



Client Enrichment Series – Q & A



Topic: Broker Services - Building a Better Broker Contract

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Broker Services Related Resources:

[Visit our website - www.gsa.gov/gls](http://www.gsa.gov/gls)

[See our YouTube Video - GLS Plus](#)

[View this session recording](#)

[Review our Fact Sheet](#) - Under the heading "**Procuring Your Space**"

Contact Us: brokerservicesinfo@gsa.gov

Q1: Is GSA equipped with a programmable evaluation of contractual deficiency ?

- A. Past performance evaluations are required for all contracts. We evaluate Broker Transaction Managers at several points in the acquisition process. These inputs contribute to their evaluation in the Contractor Performance Assessment Reporting System (CPARS) and inform future contract awards throughout the government.

Q2: Who does evaluation of space management, especially Waste of Federal Funds, relates to paying a huge lease for space that is not utilized or used by the Agency?

- A. Evaluation of space utilization occurs during the requirements development stage. On Broker-supported projects, Brokers make recommendations to optimize the space requested by agencies. Ultimately, agencies are required to adhere to their national Space Allocation Standards.

Q3: What is the timeline for a broker to be tasked once a CPA is submitted to GSA?

- A. Depending on the size or complexity of the requirement, tasking can take anywhere from 15 to 45 days once the CPA is forwarded to Leasing for assignment.



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Q4: Where can I go to learn more about Broker Contractor services available through GSA?

- A. You can learn more by visiting our website - www.gsa.gov/gls or reviewing our [GLS Plus Fact Sheet](#), in the section labeled "Procuring Your Space -How PBS secures an ideal solution." A 2019 CES session also covered Broker Support Services in detail - you can review that [recording](#) on our CES YouTube playlist. Your servicing Region's leasing team is also available to discuss with you the features and benefits of broker supported leasing services.

Q5: Does GSA Broker Contracts currently provide post award / lease space acceptance contract administration services?

- A. During the post award process, the brokers provide help with oversight of monitoring the build out of the space, and that the design process from ensuring that the space gets designed out properly to monitoring the construction as it progresses. Brokers also ensure that it gets completed timely according to schedule. It is that kind of coordination of ensuring that everything comes together, and then the final inspection at the end that results in an acceptance of space. If that's what's referred to as administration, that's kind of the level of service that's provided by the brokers during the post award. It is kind of the same as leasing specialists would provide. It is not quite what a construction manager would provide. Sometimes you'll see a construction manager on your projects, and that provides an additional level of service. The oversight that the broker provides us is more on that same level, that of a contract, and also what our policing specialists will provide on that post award.

Right now contract administration at GSA is generally taken over by Local property managers. Our GSA property managers take those leases after they've been awarded and occupied and handle all of the contract administration from that point forward. At some point in the future, contract administration may be considered to be added to the contract, but as of now it is not.