<th>Number of RWAs</th>
<th>Authorized Amount</th>
<th>Obligated</th>
<th>Remaining Balance</th>
<th>Billed to RWA</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>79</td>
<td>$118,715,670</td>
<td>$69,000,502</td>
<td>$49,706,168</td>
<td>$54,082,383</td>
</tr>
<tr>
<td>B</td>
<td>133</td>
<td>$962,798,423</td>
<td>$667,106,976</td>
<td>$195,691,447</td>
<td>$602,050,194</td>
</tr>
<tr>
<td>F</td>
<td>494</td>
<td>$12,983,688</td>
<td>$3,443,378</td>
<td>$9,540,310</td>
<td>$1,240,983</td>
</tr>
<tr>
<td>N</td>
<td>8,151</td>
<td>$5,517,379,734</td>
<td>$3,449,624,693</td>
<td>$2,067,755,041</td>
<td>$2,253,862,674</td>
</tr>
<tr>
<td>R</td>
<td>2,338</td>
<td>$178,260,090</td>
<td>$55,890,474</td>
<td>$122,375,617</td>
<td>$127,906,400</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11,195</strong></td>
<td><strong>$6,690,143,605</strong></td>
<td><strong>$4,245,075,022</strong></td>
<td><strong>$2,445,068,583</strong></td>
<td><strong>$3,039,142,635</strong></td>
</tr>
</tbody>
</table>

*This chart includes all RWAs that are open, including those that are substantially complete, but not financially closed.*

#### RWA List

<table>
<thead>
<tr>
<th>RWA Number</th>
<th>RWA Type</th>
<th>Building Name</th>
<th>Project Description</th>
<th>RWA Acceptance Date</th>
<th>Fund Expiration Date</th>
<th>Fund Year</th>
<th>Fund Type</th>
<th>Substantial Completion Date</th>
<th>Authorized Amount</th>
<th>Obligations</th>
<th>Remaining Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>A</td>
<td>RON DE LUGO FED BLDG</td>
<td>This RWA funds the construction of the Vehicle Sallyport in the Ron DeLugo...</td>
<td>9/30/2010</td>
<td>2010</td>
<td>No-Year</td>
<td></td>
<td>$1,207,118</td>
<td>$1,206,998</td>
<td>$120</td>
<td></td>
</tr>
<tr>
<td>A</td>
<td>A</td>
<td>HARRY S. TRUMAN</td>
<td>Main State Major Renovation of HST - Phase 1C and 1C Swing Space. The renovations re...</td>
<td>9/30/2003</td>
<td>2011</td>
<td>No-Year</td>
<td></td>
<td>$14,562,491</td>
<td>$14,401,597</td>
<td>$161,994</td>
<td></td>
</tr>
<tr>
<td>A</td>
<td>A</td>
<td>JACOB K. JAVITS FB/C</td>
<td>3540_NY-0010 - 26 FED PLAZA (24TH FLOOR), Amendment-1 adds functio...</td>
<td>12/24/2015</td>
<td>2019</td>
<td>No-Year</td>
<td>5/12/2020</td>
<td>$7,942,490</td>
<td>$7,939,464</td>
<td>$3,026</td>
<td></td>
</tr>
</tbody>
</table>

### RWA Type Definitions

- **A**: Standalone project split-funded by PBS and customer (example: Construction and/or design services in federal space)
- **B**: Project related to PBS prospectus level project that is split funded by PBS and customer (example: Tenant-funded work associated with a PBS prospectus project)
- **F**: Small, miscellaneous, routine project or service, which cannot exceed $25,000 per transaction and $250,000 total (example: changing door knobs or key locks)
- **N**: Standalone project or service funded completely by customer (examples: space changes, overtime utilities in leased space)
- **R**: Recurring services or overtime utilities in owned space
<table>
<thead>
<tr>
<th>Building Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Number</td>
</tr>
<tr>
<td>Building Name</td>
</tr>
<tr>
<td>Address</td>
</tr>
<tr>
<td>City</td>
</tr>
<tr>
<td>Total Building USF</td>
</tr>
<tr>
<td>Total Building RSF</td>
</tr>
<tr>
<td>Building Vacant USF</td>
</tr>
<tr>
<td>Building Surface Parking</td>
</tr>
<tr>
<td>Building Structured Parking</td>
</tr>
<tr>
<td>GSA-Leased or GSA-Owned</td>
</tr>
<tr>
<td>GSA-Owned</td>
</tr>
<tr>
<td>GSA-leased</td>
</tr>
<tr>
<td>Building Class</td>
</tr>
<tr>
<td>Security Level</td>
</tr>
<tr>
<td>Building Historical Status</td>
</tr>
<tr>
<td>Congressional District</td>
</tr>
<tr>
<td>Congressional District Representative Name</td>
</tr>
<tr>
<td>Total Customer USF</td>
</tr>
<tr>
<td>Total Customer RSF</td>
</tr>
<tr>
<td>Number of OAs</td>
</tr>
<tr>
<td>OAs in Building</td>
</tr>
<tr>
<td>Facility Number</td>
</tr>
<tr>
<td>Facility Name</td>
</tr>
<tr>
<td>State</td>
</tr>
<tr>
<td>Zip Code</td>
</tr>
<tr>
<td>GSA Region</td>
</tr>
<tr>
<td>Building Total Parking</td>
</tr>
<tr>
<td>Asset Predominant Use*</td>
</tr>
<tr>
<td>FRPC Real Property Use*</td>
</tr>
<tr>
<td>Facility Manager</td>
</tr>
</tbody>
</table>

*Note: The predominant use is for the majority of use for the asset, which may vary from an individual OA. For example, an agency’s OA may only be for parking spaces within the office building and the predominant use or real property use will be for the overall asset designation.
### Rent - National Summary

#### Billed Rent by Fiscal Year

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rentable Square Feet</td>
<td>6,971</td>
<td>353,204,538</td>
<td>353,237,382</td>
<td>353,897,541</td>
<td>353,653,626</td>
<td>355,107,175</td>
<td>354,301,905</td>
<td>353,647,936</td>
<td>352,655,329</td>
<td>354,190,086</td>
</tr>
<tr>
<td>Parking Spaces (Structured + Surface)</td>
<td>3,994</td>
<td>413,447</td>
<td>411,539</td>
<td>412,770</td>
<td>412,517</td>
<td>414,175</td>
<td>415,165</td>
<td>414,280</td>
<td>413,971</td>
<td>414,351</td>
</tr>
<tr>
<td>Parking Spaces (Structured)</td>
<td>5,128</td>
<td>125,112</td>
<td>125,483</td>
<td>125,223</td>
<td>124,592</td>
<td>126,531</td>
<td>128,386</td>
<td>126,186</td>
<td>126,462</td>
<td>125,804</td>
</tr>
<tr>
<td>Parking Spaces (Surface)</td>
<td>8,866</td>
<td>228,335</td>
<td>226,056</td>
<td>227,517</td>
<td>227,925</td>
<td>228,644</td>
<td>228,779</td>
<td>228,094</td>
<td>227,489</td>
<td>228,547</td>
</tr>
</tbody>
</table>

**1. Shell Rental Rate**
1,280 $552,792,530 $552,850,388 $552,736,826 $554,889,367 $556,377,840 $557,087,124 $556,235,831 $556,807,431 $557,772,037 $6,096,465,855

**2. Amortized Tenant Improvement Used/General**
0.069 $28,328,542 $28,303,088 $28,129,355 $28,983,004 $29,303,533 $29,043,035 $26,104,353 $25,153,901 $24,244,607 $305,131,959

**3. Operating Costs**

**4. Real Estate Taxes**
6,048 $20,208,156 $20,486,606 $20,283,290 $20,553,077 $20,084,784 $20,582,284 $20,040,271 $20,511,899 $20,591,394 $224,471,152

**5. Amortized Tenant Improvement Used/Customization**
4,982 $11,099,002 $11,314,556 $11,383,286 $11,290,266 $11,345,198 $10,916,247 $10,834,775 $10,503,672 $10,493,969 $121,410,776

**6. GSA-Installed Building Improvements**
8,502 $38,502 $38,502 $38,502 $38,502 $38,502 $38,502 $38,502 $38,502 $38,502 $417,565

**7. Building Specific Amortized Capital**
9,888 $4,523,900 $4,552,943 $4,631,781 $4,631,083 $4,692,685 $4,701,877 $4,702,611 $4,717,802 $4,716,402 $50,811,145

8,871 $16,970,664 $17,000,851 $16,941,796 $16,770,518 $17,085,571 $17,106,545 $17,062,905 $17,098,678 $17,164,493 $187,021,499

**9.a Structured Parking**
4,444 $13,779,028 $13,862,521 $13,799,065 $13,615,344 $13,560,309 $13,923,763 $13,567,261 $14,023,346 $152,347,693

**9.b Surface Parking**
4,427 $3,191,636 $3,138,330 $3,142,731 $3,155,175 $3,134,891 $3,137,051 $3,139,143 $3,133,958 $3,141,147 $34,573,555

**10. Rent Charges for Other Space**
6,644 $787,363 $784,299 $783,709 $853,707 $847,821 $855,233 $853,833 $854,201 $854,095 $9,065,501

**11. PBE Fee**
0.515 $29,700,589 $29,742,253 $29,788,566 $29,617,320 $29,779,217 $29,641,825 $29,520,673 $29,488,298 $32,503,753 $325,504,438

**12. Pro Rata Joint Use Charges**
7,259 $11,225,811 $11,065,149 $11,032,923 $11,027,075 $11,032,945 $11,026,395 $11,045,831 $11,064,745 $11,073,523 $113,603,766

**Total Monthly Rent**

**14. Billing Adjustments & Corrections**

**15. Antenna**
3,225 $830,436 $698,518 $698,745 $707,511 $721,362 $694,506 $826,685 $740,633 $657,583 $8,291,904

**16. Reimbursable Services**
7,180 $1,775,935 $1,601,678 $1,737,054 $1,875,131 $3,204,004 $1,912,396 $1,968,801 $1,649,585 $1,254,385 $19,136,414

**Total PBS Bill**
0.066 $871,421,014 $867,562,620 $873,237,887 $858,009,706 $868,040,165 $858,743,836 $860,738,759 $872,816,653 $866,671,048 $9,526,822,892

---

*Note: This filter only applies to the Billed Rent by Fiscal Year Table*
Set Up Your Dashboard Account

1st Step: Register your .gov/.mil email address with MAX.gov
- Obtain an OMB Max account at: https://max.omb.gov/

2nd Step: Log into the D2D Portal using your MAX.gov credentials: https://d2d.gsa.gov/
You MUST log into the D2D portal at least once before moving to Step 3.

3rd Step: Agency approver email or cc’ed on email to PBS.Dashboard@gsa.gov with requestor’s:
- Full Name
- Federal agency and bureau name
- Government email address used to create the MAX.gov account in Step 1
- State that individual has registered his/her .gov/.mil email address with MAX.gov
- State whether he/she is a federal government employee or a contractor
- ** If you don’t know your agency approver, email the mailbox. The team will forward to your agency approver on your behalf. **
- Access point is through Data to Decisions (D2D) web portal https://d2d.gsa.gov
- After 90 days of inactivity you will need to register again with OMB MAX.
Questions - PBS Customer Dashboard

Links to Resource Materials
Websites

- Learn more and Register for an PBS Customer Dashboard Account
- Customer Access Protocol
- User Guide

Recorded Training
Client Enrichment Series

10/20 - PBS Customer Dashboard Enhancements
09/19 - PBS Customer Dashboard Puts Data At Your Fingertips
Q&A The ABC’s of GSA’s Public Buildings Service

GSA Overview and Customer Satisfaction
James Fotopulos

Strategically Planning Your Occupancies
Tasneem Bhabhrawala

Pricing Your Space
Kelly Ellison

Procuring / Building Out Your Leased Space
Charlie Johnson
Ken Idle

Building Out Your Federally Owned Space
Don Kottl

Occupying Your Space
Tracy Talbert

Altering Your Space
Ashlee Carlson

Releasing Your Space
Kelly Ellison

Disposing of Your Space
Wilma Bommer

Managing Your PBS Business - Dashboard
Jennifer Feliciano
Join us for our upcoming Client Enrichment Series Sessions

**eRETA Digest**
*Tuesday, November 9, 2021  1pm-2:30pm eastern*

[Register Now]

**Federal Solutions for Coworking**
*Thursday, November 18th 2pm-3:00pm eastern*

[Register Now]

**GSA’s COVID-19 Resources for Customers**
See our [Safer Federal Workplace] site

Watch CES sessions on
[Bookmark and binge watch all your favorite CES sessions!]

[www.gsa.gov/ces]
[clientenrichmentseries@gsa.gov]