

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

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GSA Mission, Values & Strategic Goals

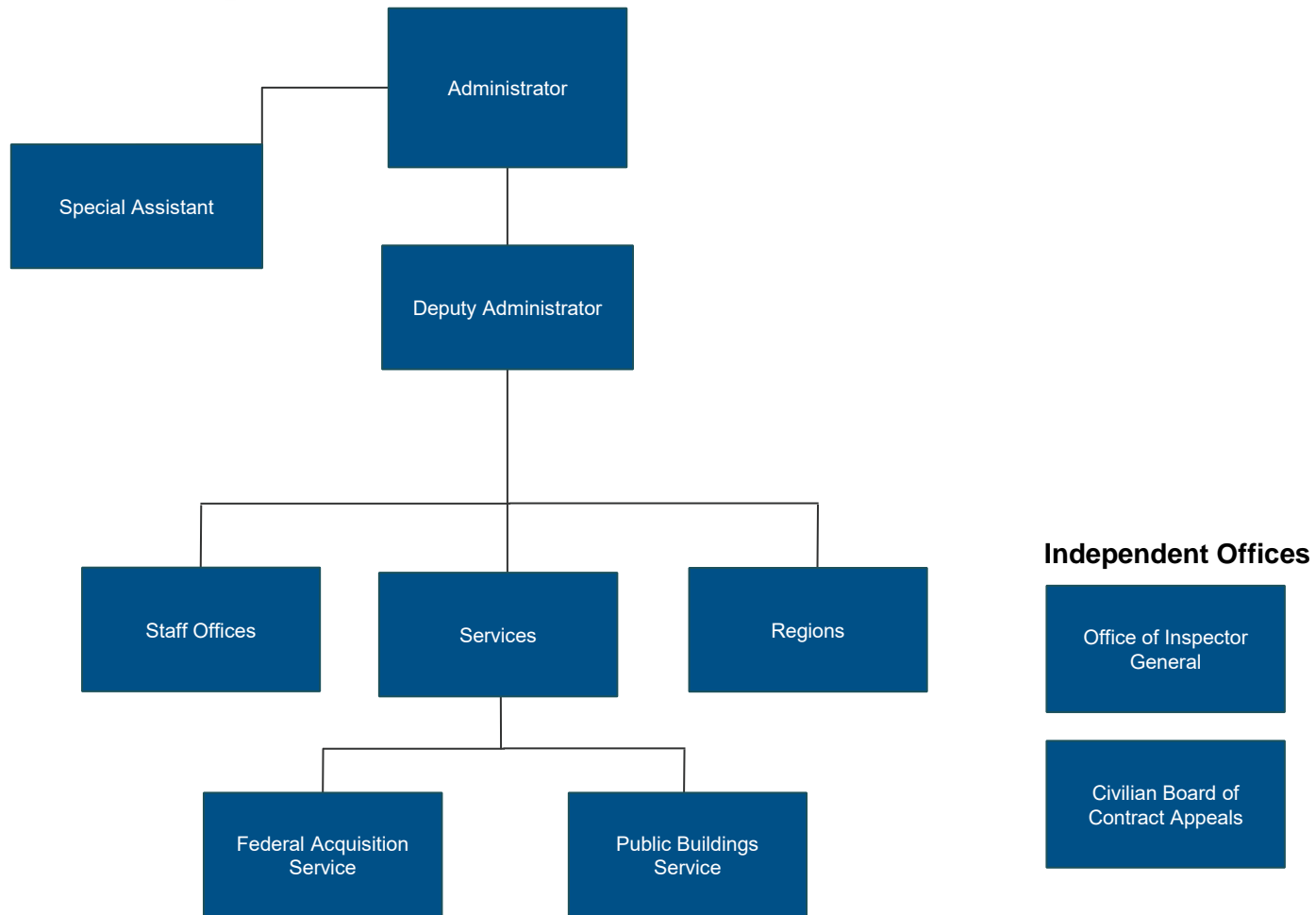
Mission: Deliver value and savings in real estate, acquisition, technology, and other mission-support services across government.

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

GSA Organization



GSA FAS - Our Sister Service

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.

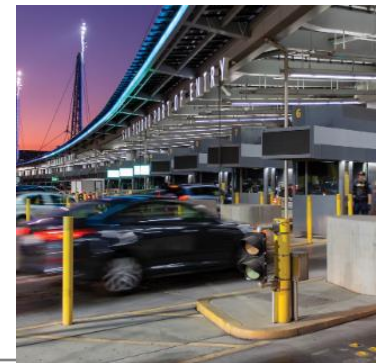
- Products and Services
- Technology
- Motor Vehicle Management
- Travel, Transportation and Relocation
- Procurement and Online Acquisition Tools



Today's Focus - Get to Know GSA PBS

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

Nina Albert,
Commissioner (P)

Glenn Rotondo,
New England (1P)

Kevin Rothmier,
Heartland (6P)

Michael Gelber,
Northeast & Caribbean
(2P)

Giancarlo Brizzi,
Greater Southwest (7P)

Joanna Rosato,
Mid-Atlantic (3P)

Tanisha Harrison,
Rocky Mountain (8P)

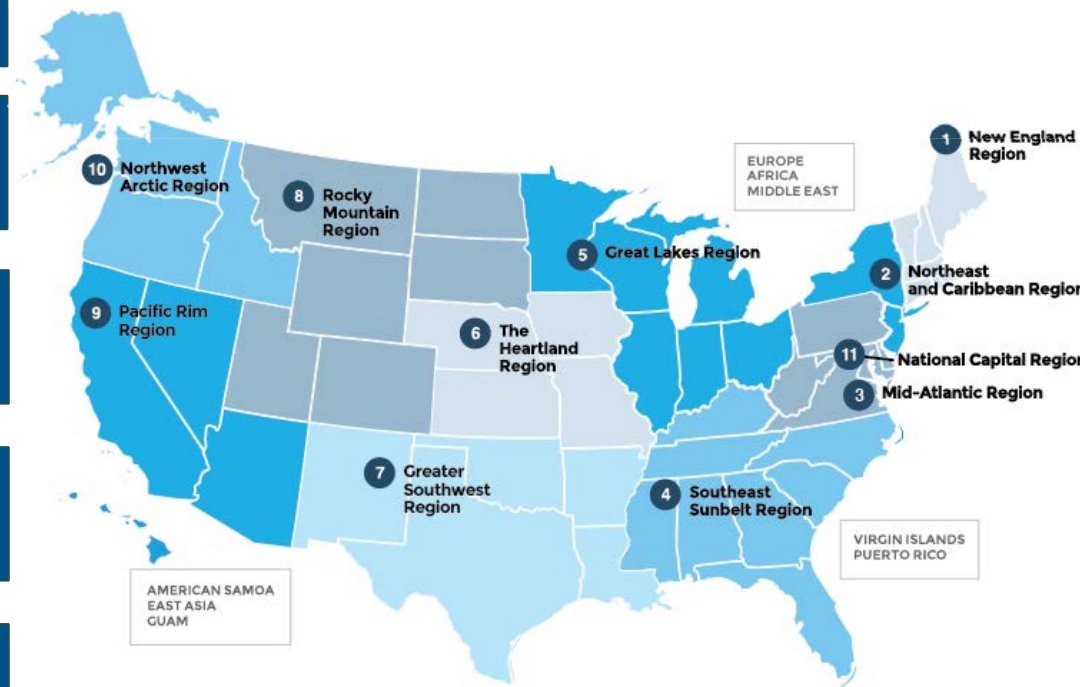
Kevin Kerns,
Southeast Sunbelt (4P)

Dan Brown,
Pacific Rim (9P)

Robert Green (Acting),
Great Lakes (5P)

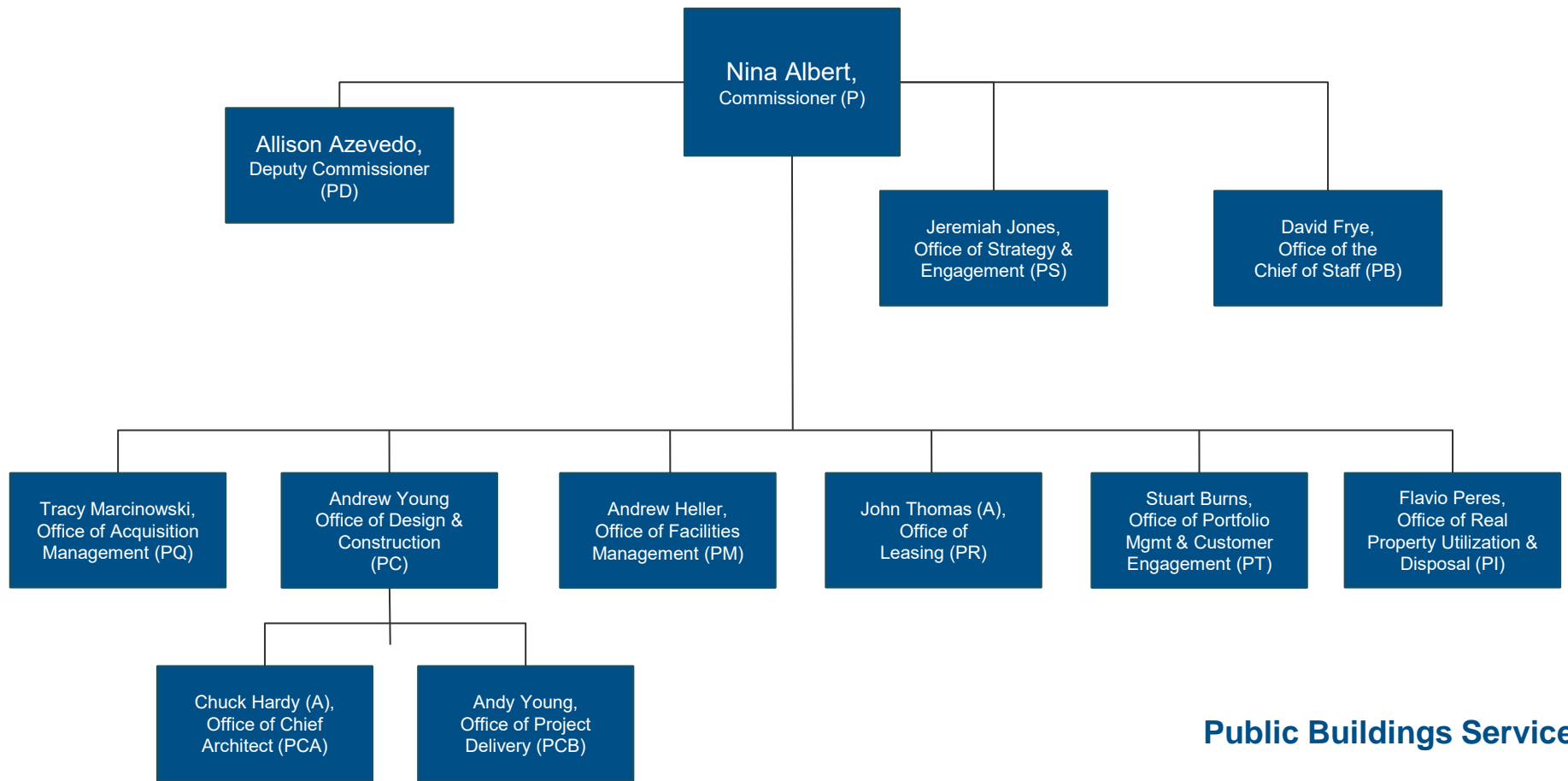
Chaun Benjamin,
Northwest & Arctic (10P)

Darren Blue,
National Capital Region
(WP)



Public Buildings Service

Central Office Staff Support Operations



Public Buildings Service

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
- A 50/50 split - Owned vs Leased
- Business Volume
 - Over 7,00 Commercial Leases
 - 10,307 Occupancy Agreements with Federal Customers
 - Nearly a million Federal Customers served



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](https://www.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

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
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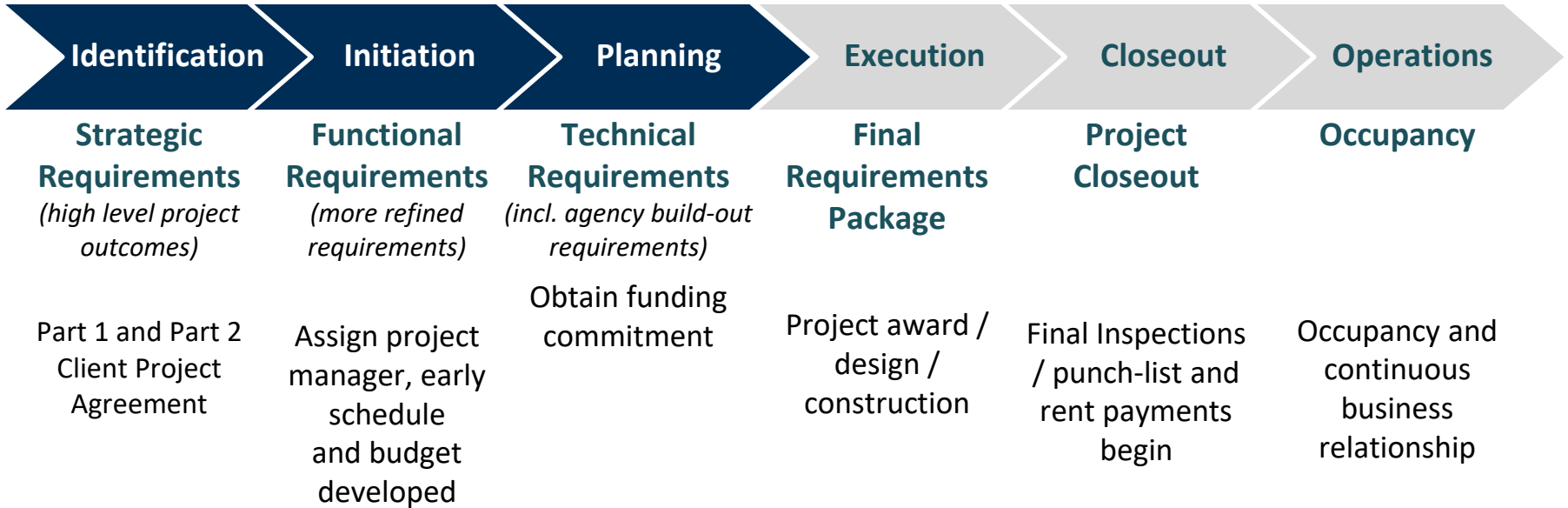
Why Do We Strategically Plan?

- 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](#)
 - [National Strategy for Reducing the Federal Government's Real Estate Footprint & OMB Memorandum, 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



Project Identification and Strategic Requirements

Project Identification

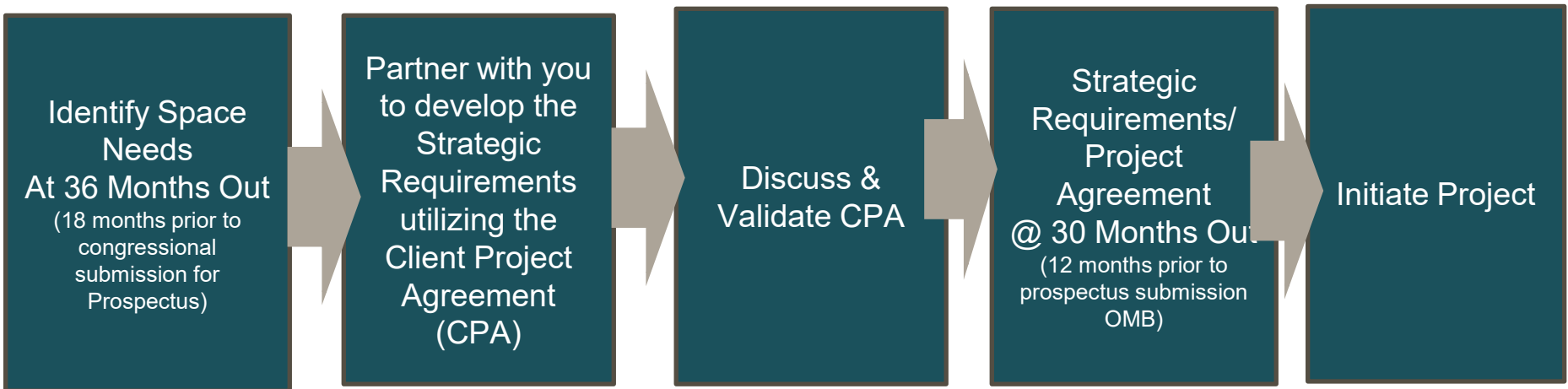
- Promotes early analysis and decision making to ensure the right space solutions are executed collaboratively, timely and thoughtfully
- Promotes collaboration across PBS business lines to ensure PBS is meeting your mission in cost effective manners
- Fosters early discussions with you which enables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

The Timeline

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



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

The image shows a screenshot of the 'Client Project Agreement - Part 1 Initial Engagement' form. The form is titled 'GSA Client Project Agreement - Part 1 Initial Engagement' and includes the GSA logo. It is a structured document with various sections and fields for data entry. The sections include:

- Part 1: Project Information**: Fields for Project Name, Date Prepared (8/2/2021), Project Description, Agency POC Name (GSA Planning Manager), Agency POC Email (GSA Planning Manager Email), Agency POC Phone (GSA Planning Manager Phone), Primary Agency Name, Building Name, Agency Bureau Code(s), Current Primary Address, OA Number(s), Bldg Number, Lease Number, Termination Rights, Occupancy Start Date, Expiration Date, Years at Current Location, Facility Security Level, Lease Term Date, Number of Extensions, and Congressional District.
- Part 1a: Space Planning Information**: A table comparing 'Current Occupancy Parameters' and 'Initial Proposed Occupancy'. Fields include Current Building Type, Proposed Building Type, Number of Current Occupants, Proposed Number of Occupants (estimated), Current 'All-in' U/R, Proposed 'All-in' U/R (with a 'Need Employee Count' indicator), Current Rentable Square Feet (RSF), Proposed Rentable Square Feet (RSF), Current Usable Square Feet (USF), Proposed Usable Square Feet (USF), Current Parking Spaces, Proposed Parking Spaces, Current Occupancy Location (Rationale), and Proposed Occupancy Location Rationale (relation to CRT, other factors).
- Part 1b: PBS Initial Space Recommendation/Strategy Statement**: A section for explaining the PBS proposed strategy for the customer for the new or ongoing occupancy needs. It includes a note to explain the strategy if it is a consolidation, address and attach documents as needed, and parameters are not changing or are brand new, please include that as well. Note: potential to reduce costs, longer terms if lease solution, shared services, funding and resource solutions, workplace consulting, etc.
- Part 1c: Supplemental Information & Documents (attach as applicable)**: Fields for Most Current Billing OA(s), Cost/Options Analysis Report, Rural Development Act Compliance Memo, and FBI Risk Use Permit (GSA Form 12002) Created.
- Part 1d: GSA/PBS Agreement**: Signature and Title fields for the GSA Representative and the Planning Manager.

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](#)

Recorded Training





Pricing Your Space

Federal and Commercially Leased Space Pricing Policy

Kelly Ellison

Space Pricing Specialist

GSA PBS Office of Portfolio Management and Customer Engagement

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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?

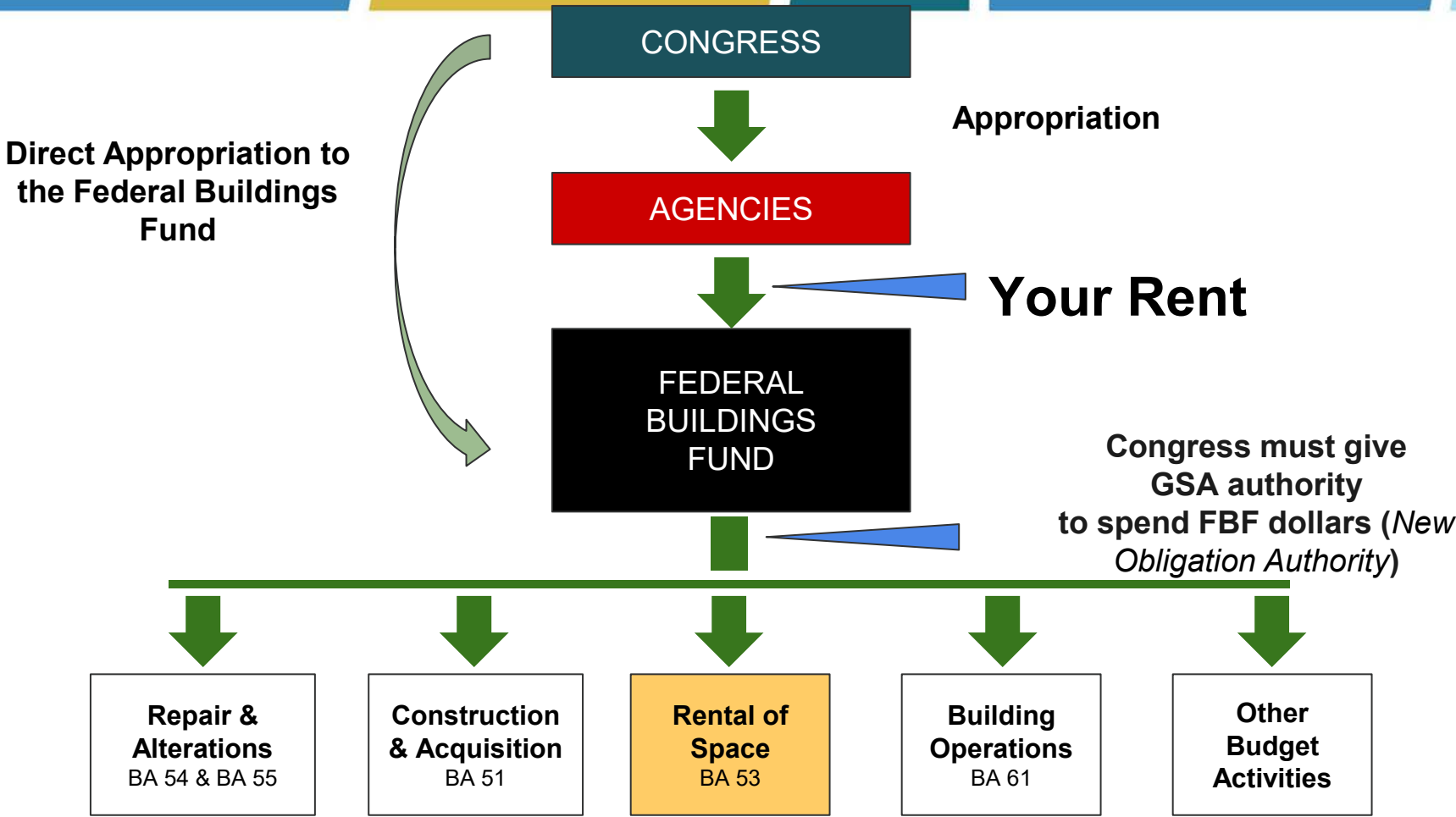
- **Federal Space** - *Space that is held in the GSA inventory and rented to tenant agency.*

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

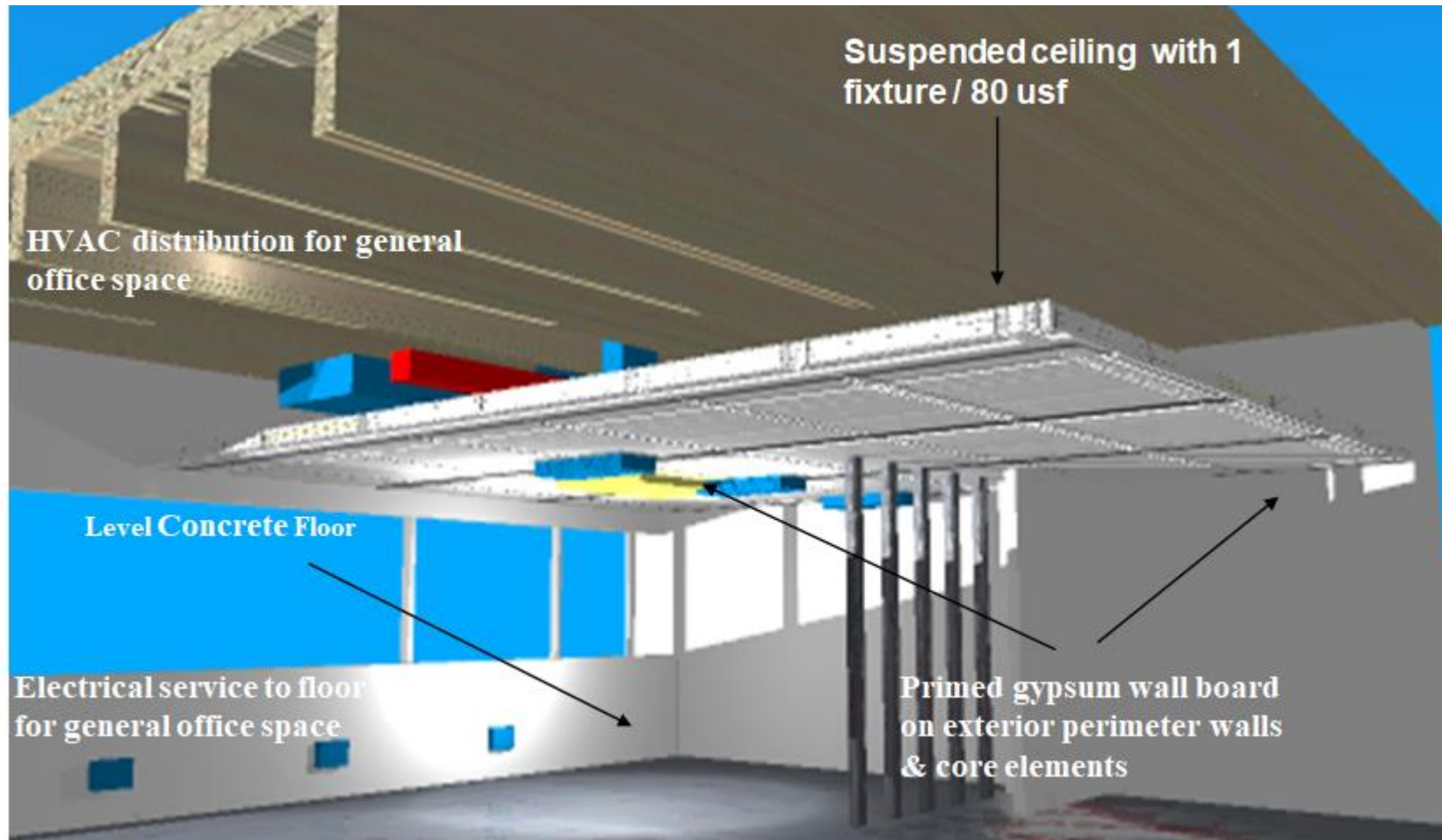
- **Leased Space** - *Space where GSA enters into a lease for space and pays rent to the lessor.*

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.

Agencies Pay PBS Rent into the Federal Buildings Fund



Pricing Policy, Shell Rent



Pricing Policy, Tenant Improvements (TI)



See the Difference - Leased vs Federal Rent Bill

Federally Owned Space Rent Bill

Shell Rent
+ General TI
+ Operating Costs
+ **Real Estate Taxes**

= **Market Rent**
+ Customized Tenant Imp
+ **GSA Installed Bldg Improvements**
+ Security (BSAC)
+ Parking
+ Rent Charges for Other Space
+ **PBS Fee**

= **Customer Rent Subtotal**
+ Joint Use

= **Total Monthly Rent**
+/- Billing Adjustments/Corrections

= **Total Rent Bill**
+ Antenna
+ Reimbursable Services

= **Total PBS Bill**

Lease Space Rent Bill

Shell Rent
+ General TI
+ Operating Costs

= **Market Rent**
+ Customized Tenant Improvements
+ Security (BSAC)
+ Parking
+ Rent Charges for Other Space

= **Customer Rent Subtotal**
+ Joint Use

= **Total Monthly Rent**
+/- Billing Adjustments/Corrections

= **Total Rent Bill**
+ Antenna
+ Reimbursable Services

= **Total PBS Bill**



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

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Leasing Program Manager
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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

- Lease terms and conditions

5) Post Award

- Design Intent and Construction Drawings
- TI negotiation
- Build-out
- Acceptance / Occupancy

Pre-Solicitation - Market Survey

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”

Solicitation - Request for Lease Proposal

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

Lease Contract - Key Pricing Elements

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

GSA LOP HELP REGISTRATION

GSA's Lease Offer Platform

The **Lease Offer Platform (LOP)** provides the opportunity for building owners and building owner representatives to electronically offer building space to the Federal Government. The offer submission process is completely web-enabled, allowing all registered participants to submit and update offers for lease space to the Federal Government within specified timeframes, in response to a Request for Lease Proposal (RLP) package. The **Lease Offer Platform** consists of the:

Automated Advanced Acquisition Platform (AAAP)

CLICK HERE to login, learn more, and enter an offer for AAAP if:

- You are responding to an ad that specifies the AAAP as the procurement method

OR

- You want your offered space available for any current or future government requirements tasked to the AAAP

Requirement Specific Acquisition Platform (RSAP)

CLICK HERE to login, learn more, and enter an offer for RSAP if:

- You are submitting an offer in response to a unique Request for Lease Proposals (RLP), issued for a specific agency requirement (not AAAP)

AND

- The RLP requires offers to be submitted through the RSAP application

Who Are We?

The GSA is an independent agency of the United States government, established in 1949 to help manage and support the basic functioning of federal agencies, to include leasing space for federal agencies, so that government employees have space to perform their work. Today's GSA lease portfolio consists of more than 8,000 leases, consisting of about 192 million RSF with a total contract value exceeding 5.6 billion dollars in annual rent.

Helpful resources are available by clicking the "Help" link at the top of each page. For technical assistance, email LOP.help@gsa.gov or call 1-866-450-6588 and select option 7. For answers to program or policy questions, email LOPmanager@gsa.gov.

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

Clients

Key Document
Recommendation Letter

The GSA LCO executes the lease contract

GSA Team

GSA sends a draft lease capturing the negotiated rates

Selected Offeror

The Offeror signs the draft lease and returns to GSA

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?](#)

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Building Out Your Commercially Leased Space

Design in a Lease
Shell vs Tenant Improvements

Design in a Lease

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



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

Line Item	Quantity	Material	Labor	Total Costs
Widget	5	\$10	\$20	\$150

- 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

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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 of 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

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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 to be considered for acceptance. For FY2021, this date was September 8th.

Work Requests and RWAs

Differences between Work Requests and RWAs

	Work Request	RWA
What is it?	Identification of a need for a project or service	Reimbursable Work Authorization; formal agreement between PBS and a customer
What does it do?	Initiates requirements development (e.g. scope, schedules, estimates) to become potential RWA	Allows PBS to provide goods and/or services; customer reimburses PBS for those costs
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 for more information.

RWA Submission Process

Start

Customer begins entering Work Requests (WR) in eRETA	
Pre-Planning Status	Customer saves WR information
Unassigned Status	Customer sends WR to GSA <i>*AC10: New WR is submitted to GSA</i>

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

Planning/Estimate Status	<ol style="list-style-type: none"> GSA assigns PM/POC to project or service <i>*AC1: Unassigned WR is assigned</i> GSA PM/POC and Customer develop requirements (Scope, Estimates) <i>---- This timeframe varies depending on type of project or service ----</i> <i>*AC15: Summary Cost Estimate is approved and linked to WR</i> 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	GSA reviews and enters GSA-specific information <i>*AC12: WR/RWA Sent for Acceptance</i>
Sig-Requested Status	GSA routes for digital signatures
Accepted Status	Customer and GSA digitally sign RWA via DocuSign Email <i>*Acceptance Letter sent</i>

Finish

RWA work may begin

*AC = Automated Communication via Email



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

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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%

Marketable Space

- 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

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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.

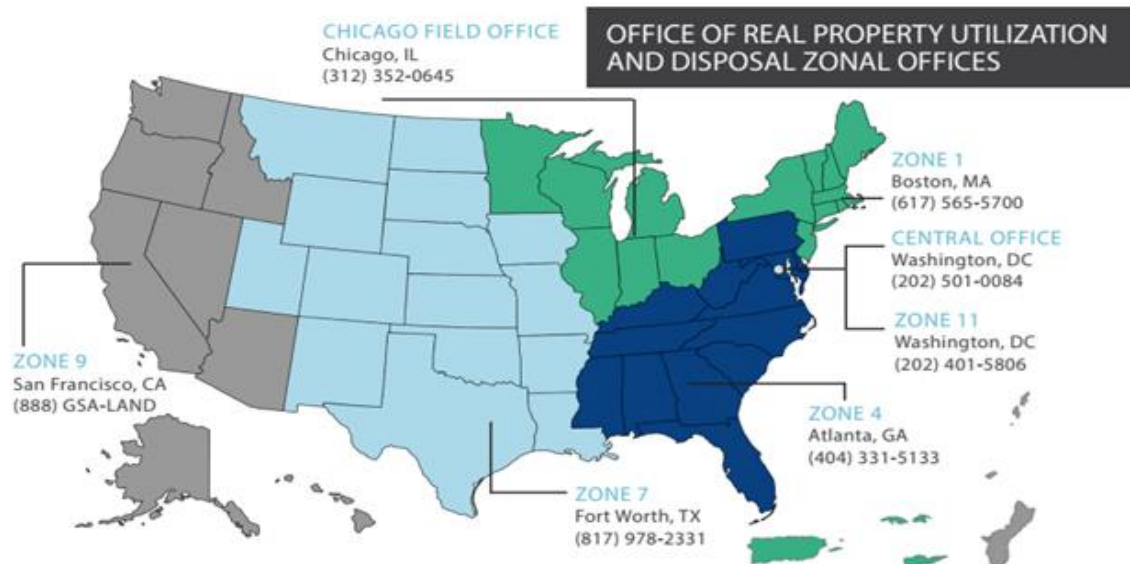
Flexible and responsive to unique circumstances and developing effective strategies to address Federal real property repositioning

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.

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.

FEDERAL TRANSFER

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.

NEGOTIATED SALE

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](#)



@GSA_RPdisposal



www.facebook.com/GSARealProperty

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

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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

Background and Benefits

FBS aims to provide excellent customer services in all aspects of project delivery. The Project Pulse Survey is a quick and easy way for customers to provide feedback on our RWA and Leasing project delivery efforts. FBS uses this valuable information to evaluate our performance and identify best practices and areas for improvement at different stages of project delivery.

We administer the monthly survey on customer RWA and Leasing space projects regardless of size. The short survey is conducted online and takes just a few minutes to complete.

When is the Project Pulse Survey Administered?

Starting in the first quarter of 2021, FBS will administer the survey up to three times during each RWA and Leasing project.

RWA Project	Leasing Project
Acceptance (for projects greater than \$25,000)	At Request for Lease Proposal
Expense Midpoint (for projects greater than \$250,000)	At Lease Award
Substantial Completion	Lease Effective Date

What Does the Survey Measure?

Each brief survey's questions vary based on when in the project lifecycle the survey is sent. In general, the survey evaluates:

- Overall Satisfaction
- Communication and Transparency
- Clear Point of Contact
- Satisfaction of Requirements
- Cost and Budget
- Schedule
- Quality of Work



Managing Your PBS Business

PBS Customer Dashboard

Jennifer Feliciano

National Customer Analyst

PBS Portfolio Management and Customer Engagement

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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 screenshot shows the GSA PBS Customer Dashboard interface. At the top, there is a navigation bar with links: Welcome and Guidance, My Projects, My RWAs, My Occupancies, My Locations, and My Rent. Below the navigation bar is the title "GSA PBS Customer Dashboard" and a brief description: "The PBS Customer Dashboard provides anytime access to project and occupancy information for federal agencies with space managed by the Public Buildings Service (PBS) of the US General Services Administration (GSA). You will find current operational information on Projects, RWAs, Occupancy Agreements, Locations, and Rent. For more information on the PBS Customer Dashboard, please check out the [User Guide](#), or see below in the PBS Resources section."

Below the description are five main dashboard tiles:

- Projects**: Summary and detailed project information
- RWAs**: Reimbursable Work Authorizations
- Occupancy Agreements**: Final Occupancy Agreements
- Locations**: Information on your GSA-Controlled locations
- RENT**: Multiple years billed rent and square feet

Below the tiles are sections for "PBS Resources" and "PBS National Offices" with various links to GSA websites. At the bottom, there is a "Contact the PBS Customer Dashboard Team" section with the email address pbs.dashboard@gsa.gov.

Your Source For Answers...

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

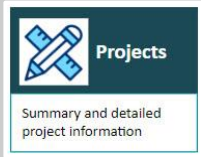
Statistics

- 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



Instructions to create Projects Standard Export (supporting data file)

1. Apply filters below, if desired (they will apply to the generated report).
2. Click on this box (within the gray dotted lines) to activate the export sheet.
3. Select 'Download' located at footer of the page, followed by 'Crosstab' for an Excel/CSV file.
4. You will know the export sheet has been selected when there are options available to download.

Access the User Guide (from Welcome/Guidance tab) for more export options.

Filters [Reset All Filters](#)

Bureau: (All) | GSA Region: (All)

Building Number: (All) | State: (All) | City: (All)

GSA-Leased or GSA-Owned: (All) | Project Lifecycle Phase: (All) | Project Lifecycle Sub-Phase: (All)

Project Type: (All) | Primary Funding Type: (All) | Customer POC: (All)

Date Requirements Finalized/Project Authorized/RWA Accepted: 6/11/2009 | Date Awarded (Lease, Construction, or Design/Build Contract): 10/8/2020, 5/5/2011, 12/30/2021

Current USF: 0 | Current RSF: 3,698,003 | Total Funding (All Sources): 4,910,467 \$0 | \$1,069,076,312



*Hover to see phase definition

Projects - National Summary

Projects Summary	
Project Type	
Repair and Alteration	37
N Type RWA - Projects Related to Build-out of Space and/or Services	16
New Lease	34
New/Replacing Lease	143
Succeeding Lease	27
Total Count	257

RWAs - National Summary



RWAs - National Summary

Open RWAs

RWA Type	Number of RWAs	Authorized Amount	Obligated	Remaining Balance	Billed to RWA
A	79	\$118,715,670	\$69,009,502	\$49,706,168	\$54,082,383
B	133	\$862,798,423	\$667,106,976	\$195,691,447	\$602,050,194
F	494	\$12,983,688	\$3,443,378	\$9,540,310	\$1,240,983
N	8,151	\$5,517,379,734	\$3,449,624,693	\$2,067,755,041	\$2,253,862,674
R	2,338	\$178,266,090	\$55,890,474	\$122,375,617	\$127,906,400
Total	11,195	\$6,690,143,605	\$4,245,075,022	\$2,445,068,583	\$3,039,142,635

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

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

RWA List

RWA Number	RWA Type	Building Name	Project Description	RWA Acceptance Date	Fund Expiration Date	Fund Year	Fund Type	Substantial Completion Date	Authorized Amount	Obligations	Remaining Balance
A	A	RON DE LUGO FED BLDG	This RWA funds the construction of the Vehicle Sallyport in the Ron DeLugo..	9/30/2010		2010	No-Year		\$1,207,118	\$1,206,998	\$120
A	A	HARRY S. TRUMAN	Main State Major Renovation of HST - Phase 1C and 1C Swing Space. The renovations re..	9/30/2003		2011	No-Year		\$14,562,491	\$14,401,397	\$161,094
A	A	JACOB K. JAVITS FB/C	3540_NY-0010 - 26 FED PLAZA (24TH FLOOR); , Amendment-1 adds functio..	12/24/2015		2019	No-Year	5/12/2020	\$7,942,490	\$7,939,464	\$3,026

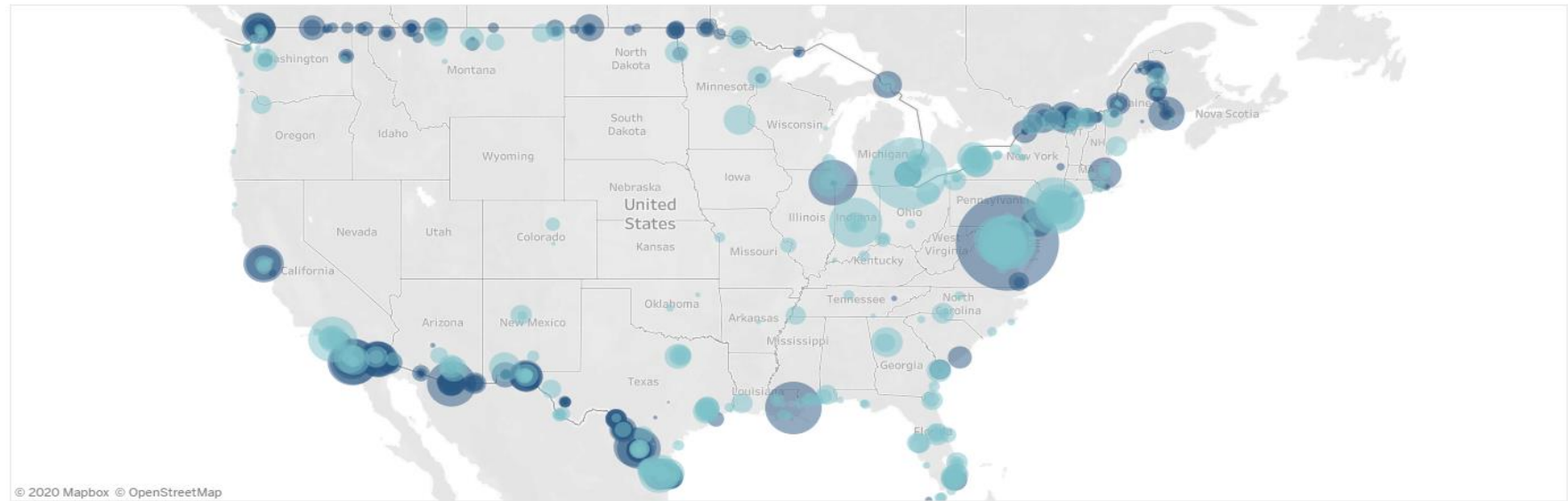
Occupancies - Locations/Concentrations

Occupancies- Statistics

Occupancies by Location

Hover over the map for the Navigation Menu

■ GSA-Leased
 ■ GSA-Owned



Occupancies - National Summary

Portfolio Summary

	OA USF	OA RSF	Count of Personnel	% of Space	OA Count	Number of Buildings	Non-Cancelable OA	Non-Cancelable OA RSF	ROI OA	ROI OA RSF	Surface Parking	Structured Parking	Total Parking
GSA-Leased	165,517,293	184,417,747	580,680	52.33%	10,274	6,914	2,424	56,853,080	6	0	231,124	76,682	307,806
GSA-Owned	124,704,300	168,015,293	393,339	47.67%	10,447	1,534	488	8,343,746	590	0	56,358	49,800	106,158
Total All Building Types	290,221,593	352,433,040	974,019	100.00%	20,721	8,448	2,912	65,196,826	596	0	287,482	126,482	413,964

Locations - Building Details

Building Details

Building Number

Building Number NY0059ZZ	Building Name FORT COVINGTON LAND PORT OF ENTRY	Facility Number	Facility Name
Address NYS ROUTE 37	City FORT COVINGTON	State NY	Zip Code 12937-9998
GSA Region 2	Total Building USF 3,991	Total Building RSF 5,668	Building Vacant USF 0
Building Surface Parking 0	Building Structured Parking 0	Building Total Parking 0	GSA-Owned GSA-Owned
Building Class GOVT OWNED LAND PORT OF ENTRY	Asset Predominant Use* UNIQUE	FRPC Real Property Use* Land Port of Entry	Security Level LEVEL 2
Building Historical Status National Register Listed	CBSA Title Malone, NY	Facility Manager maureen.lennon@gsa.gov	Congressional District NY21
Congressional District Representative Name Elise M. Stefanik	Total Customer USF 3,517	Total Customer RSF 4,994	Number of OAs 1
OAs in Building ANY01985			

**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



Rent - National Summary

Billed Rent by Fiscal Year

Fiscal Year

*Note: This filter only applies to the Billed Rent by Fiscal Year Table

		Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	YTD
Rentable Square Feet	6,971	353,204,538	352,373,382	352,897,541	353,653,626	355,107,175	354,301,905	353,647,936	353,665,329	354,190,086	
Usable Square Feet	6,657	291,054,663	290,310,954	290,755,198	291,294,208	292,685,553	291,849,340	291,325,726	291,309,888	291,782,466	
Parking Spaces (Structured + Surface)	3,994	413,447	411,539	412,770	412,517	414,175	415,165	414,280	413,971	414,351	
Parking Spaces (Structured)	5,128	125,112	125,483	125,223	124,592	126,531	126,386	126,186	126,482	125,804	
Parking Spaces (Surface)	8,866	288,335	286,056	287,547	287,925	287,644	288,779	288,094	287,489	288,547	
1. Shell Rental Rate	1,280	\$552,792,530	\$552,850,388	\$553,736,826	\$554,889,367	\$556,377,849	\$557,087,124	\$556,235,831	\$556,807,431	\$557,772,037	\$6,096,465,855
2. Amortized Tenant Improvement Used/General	0,069	\$28,828,542	\$28,903,088	\$29,129,356	\$28,983,004	\$29,030,533	\$27,043,035	\$26,104,353	\$25,153,901	\$24,244,607	\$305,131,959
3. Operating Costs	4,952	\$196,586,840	\$196,863,965	\$197,161,414	\$197,703,344	\$198,315,828	\$198,463,128	\$197,904,240	\$198,060,576	\$198,478,693	\$2,170,791,627
4. Real Estate Taxes	6,048	\$20,308,516	\$20,468,606	\$20,539,290	\$20,553,077	\$20,684,784	\$20,582,284	\$20,504,271	\$20,511,899	\$20,591,394	\$224,471,152
5. Amortized Tenant Improvement Used/Customization	4,882	\$11,099,002	\$11,314,566	\$11,383,286	\$11,290,266	\$11,345,198	\$10,916,247	\$10,834,775	\$10,603,672	\$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	\$35,430	\$35,430	\$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
9. Parking (9.a + 9.b)	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	\$187,021,249
9.a Structured Parking	4,444	\$13,779,038	\$13,862,521	\$13,799,066	\$13,615,344	\$13,950,679	\$13,969,494	\$13,923,763	\$13,967,281	\$14,023,346	\$152,347,693
9.b Surface Parking	4,427	\$3,191,626	\$3,138,330	\$3,142,731	\$3,155,175	\$3,134,891	\$3,137,051	\$3,139,143	\$3,131,398	\$3,141,147	\$34,673,556
10. Rent Charges for Other Space	6,644	\$787,363	\$784,239	\$783,709	\$853,707	\$847,821	\$855,233	\$853,833	\$854,201	\$854,095	\$9,065,501
11. PBS Fee	0,515	\$29,709,589	\$29,742,253	\$29,788,566	\$29,617,320	\$29,779,217	\$29,641,825	\$29,520,673	\$29,488,298	\$29,530,371	\$325,644,140
12. Pro Rata Joint Use Charges	7,259	\$11,925,111	\$11,861,149	\$12,103,928	\$12,077,075	\$12,082,455	\$12,035,995	\$11,982,831	\$11,964,745	\$11,973,523	\$131,863,786
Total Monthly Rent	8,911	\$873,570,559	\$874,380,548	\$876,238,451	\$877,407,263	\$880,280,442	\$878,471,796	\$875,744,825	\$875,296,633	\$875,855,013	\$9,623,094,755
14. Billing Adjustments & Corrections	0,751	(\$4,764,917)	(\$9,118,124)	(\$5,386,363)	(\$21,980,199)	(\$16,166,443)	(\$22,334,863)	(\$17,801,552)	(\$4,879,198)	(\$11,095,934)	(\$123,700,181)
15. Antenna	3,225	\$830,436	\$698,518	\$698,745	\$707,511	\$721,362	\$694,506	\$826,685	\$749,633	\$657,583	\$8,291,904
16. Reimbursable Services	7,180	\$1,775,936	\$1,601,678	\$1,737,054	\$1,875,131	\$3,204,804	\$1,912,398	\$1,968,801	\$1,649,585	\$1,254,385	\$19,136,414
Total PBS Bill	0,066	\$871,412,014	\$867,562,620	\$873,287,887	\$858,009,706	\$868,040,165	\$858,743,836	\$860,738,759	\$872,816,653	\$866,671,048	\$9,526,822,892

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.**

MAX.GOV LOGIN

Don't Have a MAX ID Yet? [REGISTER NOW](#)

HOME MANAGE PASSWORD CONTACT US

LOGIN WITH ...

PIV OR CAC CARD

LOGIN WITH YOUR PIV OR CAC

Remember to plug in your PIV/CAC card

Register a Secure+ SMS 2-Factor Device

LOGIN WITH PIV/CAC

MAX.GOV USER ID & PASSWORD

User ID

Password [Forgot, Set, or Change Your Password?](#)

Use MAX Secure+ SMS 2-Factor

LOGIN WITH USER ID



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 Fotopoulos

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

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