



GSA PBS Customer Forum

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Service Expectations in GSA Owned and Leased Buildings



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Presented by

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GSA's Authority

The U.S. General Services Administration Agency was created and established on July 1, 1949, by President Harry Truman who signed the Federal Property and Administrative Services Act into law.

Key Regulation

41 Code of Federal Regulations: Chapter 102, Federal Management Regulation

The FMR prescribes policies concerning property management and related administrative activities. GSA issues the FMR to carry out the Administrator of General Services' functional responsibilities, as established by statutes, Executive orders, Presidential memoranda, Circulars and bulletins issued by the Office of Management and Budget (OMB), and other policy directives.

Services Pricing Tool

PBS Pricing Guide 4th Edition

www.gsa.gov/rentpricingpolicy



Services Pricing Tool

Utilities

Standard Utilities and Maintenance and Custodial are based on a one-shift office operation, Monday through Friday, excluding federal holidays.

PBS provides a consistent heating or cooling temperature for 10 operating hours.

For buildings with 24 hours per day operation, PBS provides one 10-hour shift, Monday through Friday, excluding federal holidays.

Service beyond 10 hours is reimbursable.

Services Pricing Tool: Maintenance

Standard Services

- Building standard systems and operating equipment for heating and cooling, plumbing and electrical systems, elevators and escalators, safety and fire protection devices, equipment, and systems
- Building exterior, Sidewalks and driveways, Parking areas
- Directory board in building lobby
- Entrance and exit door locks and closures
- Other building standard equipment
- Building and floor common areas

Above Standard Services

- Service beyond 10 hours is reimbursable
- Repair, operation, and maintenance of tenant agency program equipment
- Frequent plumbing service calls for pantries, plumbing fixtures associated with laboratory use, and private bathrooms
- Uninterruptible power services.

Services Pricing Tool: Custodial

Standard Services

- Vacuuming, sweeping, and dusting
- Damp mop and spray buff resilient floors
- Emptying and hauling trash
- Servicing restrooms, lobbies, corridors, loading docks and platforms, and other common areas
- Washing windows (at least one washing per year)
- Carpet spot cleaning
- Snow and ice removal
- Lawn and grounds maintenance
- Integrated pest management

Above Standard Services

- Frequencies are not specified in the Spec.
- Special cleaning (above office standard).
- Total carpet cleaning
- Cleaning of Firing ranges & Sally ports
- Enhanced custodial services

GSA's Federally Owned Inventory

- 1,631 Federal Buildings
- 183.4 Million Rentable Square Feet
- Average of Federal buildings is 50yrs. old
- Overall Vacancy Rate 2.9%
- PBS Operates Buildings in all 50 states, 6 U.S. Territories and the District of Columbia
- Diverse Portfolio – Office buildings, Courthouses, Laboratories, Warehouses, Ports-of-entry and Data Centers

Core Property Management Services

- Operations & Maintenance and Custodial Specifications
- Energy
- Fire Protection & Environmental
- Guiding Principles and Sustainability
- Security (provided by DHS/FPS)
- Innovated Technologies

Other Property Management Services

- Child Care
- Overtime Utility
- Amenities: Concessions, Health Units, Fitness Centers
- Retuning Program
- Parking (where applicable)

Diagnostic Tools/Programs

- National Computer Maintenance Management System (NCMMS)
- Building Automation System (BAS)
- Rapid Building Energy and Water Assessments Program
- Advance Meter Program
- Energy Usage Analysis System (EUAS)
- SMART Building Program
- Overtime Utility Tool

Assessment Tools

- Tenant Satisfaction Survey
- Management Analysis Review System (MARS)
- NCMMS Work Order Survey
- Government Quality Assurance Survey Plan
- Contractor's Quality Control Plan
- Contractor Performance Assessment Report



FY18-19 GSA Strategic Goal

Strategic Goal: Save Taxpayer Money through Better Management of Federal Real Estate

1.2 Strategic Objective: Establish GSA as a More Effective Provider of Real Estate Services for All Agencies

Key Performance Goal: Provide building cleaning and maintenance at competitive costs. Improve tenant satisfaction with Government-owned and leased space

Website Resources

www.gsa.gov/facilitiesmanagement

The screenshot shows the GSA website's Facilities Management Overview page. At the top is a navigation bar with the GSA logo and menu items: TRAVEL, REAL ESTATE (highlighted), ACQUISITION, TECHNOLOGY, POLICY & REGULATIONS, and ABOUT US. A search icon is on the right. Below the navigation bar is a breadcrumb trail: Home > Real Estate > Facilities Management >. The main content area is divided into three columns. The left column is a sidebar for 'FACILITIES MANAGEMENT' with a sub-menu: Overview (selected), Child Care Facilities, Facilities Operations, GSA Smart Buildings, Security, and Tenant Services. The middle column features the 'Facilities Management Overview' section, which includes a paragraph about the Public Buildings Service (PBS) providing services to over a million federal workers, a paragraph about PBS managing 370 million rentable square feet in 8,603 buildings across the U.S., and a list of services: Smart Buildings, Child Care, Facilities Operations, Buildings Security and Policy, Tenant Services, Environment, and Energy. The right column contains 'CONTACTS' information for the Office of Facilities Management (202-501-3677) and a link to 'View Contact Details'. A grey box at the bottom of the middle column states: 'More information on bidding on facilities management services is available on the Bidding on Facilities Management Services page.' At the very bottom, a note says: 'The shortcut to this page is www.gsa.gov/facilitiesmanagement.'

Leased Buildings

Tracy Talbert

National Lease Management Program Manager
Office of Facilities Management

Lease Management Program Updates

- Updating Lease Management Desk Guide (LMDG)
- Updating Lease Management Customer Guide
- Lease Management Tool
- Revised Lease Inspection Form 500

*Current version of the
Lease Management Customer Guide
January 26, 2015*

Lease Management Desk Guide

Overview

- Lease Administration Manager (LAM) Major Duties
- New Leases
- Occupancy
- Security
- Lease Expiration and Termination
- Relationship Management
- Sustainability

Lease Administration Manager

Major Responsibilities

- Liaison to Our Customers
- Project Management
- Lease Contract Management



New Leases (LAM Responsibilities)

- **Pre-Occupancy & Transition**
 - Participates in meetings and completes assigned tasks
- **Service Contracts (Non-Fully Serviced Leases)**
 - Coordinate the procurement for the service contract
 - Deliver the completed scope of work and estimate for services to the Contracting Officer (CO)
 - Serve as the Contracting Officer's Representative (COR) for the service contract
- **Moves/Relocation (As Requested)**
 - Collaborate with the customer to develop the move SOW
 - Coordinate the procurement for the move contract
 - Follow applicable, established GSA project management procedures
 - Coordinate the physical move schedule
 - Serve as the COR for the move contract

Leased Space Occupancy

- Lease Inspections
- Cure Process
- Overtime Utilities
- Situations Requiring Immediate Action and Unresolved Service Calls
- Subsequent Repairs and Alterations
- Outleasing
- Child Care Program

Occupancy: Lease Inspections

- Conduct at least one inspection annually
- Transmit findings to the lessor, copying the Customer and LCO
- Verify satisfactory completion via re-inspection
- Deficiencies resolved?

Occupancy: Lease Inspections

- Deficiencies Resolved
 - Issue Close-Out Letter
- Deficiencies Not Resolved
 - Refer to the Cure Process

Occupancy: Cure Process

- Deficiencies Identified
 - LAM Issues Lessor a Deficiency Letter
 - Allotted time passes
 - The LAM re-inspects
- Deficiencies Uncured
 - LAM consults the LCO and determination is made
 - Cure Process triggered
 - LAM issues Notice of Non-Compliance letter to the lessor
 - Allotted time passes
 - The LAM re-inspects

Deficiencies are most often identified during the annual inspection

Occupancy: Cure Process

- Deficiencies remain uncured
 - LAM consults the LCO
 - LCO consults regional counsel and determination is made to continue the cure process
 - GSA issues Notification of Default - Final Opportunity to Cure letter to the lessor
 - Allotted time passes
 - LAM re-inspects

Occupancy: Cure Process

- Deficiencies remain uncured
 - LAM consults the LCO
 - LCO consults regional counsel and determination is made to continue the cure process
 - GSA issues Notice of Exercise of Lease Right – Commencement of Work letter to the lessor

Occupancy: Cure Process

- GSA Contracts for Work
 - GSA's Project Manager (PM) will proceed in accordance with the GSA action plan
 - The PM will monitor the completion of work until the deficiencies are resolved
 - LCO sends the Notice of Exercise of Lease Right - Deduction

Occupancy: Immediate Action

Situations that require immediate action include, but are not limited to, the following:

- Office or building conditions that pose a probable human health risk
- Building leaks and flooding
- Power outages
- Loss of the ability to temper the space for an extended period of time, or anything that prevents the use of the leased premises

Occupancy: Unresolved or “Escalated” Calls

- Standard service calls directed to and resolved by the lessor’s designated representative
- Contact the LAM when the lessor does not respond

Occupancy: Immediate Action

- When the LAM becomes aware of any situation that may be considered a building emergency, or receives an “escalated” service call, the LAM will complete the following five steps:
 - Notify
 - Notify the lessor immediately and document the notification by following up in writing
 - Notify the LCO/LS
 - Contact regional SME(s), as applicable
 - Confirm
 - Confirm the lessor takes appropriate action to remedy the situation

Occupancy: *Immediate Action* *con't*

- Consult
 - If the lessor does not remedy the situation in a timely manner, the LAM will consult the LCO/LS and collaboratively determine if the situation is a potential cure process trigger event
 - The LCO is ultimately responsible for making this determination
- Potential Cure
 - If it is determined this is a trigger for the Cure Process, the LAM will follow Cure Process protocol
- Close
 - Upon resolution, the LAM must document the file and close out the process by following up with the Customer and the LCO/LS

Lease Expiration and Termination

In situations where a lease term is ending, Customers and PBS engage in a Requirements Planning and Development Process to prepare to find the right solution:

- New or replacing lease
- Succeeding or superseding lease
- Move to federally owned space
- Closing the office

Lease Expiration and Termination

LAMs Responsibilities

- Inform customer of all requirements and coordinate moving equipment, furniture, etc.
- Coordinate with tenant agency, LCO/LS, lessor, property manager to schedule advance inspection.
- Coordinate final space exit inspection after the agency has vacated
- Take pictures or video to document condition of space
- Collect keys from tenant agency and return to lessor
- Complete GSA Form 1204 “Condition Survey Report”

Sustainability

- Partnership
- Recycling
- Green Purchasing
- Construction Waste Management
- Energy Star
- Green Building Certification
- Utility Consumption Reporting

Templates

- Cure: Notification of Non-Compliance Letter
- Lease Management File Checklist
- Lease Inspections
 - Inspection Checklist
 - Inspection Form
 - Letter Templates

Templates

- Occupancy Profile for Leases
- Sustainability
 - 5 Steps to a Good Building Recycling Program
 - Environmental Products and Recycling Letter
 - Leased Building Recycling and Waste Data Worksheet
 - Leased Building Environmental Products Worksheet

Questions?

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