Client Enrichment Series – Q & A

Topic: Managing and Rightsizing Your Portfolio

Date of Presentation: March 18, 2026

Presenters:
Carrie Whitehouse- Office of Client Strategy
Leslie LaMar Rushing- Office of Client Strategy
Katrina Scarpato- Office of Portfolio Management

Managing and Rightsizing Your Portfolio Session Resources:

View our March 18th Recording
View our March 18th Slide Deck
Visit the Portfolio Planning website
Visit the Occupancy and Utilization Guidelines
Visit the PBS Points of Contract

Available Resources and Tools

Question: Can you provide a link to see each facilities space utilization rates?
Answer: https://d2d.gsa.gov/report/omb-occupancy-collection-tool

Question: Is there a list of Client Strategists by agency/region?
Answer: A comprehensive list of Client Strategists, now organized by agency rather than by region due to a recent reorganization, is available on the shared Resources pages. The Client Strategist identified on the website serves as the national client lead, directly engaging with agency Points of Contact and coordinating with GSA to support their mission requirements. For agencies managing larger portfolios, dedicated strategists are also assigned to specific territories, bureaus, or initiatives to provide tailored support. Additionally, you can find Points of Contact for facilities and project management on this same resource. Please visit: https://www.gsa.gov/real-estate/pbs-points-of-contact

Question: How do we change assigned spaces from one AB code to another?
Answer: These changes would not go through the Space Intake Portal (SIP). Please contact the Lead Client Strategist assigned to your agency to begin the process.

Client Enrichment Series – Q & A

Question: The USE IT act states that GSA will provide a publicly accessible website that shows the occupancy and actual utilization rates. Please provide a link to this site. The information can be used to verify if space is available to offer for space sharing.
Answer: We have two resources available to assist agencies with USE IT act information. For information and resources visit gsa.gov/useit. Your agency's reported information can be found on OMB Collect at: https://d2d.gsa.gov/report/omb-occupancy-collection-tool

Billing

Question: Are there plans to change the billing of space sharing or "space match" locations? For instance, right now I believe all space match charges (credits and debits) are just billed to a newly created OA with no breakdown or details. Will this be different in space sharing?
Answer: Our Memorandums of Understanding (MOUs) are governed by the Office of Management and Budget (OMB) and our Office of the Chief Financial Officer (OCFO). We do not anticipate changes to our current billing structure, however, if changes do occur, agencies will be notified at that time.

Question: We were told that the space match credits would be applied to the building/OA where the space is being shared but that has not been the case. Why? This makes validation extremely difficult especially when none of the expected credits are received in full. Who is responsible for the space match billing discrepancies?
Answer: The signed Space Match MOU establishes the terms and conditions under which agencies will utilize space within the hosting agency's dedicated occupancy. Participating agencies will be billed and credited via billing adjustment on a central billing OA reflecting zero square feet - signature/approval of the OA will not be required. Central billing OAs will be billed twice a year - in March and September - for any space occupied or lent over the past 6 months. The onsite OA for the host agency's space will not change and the sharing agency will not receive a space specific OA. Please reach out to your Client Strategist with any specific space match billing questions.

Leasing

Question: We heard GSA would be assuming noncategorical leases (office and warehouse space) for delegated agencies. Are there any updates and how do we know which leases GSA will assume?
Answer: GSA is working closely with its delegated partners to better align and rightsize delegated leases. Our primary focus is on larger, high-dollar leases located within GSA markets. This effort is still in the preliminary stages.

Prioritization and Portfolio Strategy

Question: Before the reorganization my agency was working with GSA on a move to federal space for cost savings. The project was cancelled during the new Administration's DRP and RIF

period. My agency is still very much interested in moving for cost savings. How will this fall in the new prioritization?

Answer: At GSA, our goal is to partner with your agency on prioritizing your projects. While we bring insights into opportunities and risks, all final decisions are made collaboratively with your direct input. These meetings are crucial for discussing your priorities and any projects you wish to advance. Your feedback directly shapes project scheduling for current and future fiscal years, ensuring our partnership effectively supports your mission.

Question: Can you provide an approximate timeline for each step?

Answer: Our new approach moves beyond following a rigid timetable for lease expirations. We will now connect with you annually to proactively discuss your upcoming requirements, potential changes, and overall portfolio strategy.

When you submit requirements to GSA through the portal, we will reach out to you within 10 business days.I. For new requirements requests, we send out unique links weekly on Thursdays. Please be aware that project timelines can vary based on the type of housing solution needed. For example, a simple backfill space will have a shorter timeline than a brand-new lease requiring extensive construction. GSA is committed to streamlining and accelerating all our processes. To ensure the most effective planning for any new space requirements, moves, or significant changes, we recommend engaging with GSA at least 36 months (3 years) in advance.

Question: By co-locating agencies, we have an opportunity to share common space (rather than build under-utilized or suboptimal spaces) such as larger conference rooms, gyms, breakrooms, and special space. If planning is limited to one agency at a time using the portal, how do departments manage potential multiple agency co-location and departmentwide portfolio management?

Answer: While the portal gathers individual agency needs, GSA's approach to co-location and department-wide portfolio management is holistic. We engage in annual strategic conversations to understand your broader portfolio, identify opportunities for shared spaces and multi-agency co-location, and partner with you to develop innovative, non-traditional solutions. This ensures we optimize space utilization beyond what individual portal submissions alone can achieve.

Question: My agency has advised us to begin New Lease Acquisition request at least 2 years prior to lease expiration. For example "XYZ Office GSA-lease facility expiration is 6/2028" so I am gathering data and additional documents to prepare for submission to GSA. Should I hold off submitting in the portal until I receive a link, or continue working with my point of contacts?

Answer: If you already have space with GSA, we will reach out with you for existing occupancies and provide you a link to the portal for targeted occupancies when we are ready to collect your requirements. To submit a request for new space that is not currently located in our real estate inventory, i.e., a new office location, returning delegation, or an expansion of an existing space in our real estate inventory, you must first complete a new requirement request form.

Client Enrichment Series – Q & A

Question: Who determines the priority of 10-20% of targeted leases versus the 80-90% non-targeted? And what is the criteria to determine where a lease falls? And how does that impact how the expiring lease requirement will be fuilfilled? Large or small, all leases are usually of high importance to the client agency. Does this mean that smaller, "less important" leases will be put off or collocated elsewhere?
Answer: GSA's prioritization is a joint effort with our customer agencies. GSA provides key insights, and decisions are made collaboratively at the table with agencies based on their needs. Targeted occupancies, identified through this partnership, are then programmed for fulfillment in current or future fiscal years. Non-targeted occupancies will be handled programmatically through stay-in-place actions, and GSA will work directly with your agency on timelines. This ensures that all leases are managed effectively through continuous collaboration, without simply being "put off" without partnership.

Question: When will an agency recieve a CPA? Is there still a CPA Part 1 and Part 2.
Answer: The CPA Part 1 used to reflect PBS' recommended space solution. You will no longer receive project-level CPA Part 1s, as those recommendations will be discussed at the portfolio level. For occupancies targeted for potential or certain moves/footprint changes, PBS will send you a Space Intake Portal unique link and you will submit strategic requirements there. After a housing strategy is determined, Client Strategy will provide you with a CPA (part 2) to review and sign. For occupancies remaining in place with no significant changes, one "programmatic CPA" will capture a portfolio of applicable locations. You will sign this one CPA showing concurrence with all occupancies therein staying in place.

Question: We are often questioned about expiring or expired leases for our facilities we want to renew. What is GSA's stance on how those facilities are being handled and the official response/statement that should be given to those individuals when they inquire? There has been some ambiguity on the answer. Or is this handled at the local/regional level with the GSA rep?
Answer: GSA's prioritization is a joint effort with our customer agencies, where decisions are made collaboratively based on a comprehensive look at the portfolio and agency needs. All expiring leases, including those your agency wishes to renew, are part of this joint review to determine if they become "targeted" for strategic action or are handled as "non-targeted" through stay-in-place actions. The GSA Client Strategist will work directly with your agency. This collaborative approach ensures that all leases are managed effectively, and no lease is simply "put off" without partnership, providing a clear and consistent response to inquiries.

Question: Can the agency schedule to have an internal discussion with PBS team members to offer a more intimate engagement session again?
Answer: Your GSA Client Strategist is available for in-depth discussions and to answer any specific questions you may have. We are committed to partnering with you to ensure these new processes are fully understood and integrated into your operations. Our shared goal is to enhance portfolio efficiency, optimize space utilization, and meet your team's needs to advance your mission. Please do not hesitate to reach out to GSA for support.

Client Enrichment Series – Q & A

Question: For housing solutions, how is "short term" defined? Can you provide an approximate time range for the short term?
Answer: The definition of "short term" is dependent on the specific asset, as well as any existing disposal plans or schedules.

Question: How is GSA currently addressing tenant agencies seeking to relocate from federally owned facilities due to building age, condition, or potential environmental concerns?
Answer: Any tenant request to relocate from federal space must be discussed with GSA. Each of these requests will require individual evaluation, focusing on the agency's mission requirements, GSA's portfolio optimization objectives, and the associated financial consequences.

Requirements and Release Actions

Question: We are in a multi-tenant (2 federal tenants) GSA-leased building with 2 separate GSA leases with the same termination dates. One tenant has vacated their leased space and moved out of the building. How can the remaining tenant work with the GSA Lease Contracting Officer to backfill the 2nd leased space and continue occupancy under a lease extension (prospectus level) for both leases?
Answer: If you want to expand your occupancy and backfill the vacant space, please submit a new requirement/expansion request explaining this scenario.

Question: I am submitting a space release request. Is the effective date the date I want the office to close? And do you need any documentation with that request?
Answer: Yes, the effective date is the date you want to be out of the space. Documentation, such as floor plans for partial releases, is needed.

Space Intake Portal (SIP)

Question: The Space Intake Portal (SIP) application would be used to replace the SpaceMatch portal?
Answer: Yes, the SpaceMatch portal is decommissioned, but space match still exists as a potential solution to agency requirements. The new Space Intake Portal will handle any demands you have for space, including shared space needs; and the Underutilized Space Identificaiton Portal for any supply you are willing to share.

Question: I accessed the portal on Monday and I received an email back saying that GSA received my request for new space. The email stated "our team will now review". Just confirming

Client Enrichment Series – Q & A

I will need to wait until the first week of the month to receive the unique link. If I don't get the unique link by the first Thursday in April, should I reach out to my Client Strategist?
Answer: GSA typically sends the unique link by the Thursday of the week your request is received. Your Client Strategist will contact you to confirm receipt, clarify details, and verify the correct point of contact for the link. If you do not hear from your Client Strategist, please reach out to them directly. Your Client Strategist is your resource to assist with this new process.

Question: A follow-up. I received an email that states "New requirement requests received by the 3rd week of the month, will receive a unique link to the portal the first week of the following month."
Answer: We have adjusted the timeline and we now send unique links for any new requirement or expansion request every Thursday once we have determined we are ready to gather requirements. The Client Strategist will reach out to you upon receipt of your request to discuss the need.

Question: For continuing requirements with no change, when will GSA send the unique link? One year, two years before expiration? And who will receive the unique link?
Answer: For continuing requirements with no changes or those intended for a stay-in-place action, GSA will not send a unique link. Instead, GSA will proactively engage with your agency outside the portal to manage these occupancies.

Question: Can the link to the table referenced in submitting your requirements slide be emailed out?
Answer: To help prepare for your portal submission and gather your requirements, we have a table and checklist you can download on the Space Intake Portal site. Link to Checklist

Question: Do we have to complete the SIP submission in one session? Given we will have unique links , would we be able to go back and complete if not successfully completed the first time? Sometimes we don't have all the information all at once.
Answer: You do not need to complete the Space Intake Portal (SIP) submission in one session. You will receive a unique link that allows you to return and continue your submission where you left off. For the most reliable experience, we recommend completing your submission in a single session. This helps prevent potential issues from system glitches or browser settings (like clearing cookies or cache) that could impact your saved progress.

Question: It sounds like GSA will be determining whether there is space available for space sharing at the requirements intake portal - is that correct. So does implementation of this portal replace SpaceMatch altogether?
Answer: The new portal does not replace the Space Match program itself. Space Match continues to be a vital housing solution for sharing space within controlled occupancies. Instead, the new portal replaces the previous Space Match Portal, which was specifically used for space sharing requests. Our new portal now serves as a central intake for all requirements. If your request meets specific criteria (e.g., less than 20 seats, not highly specialized, and without shared space restrictions), Space Match may be

recommended as a potential housing solution, provided supply is available. Regarding how we determine if something is a space-sharing solution or if underutilized space can be used for sharing, GSA will collaborate directly with your agency. The new portal is designed to gather your requirements and facilitate this discussion, but it does not make the final decisions. We work in partnership with you to find the most suitable solution.

Question: With respect to the new Portal (capturing new space/expansion requirements), if/how/when does GSA intend to 'load' these projects into the Portal?
Answer: When we receive a new requirement or expansion request from an agency, the Client Strategist will reach out to you, confirm the POC and we send unique links for your portal submission weekly.

Question: Does the new requirements intake portal allow for custom agency fields like OASIS has? If so, does the agency custom fields align between OASIS and the new requirements portal?
Answer: For demos, please see the four short training videos on the Space Intake Portal site.

Question: Do we have to resubmit our previous requests in SpaceMatch into this new Space Intake Portal?
Answer: No, if you previously submitted requests for space in the Space Match portal, you do not need to resubmit your requests. However, if your needs have changed, please reach out to the Client Strategist to discuss.

Question: Does the new request Space Intake Portal 'speak to/reference/link' to the existing release Portal - particularly when the space actions are directly related?
Answer: The Space Intake Portal and OASIS do not speak to each other. If you have a space release in OASIS related to a new request, please reference that in the desciption of the project.

Question: Will multiple people have access to the link? The required information may cross offices within an agency.
Answer: If you have been provided a unique link, you can start the requirements and then send it to someone else to complete. Once submitted it can no longer be updated and you will need to contact the assigned Client Strategist. If you have submitted a new requirement/expansion request, a unique link will be sent to you weekly, on Thursdays. For all other occupancies, you will receive an email from your PBS Account lead prior to sending those links.