



# Customer Guide to Real Property

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# Welcome

When you need real estate services, we want you to choose the General Services Administration (GSA). Our goal is to ensure that our services and practices meet or exceed any you find in the private sector. Acquiring and managing space and related services that meets your requirements is a collaborative process between you and GSA. An important part of this effort is informing you of our practices and programs.

## Introduction

To serve you better, GSA is developing guides for our customers making it easier and quicker to do business with us. These guides explain our broad range of services and offer guidance for using them.

GSA is improving its regulatory system by establishing the Federal Management Regulation (FMR) as the successor regulation to the Federal Property Management Regulations (FPMR). The FMR will provide Federal managers with regulatory materials they need to efficiently manage real property. The interim rule "Federal Management Regulation (FMR)" published in the Federal Register on July 21, 1999, explains the new system. The FMR contains statutorily prescribed requirements and policies on managing property and administrative services. Customer guides will provide the non-regulatory materials, such as guidance, procedures, information and standards now in the FPMR. Various parts of the FPMRs are still in effect until superceded by the FMR.

The Customer Guide to New Pricing explains the system for pricing our real estate services and the workspaces occupied by our client agencies. This Customer Guide to Real Property explains how to request, use and service space, and the programs associated with this.

This guide provides general information. Service may vary because of geographic location, local service customs and practices, unique building operations, temporary workload imbalances, and temporary budget constraints. Our regional and field officials can tell you more about these variables. As always, we strive to provide you quality service.

# How to Use this Guide

The chapters that follow are organized to make it easy to find answers to your questions. They cover the following topics:

## Chapter 1: Assignment and Use of Space

Requesting and developing space requirements are the initial step in meeting your space needs. This chapter explains how we work with you to locate and develop initial, expanding or reducing space requirements. It explains the use of existing Federal and leased space inventories, and consolidating, altering and building space.

## Chapter 2: Occupancy Services

We have mutual responsibilities in servicing and using space. This chapter describes the responsibilities, general service levels and occupancy services. We arrange for support services for you and your employees, including food facilities, dry cleaning, pay telephones, and health units. We also provide guidance for parking management.

## Chapter 3: Operating and Managing Buildings

This chapter defines the management services for cleaning, maintenance and utilities, as they relate to GSA and agency program equipment. It also addresses safety and handling occupancy emergencies. It references resource, energy, and utility contracting programs, and explains smoking guidance in public buildings.

## Chapter 4: Security and Law Enforcement Services

We are dedicated to providing the highest level of security necessary to protect Federal government workers, the public, and buildings. With everyone's continued awareness, commitment, and cooperation, today's security measures help build a safer tomorrow. This chapter explains types and standards of security, and your role in security and law enforcement.

## Chapter 5: Reimbursable Services

In addition to providing standard services, we can provide or arrange for additional services for a fee. By using GSA you get quick, high-quality services at a reasonable price. This chapter describes the additional services, how to order and pay for them, and the various methods we use to provide timely service.

## Chapter 6: Programs

Our expertise in providing you space extends to child care, historic preservation, and art-in-architecture. You benefit from our established relationships with other agencies, utility providers, and our knowledge of child care practices, Federal procurement, historic preservation and art-in-architecture program. Our years of experience and use of best practices gives us the advantage in delivering these programs. This chapter explains these programs and where to get additional information.

## Chapter 7: Environmental Management

Your health is important to us. Our goal is to provide environmentally safe space. In an ongoing effort to ensure this, we provide management for asbestos, radon, lead in water, lead-based paint, indoor air quality, hazardous waste, and underground storage tanks.

## Chapter 8: Delegations of Authority for Real Property

GSA does provide delegations of authority to agencies for specific services. This chapter outlines authorities you obtain from us or consult with us on, and ones already granted.

## Glossary

This is a glossary of commonly-used words and terms.

## Appendix A

This is a listing of website addresses where you can obtain more information on the subject.

## Plain Language Style

This guide is written in plain language style, which uses a question and answer format. It also includes pronouns that represent the following people or agencies, unless we state otherwise:

"We", "Us", and "Our" refers to the General Services Administration's Public Buildings Service.

"You" and "Your" refers to a Federal agency for which we provide a service. The definition includes an agency's senior executive and financial officers, managers and employees. In questions, "I", "Me" or "My" also references you because we assume you are asking the questions.

## Customers...

GSA employees have the experience, knowledge, and creative expertise to meet customers' needs in ways that are responsive to all, yet appropriate to each. Whether providing office space, knowing how to obtain the best available products and services, or creating policy, GSA is a trusted resource customers can count on for making smart choices. GSA identifies, adapts, and champions best business practices and is a leader in shaping the work environment of the future. Responding every day to the demands of a dynamic democracy, GSA never forgets its role in serving the needs of all Americans.



# Chapter 1: Assignment and Use of Space

## General Information

### **Will GSA work with me to find and deliver my space requirements?**

Yes, we want to work with you in determining and fulfilling your space needs. Our years of experience and expertise lets us do this effectively. We have current information on the statutes, regulations and other requirements affecting location, support services, and construction. By using us, you benefit from our established relationships with local real estate providers, and other local and national government and executive offices. Our knowledge results in time and cost savings for you. Together, we create a quality work environment that supports your mission.

### **What is GSA's policy for assigning and using space?**

In fulfilling your space needs

- We acquire and use Federally owned and leased buildings in the United States, Puerto Rico, and the Virgin Islands.
- We identify the mutual rights and obligations of our customers who request or occupy this space and issue standards and criteria for using it.
- We efficiently assign, and reassign space to Federal agencies and some non-Federal organizations by using our professional space design, delivery, and management techniques.

When analyzing your needs and assigning space, we base recommendations on local market conditions, available vacant space, statutes and regulations, principles of professional space management, and your mission. We satisfy new requests for space by first attempting to reassign available space in our inventory. If it's unavailable, we will acquire other space and work closely with you to ensure timely buildout and occupancy. We consider historic, architectural and cultural significance in our inventory and when acquiring new space.

If you plan to release assigned space to GSA, we advise you what remaining financial responsibilities you may have.

### **Do space requests in Washington, DC have other considerations?**

Yes. We follow the National Capital Planning Commission's regional policies to house your agency within the National Capital Region (NCR). These policies guide the development of strategic plans for housing Federal agencies within GSA's NCR.

### **What space delivery services may I get from GSA?**

Working with you, we provide

- Programming and layout services for initial assignments, expansions, or for moves



we initiate. These services are covered by our standard GSA fee package when leasing space or as part of Rent for Federally owned space. We also provide our services for other projects. There may be a fee for these. Our fees are comparable with the private sector.

- Long-range (master) planning, including macro programming, and preparing adjacency and stacking diagrams for prospectus-level projects we start. You also can request long-range planning studies. Depending on the study, you may need to reimburse our costs. If you lease space under a delegation of leasing authority, we keep you informed of our long-range plans for the community.

Once we develop your requirements and determine if your request will be satisfied in leased or Federally controlled space, GSA and you jointly develop a schedule to deliver the space to you.

For more information on GSA-provided services and funding responsibilities, refer to our Customer Guide to New Pricing.

### **How does GSA work with me to acquire space?**

You give us the information on your program and mission requirements. We work with you to develop and refine space requirements. We bring knowledge of the market and available space, Federal procurement, and innovative and proven methods of space design, resulting in efficient work environments.

Through early joint planning, we work with you to shorten and simplify the space delivery process and deliver your space at the most reasonable cost to the government.

We recognize that your needs may sometimes change during the space delivery process and we can accommodate whatever changes are necessary. However, these changes may result in additional costs to you.

## **Requesting Space**

### **Do I initially have to identify my space request by type or class?**

No. You describe your needs and we'll work with you in classifying the space. Space is classified for billing purposes.

### **How does GSA classify space requests?**

We use four classes

- **General use** – includes space for typical office operations, automated data processing areas, storage areas within office buildings, training and conference rooms, certain laboratories, judicial chambers, judicial hearing rooms, or courtrooms.
- **Warehouse** – space in buildings that are finished, heated, cooled, and serviced to lower standards than general-use space. Warehouses are mainly intended to

store personal property and equipment but may include up to 30% administrative office space.

- **Structured or unstructured (inside or outside) parking space** – measured by number of parking spaces, not in square feet.
- **Unique** – space with no comparable commercial market (for example, border stations and bird sanctuaries).

### **Do I need to give certain locations priority in requests for new space?**

Yes.

- The Rural Development Act requires that if your mission requirements do not specify location in a specific geographic area, first priority must be given to locating new offices and other facilities in rural areas. You must provide a written statement to us affirming that you have given first priority to locating in a rural area per the Rural Development Act. A justification is not required.
- As required by Executive Order 12072, whenever your mission and program require locating in urban areas, we must first consider central business areas (CBA's). We verify the boundaries of the CBA's with local officials and keep Federal, State, and local officials informed about our proposed acquisition of urban space.
- Executive Order 13006, requires that within CBA's first consideration be given to acquiring space in historic properties within the established geographic delineated area.

We work with you to find a location that meets your needs and complies with the statutes, regulations and executive orders.

### **What if I need space within an urban area but outside a central business area?**

First, you justify having any part of your geographic delineated area outside the CBA. At a minimum, justifications have to address one or more of the following:

- Efficient performance of the missions and programs of the agency.
- Nature and functions of the facility involved.
- Convenience of the public being served.
- Maintenance of safe and healthful working conditions for employees.

We then consult with city officials by notifying them in writing, giving them a chance to respond, and consider their recommendations and objections to the proposed space action. Occasionally you may be requested to provide additional information to Members of Congress and other officials supporting your location decision.

We survey your agency mission, housing, and location requirements within a community and include these considerations in community-based policies and plans.

The community-based plans include Federally owned and leased facilities at locations that represent the best overall value to the government. We confirm that we're

making the best use of available Federally controlled space and that established boundaries provide competition when acquiring leased space.

### **How does GSA review my request for space outside the CBA?**

We carefully review your justification in terms of requirements for consolidation or adjacency, as well as budget or other fiscal constraints on locating outside the CBA. We don't approve justifications based on executive or personal preferences or other matters that don't significantly affect your agency's efficiency or productivity.

As the procuring agency, we acquire space under applicable laws, regulations, and executive orders. We may consider whether restricting the delineated area to the central business area provides for competition when acquiring leased space. Whenever we determine an acquisition isn't restricted to the CBA, we may expand the delineated area after consulting with you and local officials. We continue to include the CBA in this expanded area.

### **How does GSA consider my employees when I ask to relocate?**

If you intend to relocate a major work force, we consider how your move will affect employees, including employees of low and moderate incomes. We consult with the Department of Housing and Urban Development based on our Memorandum of Understanding for employee relocation.

### **Are there any restrictions on leased space?**

Yes. We use Federally owned space whenever possible to meet requirements for computer and telecommunications operations, secured areas for national security or defense, or permanent court space for the judiciary.

Also, we may not enter into leases with an average net annual rental exceeding a specified threshold without congressional approval. Check with our regional leasing specialist for the current threshold since it escalates annually. If it is over the threshold, the Administrator of General Services determines in writing that the lease is necessary to satisfy requirements Federally owned buildings can't meet and submits reasons to the appropriate congressional committees.

### **What procedures do I follow to request space?**

Just telephone our regional office. Also call us if you have a delegation of authority from us. We may ask a few questions to verify the availability of Federally controlled space. If using this process, ensure your request adheres to your agency's internal guidance.

You need to provide us with the following:

- A written statement affirming that you have given first priority to locating in a rural area per the Rural Development Act

- The geographic area for your requirement.
- Estimated total square footage.
- How long you need the space.
- Who will occupy the space.
- Special building features that might limit suitable properties.

This information helps us determine whether suitable Federal space is available when you need it. Also, if we must lease space, your information enables us to start advertising and surveying markets, while we're working out other details.

You can find out more about available GSA-controlled space through the Real Property Information Clearinghouse. Appendix A has a website address to obtain this information. We will look for space in the private sector's real estate markets when space we control isn't available or suitable for your needs.

### **May I contact lessors, offerers, or potential offerers of space?**

We ask that you work with us first. You may not directly or indirectly contact lessors, offerers, or potential offerers, to represent, commit, or agree to

- Pre-negotiations of any type.
- Terms or occupancy of particular space.
- Tenant improvements, alterations and repairs.
- Payment for overtime.

### **If my requirements are fairly standard across locations, may I avoid processing a new request for each one?**

Yes. If you have consistent space requirements, you may standardize them in a Space Allocation Standard (SAS). Using a SAS is at your agency's discretion. Writing a memo to the Office of Business Performance to establish your SAS saves time for both of us while developing requirements. It may also help you control buildout costs.

## **How GSA Acts on Your Request**

### **Generally, how does GSA handle my request for space?**

- We review your requirements.
- We contact you to clarify any uncertainties or to obtain missing information.
- We search within your delineated area to determine if any suitable Federally controlled space is available.
- If no Federally controlled space is available, then we lease or build space.

If you are requesting additions to existing space, we will acquire or provide adjacent space whenever possible. Another Occupancy Agreement may be required.

We formalize your acceptance of the housing solution and the financial terms of your assignment in an Occupancy Agreement. This is accomplished prior to the

commencement of alterations or the award of any lease agreement.

## **Consolidating, Altering, or Building Space**

### **How does GSA determine whether to consolidate my space?**

We look for chances to consolidate your space whenever one or more agencies relocate to a single facility. Consolidation may involve filling existing space, or we may build, rent or buy new Federally owned or leased space. We take into account cost effectiveness and acceptability of the proposed consolidation to you and other agencies. Whenever possible, consolidations are planned to coincide with expiration dates on your Occupancy Agreement and lease. This timing reduces costs and negative effects on our customers.

If you agree to consolidate when your agreement expires, we address your relocation expenses in a newly negotiated agreement. Agency relocation expenses are an agency funding responsibility.

### **How does GSA decide whether to construct or alter a Federal building to meet my space needs?**

We plan to construct or alter Federal buildings whenever we can show it's the most prudent, economical way to meet your space requirements. We work with local officials to comply as much as possible with local zoning regulations.

### **Does GSA consider any special features in planning to construct or alter buildings?**

Yes. As examples our plans include parking for Federally owned, visitors', and employees' vehicles, taking into account local zoning and parking regulations. We also consider the availability of public transportation, as well as planned and existing public or private parking areas near your space.

We use design principles that minimize the consumption of resources and reduce harmful effects on the environment. This may be implemented through the use of such things as proper building orientation, efficient heating and cooling systems, use of natural lighting, and the use of recycled materials.

We incorporate fine art in designing selected new public buildings. Fine art includes painting, sculpture, and artistic work in other media that reflect the nation's cultural heritage and emphasize the work of living American artists.

We consider the historic and architectural significance and effect of properties when constructing or altering space. Alterations must be sensitive to the historic nature of your building and must follow the Secretary of the Interior's Standards for Rehabilitation if a historic property.

We include security floodlighting in designing some new public buildings. We design floodlighting to consume minimum energy and reflect and enhance the building's architectural aesthetics.

### **Does GSA help me match designs to my programs?**

Yes. First, we ensure your agency space requests meet

- Nationally recognized building and performance codes, standards, and specifications.
- Objectives for security.
- Objectives for safety and health.
- Special features of local codes whenever appropriate.

Then, we ask you about your staffing and program activities, including major changes projected for the next five years, so we can match designs to your needs. Upon receiving our request for information, you'll also be asked to

- State how much net space you occupy in the community for which we're planning the project.
- Itemize the square footage needed for each agency function.
- Detail any special structural or mechanical facilities you may need, such as built-in and fixed equipment for laboratory, clinical, or other special uses.
- Include the locations where you need to retain space.

### **What does GSA consider in selecting a building site?**

In selecting a building site, we try to meet your needs. The sites also foster the Federal government's programs and policies, and consider the impact on the communities in which we're located. Our priorities are to

- First consider rural areas unless you designate an urban need.
- Consider sites in historic districts and central business areas (CBA's).
- Use government-owned land as much as possible whenever it's adequate, economically adaptable to your requirements, and properly located.
- Focus on land near a Federal building that is well located and retained for long-term occupancy.
- Consider other suitable sites in established civic or redevelopment areas that are well planned and properly financed, under development, and insured.
- Support local community efforts to revitalize CBA's and neighborhoods by working with community officials to identify suitable sites.

We also consider the availability of housing for employees with low to moderate incomes. This housing must not discriminate because of race, color, religion, or national origin. Our agreement with the Secretary of Housing and Urban Development requires them to report on the availability of this housing near buildings we may construct or lease, whenever our actions may significantly affect a community's social structure or economy.

## **What design and construction approach does GSA use for Federally controlled properties?**

GSA is committed to excellence in the design and development of its sites and buildings. This integrated approach achieves the highest quality of design in meeting your requirements for the building's use and accomplishing your mission while delivering a building that is cost-effective to maintain throughout its useful life and a lasting architectural legacy serving the American people for many decades.

The GSA Design Excellence Program was formally initiated in 1994 and the Construction Excellence Program in 1998. These programs ensure GSA's long-term commitment to excellence in public architecture, engineering, and construction.

The selection of private sector architects and engineers who design GSA facilities is based foremost on their talent, creativity and ingenuity. The entire architect/engineer (A/E) design team demonstrates its ability to satisfy the comprehensive project development and management requirements of the Federal Acquisition Regulation (FAR).

The Design Excellence program realizes the objectives of the Guiding Principles of Federal Architecture. The program incorporates peer professionals in the selection of A/E design teams and the review of proposed designs. The peers professionals are distinguished architects, engineers, landscape architects, urban designers, public arts administrators, design educators, and critics from across the Nation.

The Construction Excellence Program ensures that GSA's construction program delivers exceptionally well-built facilities economically, efficiently, and professionally. Like the Design Excellence Program, the Construction Excellence Program depends on a strong working relationship with the private sector design and construction community. It's important that construction projects are delivered on time and within budget.

Factors considered when designing and constructing buildings are

- Flexibility and adaptability
- Art-in-Architecture
- Energy Performance
- Integrated workplace and Productivity.

For more information on design and construction visit the Office of the Chief Architect's website. The address is listed in Appendix A.

The Administrator of General Services may delegate authorities to other executive agencies to contract for professional engineering, architectural, and landscaping services if your project is a Federally owned building.

## **Appealing GSA's Recommendations and Decisions**

### **May I appeal GSA's recommendations concerning my delineated area?**

We strive to balance your needs and regulatory requirements. In those instances when



you are still not satisfied with GSA's recommended delineated area you may request a review. In these cases, we continue developing requirements and other activities related to your request for space, but we don't issue a solicitation to satisfy it until all reviews are resolved.

If your space is smaller than 25,000 square feet, you may ask for a review by writing to the appropriate Assistant Regional Administrator of the Public Buildings Service. Include facts and other considerations that justify your proposed delineated area. The Assistant Regional Administrator issues a final decision within 15 working days.

If your space is 25,000 square feet or larger, send your written request for a review to the Commissioner of the Public Buildings Service at 1800 F Streets, NW, Washington, DC 20405. An interagency council makes the final decision. This council consists of the Administrator of General Services and the Secretary of Housing and Urban Development, or their designees, plus other Federal officials the Administrator may appoint.

## Using and Releasing Space

### **How does GSA evaluate my use of assigned space?**

As a service we evaluate your space and offer recommendations on using the space more efficiently. We also identify space for potential release or reassignment, if you're unable to justify keeping it. We give you a written summary of significant findings and recommendations, plus data concerning improvements you or we may be planning.

As noted earlier, we screen new requests for space against vacant available space. By consulting with you, we determine whether vacant space is suitable before trying to acquire new space.

### **Does GSA ask me for information about my assigned space?**

We may ask for other information about assigned space to determine space utilization, or to answer requests from the Office of Management and Budget, Congressional committees, interest groups, or other organizations. We will explain the need for and intended use of the information at the time of the request.

### **May I keep an assigned space after my Occupancy Agreement (OA) expires?**

Unless your Occupancy Agreement states otherwise, assume you may need to move when it expires. Occupancy Agreements for leased space usually end when the lease expires. Due to long-term needs for your space in a Federally owned building you may have to move when your Occupancy Agreement expires. We begin discussing your requirements for replacing, expanding or reducing your space at least 18 months before your agreement or your lease expires. At that time, we will consult and explore with you all possibilities including maintaining current space, expanding or reducing.

## What must I do if I want to release space before my OA expires?

Except in non-cancelable space, you send a written request for release to our regional office at least 120 calendar days before the estimated release date. Non-cancelable space is not released less than 120 calendar days before the estimated release date. Your request includes a description of the space, a floor plan, and the estimated date of release.

When you release space, you may still have certain financial responsibilities. See the table below for typical obligations

Whenever you . . .	You must . . .	Until . . .
Release any type of marketable space	<p>pay for remaining, unamortized alterations</p> <p>pay Rent and related expenses</p>	<p>you reimburse us in full.</p> <p>the later of 120 calendar days after you receive your release notice or you vacate the space, and until a new tenant backfills the space.</p>
Release any type of marketable space and don't notify us at least 120 calendar days before your proposed release date	pay space charges	<p>the earliest of these three dates:</p> <ul style="list-style-type: none"> <li>• 120 calendar days after the date of your release notice</li> <li>• the date we reassign the space.</li> <li>• the date your Occupancy Agreement expires.</li> </ul>
Release "non-cancelable space"	<p>pay Rent and related expenses that we can't mitigate</p> <p>All obligations to pay future year Rent and related expenses are subject of availability of funds; GSA may require you to request additional funds.</p>	<p>the earliest of these three dates:</p> <ul style="list-style-type: none"> <li>• the date our lease expires.</li> <li>• the date we reassign the space.</li> <li>• the date the costs are eliminated.</li> </ul>
Commit in an Occupancy Agreement or other document to occupy cancelable space, but don't occupy that space	<p>pay Rent and related expenses</p> <p>All obligations to pay future year Rent and related expenses are subject of availability of funds; GSA may require you to request additional funds.</p> <p>pay the cost to alter the space for another tenant</p>	<p>120 days from the date of your notice.</p> <p>you reimburse us in full.</p>

## Requests for Special Kinds of Space

### **Do I need to contact GSA about short-term conference or parking needs?**

We encourage you to ask us about the availability of space in our inventory for short-term conferences and meetings. We may be able to help you find space. You don't need to send us your requests for short-term parking. Usually, we can't negotiate parking rates that are more economical than you can get directly, and parking rentals aren't part of a typical office lease.

### **What if I need space in a building owned by the United States Postal Service?**

We have a Memorandum of Agreement (MOA) with the United States Postal Service (USPS) and can arrange for your space needs, pending availability of suitable space.

### **What is GSA's process for setting up a physical fitness center?**

We work with you to establish the center in a single or multiple-tenant building. In a multi-tenant building, we identify a lead agency (often, the major tenant) to coordinate the request for a fitness center. We help you in developing the space requirements. All tenants can use the physical fitness center. This is joint use space and Rent is assessed among the tenants.

### **What is GSA's process for establishing a child care center?**

You may allot space in Federal buildings for child care services to Federal employees. We provide the typical features and furnishings for child care centers. To develop a center, we need your request and commitment to pay Rent for it. We also must complete an assessment to make sure the center is feasible and has enough employee interest. (For more information, see the section on child care centers in Chapter 6.)



# Chapter 2: Occupancy Services

## Responsibility and Levels of Services

### How does GSA support my occupancy of buildings or space?

We provide, or arrange for, services in Federally controlled space. These services are explained throughout this guide.

### What are my responsibilities during my occupancy?

You help manage buildings by

- Using utilities economically.
- Following facility procedures and regulations.
- Keeping your space neat and clean.
- Taking reasonable precautions to avoid accidents and fires.
- Documenting and reporting hazardous or unhealthy conditions.
- Documenting and reporting the use and storage of hazardous materials.
- Promptly reporting crimes and suspicious circumstances to law enforcement.

### What level of services does GSA provide?

We provide services equal to commercial standards. You can request and may receive services below or above these standards.

### What services and standards does GSA provide in Federally owned buildings?

We provide

- Safe assigned space, absent unnecessary risks to your employees and visitors.
- Cleaning and maintenance at service levels equal to those for similar space in commercially leased buildings.
- Repairs and replacements of building equipment and structure.
- Protection to ensure the physical security of occupants and visitors, safeguard the government's property interests, and maintain order.
- Ready access for persons with disabilities to your assigned space. We provide building standards, and prescribe and enforce guidelines under certain statutes, regulations, and executive orders.
- Parking spaces.
- Extra services and space alterations with reimbursement from you.

The funding and costs of these are defined within your Occupancy Agreement. By mutual agreement, we may delegate authority to you to operate, maintain, or repair parts of your assigned space. This delegation may include services that if performed by GSA they would be reimbursable, such as space alterations.

### **Does GSA consider energy management in providing services?**

Yes. We manage energy to reduce consumption and costs in Federally owned facilities. We efficiently operate and maintain space, make cost-effective repairs and alterations, incorporate design features to reduce each building's life-cycle cost, and ensure continuity of services through contingency planning.

### **Does GSA follow national standards for space and equipment?**

We follow national standards whenever possible but may adopt other standards for space and systems in Federally controlled facilities to comply with statutes, reduce costs, or better meet government objectives.

### **What services and standards does GSA offer in leased buildings?**

Standards for space and services in Federally leased buildings are equal to those for Federally owned space. We alter, improve, and repair leased buildings according to our responsibility under the lease.

We may authorize you to acquire services or alterations as provided in the chapter on "Reimbursable Services".

### **When does GSA inform me of space alterations and building repairs or changes to standard levels?**

We consult with your space and facilities representatives whenever we propose substantial alterations or repairs, or whenever we significantly change level of standard services. We consider your comments before we make final decisions and ask your representatives to join us in planning alterations, repairs, and changes in services.

## **Contract Food Services**

### **How does this program work?**

We may contract with commercial companies and corporations to offer you a choice of high quality, food services. Our contracting methods, facilities, and innovative market approaches give you quality and very competitive services.

### **What services does GSA offer?**

To help you get quality food services, we

- Plan food-service concepts and designs.
- Operate services based on the market environment, building populations, and your mission needs.
- Run completely furnished facilities.

- Award and administer contracts.
- Provide operations that meet safety, health, and sanitation codes, laws, and regulations. Under the Randolph-Sheppard Act, we ensure that blind people get priority for the operation of food and vending facilities on all Federal property.

### **How do I get these services?**

Call us. We assess your food service needs considering availability of food service in or around your facility. We then develop the proper level of service while consulting with you to make sure you receive the best food possible.

## **Retail Services**

### **What is the retail services program?**

Several Federal statutes give us the authority to offer Federally controlled space for commercial and cultural activities. We developed Retail Services to help lease this space by bringing together retail developers and Federal facilities staffs. We work with you to offer pedestrians easy access, which is critical to the profitability of retail ventures.

### **What retail services are found in Federally controlled space?**

- Food, craft, and dry goods stores
- Restaurants
- Financial (including ATMs) and other services
- Parking
- Rooftop and ground equipment placement
- Pay telephones
- Light industrial and display facilities

### **What if someone from the private sector approaches me about leasing space?**

Contact us. We will investigate the offer.

## **Randolph-Sheppard Program**

### **What is the Randolph-Sheppard Program?**

The Randolph-Sheppard Act of 1936 provides blind people with gainful employment, enlarges their economic opportunities, and encourages their self-support by operating vending machines and facilities in Federally owned and leased buildings. Vending facilities include snack bars with food service, sundry stands, or vending machines.

The Department of Education administers the Act. They delegate operations to the States through State Licensing Agencies (SLA). SLA's certify people as eligible for



participation in the program, train them in all aspects of food service, and provide equipment and initial inventories for vendors. Participants are self employed, small-business owners.

### **How does GSA implement the Randolph-Sheppard Program?**

Our facilities staffs make sure blind people get priority in operating vending facilities and vending machines. We then

- Administer, and ensure compliance with all provisions of the Act, its regulations, and its procedures within the space under GSA control.
- Notify the SLA whenever we can locate a vending facility because newly renovated, acquired, owned, or leased space will have 100 or more occupants, at least 15,000 square feet of total area, and at least 250 square feet for vending.
- Review the SLA's request for a permit. If all parties agree on the terms and conditions, the permit is issued for an indefinite period. If the SLA breaks the terms of a permit, we can suspend or cancel it.
- Pay for normal cleaning, maintenance, and repair of the building's vending area.

This is joint use space and Rent is assessed among the tenants.

### **What services does GSA offer through the State Licensing Agency?**

To make sure you get the highest quality of service, we

- Plan food-service concepts and designs.
- Provide vending areas and food-service facilities based on the market environment, your building's population, and your mission needs.
- Offer services competitive with the market.
- Issue and administer permits.
- Provide operations that meet codes, laws, and regulations for safety, health, and sanitation.
- Resolve problem issues.

### **How do I get these services?**

We assess and develop your vending requirements with the State Licensing Agency (SLA) and as required by law. We also consult with you. After our facilities staff determines the right levels of service, we build out the space, including finished walls, floors, ceilings, lighting, plumbing, and electric.

The State Licensing Agency—or the SLA through an assigned blind vendor—

- Designs and lays out the vending area and provides equipment, including the vending machines.
- Installs, modifies, and removes vending facilities. Cleans and sanitizes the vending equipment.
- Stocks the vending area with products they and we determine are suitable. Examples

are newspapers, magazines, periodicals, publications, candy, snacks, beverages, other services or items, and chances for lotteries authorized by the State.

## Pay Telephone Program

### How does this program work?

GSA contracts with commercial telecommunications companies to provide pay telephone service in Federal and leased space occupied by Federal agencies where such service is viable.

## Federal Employee Health Program

### How does this program work?

We work under a Memorandum of Understanding (MOU) with the Public Health Service in establishing Federal Employee Occupational Health Programs. Whenever we're developing your space requirements, we'll discuss your participation in this program.

If you're the only occupant of a building, we usually don't offer you services. Instead, you arrange for them directly. If you occupy the building with other tenants, we arrange for a health care facility through the Public Health Service if

- The building has enough people.
- We've arranged to centralize health services.
- Other Federal medical facilities aren't available.
- The number of participants and needs justify its costs.

We develop services, space, and equipment as we assess your total space needs. You reimburse us yearly for each employee housed in the buildings we own or operate. This is joint use space and Rent is assessed among the tenants on a prorata basis for Health Care Units. The Department of Health and Human Services charges for this service, and we pass the costs on to you.

The Public Health Service

- Helps determine whether you need an occupational health facility.
- Plans, develops, operates, and administers the program with reimbursement from you.

### How many people must work in my building to warrant a health unit?

If you're the only tenant, your agency must employ at least 300 people. For a building with multiple tenants, at least 300 Federal employees must work there during normal duty hours. Normally agencies use other units in close proximity to their location, such as the agency's headquarters facility.

## **How do tenants get these services?**

Under the MOU, our contracting officers or facilities staffs with delegated authority and your officials with authority to obligate funds for occupational health services may order these services. When requesting tasks under the MOU be sure you include these items in your order

- Your agency's location code
- The appropriation number and accounting classification transaction number
- Memorandum of Understanding number
- Task agreement number (the facilities staff issues this number)
- The not-to-exceed dollar amount of the task agreement
- Name, address, and telephone number of contact person
- Scope of services or work
- Performance period
- Payment arrangement—one-time or quarterly

## **What does the health service include?**

Service may consist of

- Examination, diagnosis, and first treatment of minor injuries or illnesses, even those not related to the job. If requested, an employee may transfer to a nearby physician or hospital at government expense, for example by taxi.
- Treatment and medical care while on the job.
- Routine administration of screening examinations and immunizations, treatments, and medications.
- Preventive health services, such as reporting health hazards in occupations or work environments.
- In-service examinations that you determine are necessary, such as voluntary exams to maintain employees' health while on duty.
- Pre-employment examinations.
- Employee Assistance Program.

## **What costs does the tenant need to reimburse?**

We base your reimbursable costs on three main things

- A summary of all costs required to operate the health service unit
- The number of your employees
- A comparison of local medical economics (such as nurses' wages)

We prorate reimbursement costs for the health unit for the number of customer employees. Special conditions and abnormal health or accident risks, such as those in laboratories, may increase your cost per employee.

## Parking Areas

### What are GSA's parking requirements?

Parking facilities must be compatible with your neighborhood's character and consistent with local planning requirements. We work with you to ensure the parking facilities don't adversely affect the use or appearance of property, nor can they create traffic hazards.

As necessary, or at your request, we may hire someone to regulate and police your parking areas as reimbursed by you. We'll consult with our main occupants before changing procedures. Regulation and policing may include

- Issuing traffic rules and regulations.
- Installing signs and markings for traffic control. (Signs and markings conform with the Department of Transportation's manual on uniform traffic-control devices).
- Issuing tickets for parking violations.
- Immobilizing or removing illegally parked vehicles.

Whenever we control use of a parking space, you'll need to display parking permits on privately owned vehicles, other than those authorized to use designated visitor or service areas. We may waive this requirement for parking areas in which available spaces regularly exceed demand.

If you own a vehicle converted to burn propane, you can't park it in an underground area unless you show the occupant agency and facilities staff the installer's certification that indicates the installation methods and equipment meet National Fire Protection Association Standard No.58.

### Does GSA allow anyone else to be responsible for parking?

We may transfer responsibility for managing, regulating, and policing parking areas to you by agreement or to lessors or parking managers under contract.

### Who allocates and assigns official parking spaces?

We ensure parking spaces are available. We may, by agreement, ask you to allocate and assign spaces for your agency or assign these tasks to boards, commissions, and similar groups. The number of official spaces depends on the needs of occupant agencies.

### How does GSA assign priority to parking spaces in controlled areas?

We reserve official parking spaces, in the following order of priority, for

1. Official postal vehicles at buildings containing the U.S. Postal Service's mailing operations.
2. Federally owned vehicles used to apprehend criminals, fight fires, and handle other emergencies.
3. Private vehicles owned by Members of Congress (but not their staffs).

4. Private vehicles owned by Federal judges may be parked in those spaces assigned for the use of the Court, with priority for them set by the Administrative Office of the U.S. Courts.
5. Other Federally owned and leased vehicles, including those in motor pools or assigned for general use.
6. Service vehicles, vehicles used in child care center operations, and vehicles of patrons and visitors. (You provide spaces for handicapped visitors whenever your business requires them.)
7. Private vehicles owned by your employees, using spaces not needed for official business.

### **Who determines the number of employee parking spaces for each facility?**

We normally determine the total spaces for employee parking in each parking area based on availability after priority needs are met. In major metropolitan areas, we may decide that allocations by zone would make parking more efficient or more equally available.

We allocate parking spaces in proportion to your share of building space, office space, or total employee population. In some cases we may allow someone else to determine proper reallocations among agencies. An example would be a board of representatives from agencies sharing space.

We try to improve the use of parking areas as much as possible by

- Doing surveys and studies.
- Periodically reviewing allocations of parking spaces.
- Sending parking information to agencies.
- Offering parking for ridesharing.
- Using stack parking whenever appropriate.
- Employing contractors and concessionaires to manage parking.

### **Do I assign parking spaces to my employees?**

Yes. You assign the spaces we allocate to you, using the following order of priority or based on your agency's policies, if there is not a conflict

1. Severely handicapped employees, who may need to show you medical justifications
2. Executives and people who work unusual hours
3. People who drive and ride in vanpools or carpools
4. Your employees who use their private vehicles for government business at least 12 days per month and who qualify for reimbursement of mileage and travel expenses under government travel regulations
5. Your employees driving their own vehicles

If we've allocated parking spaces by zone, you can work with us to issue other rules. To carry out these assignments, you may need to consult with recognized labor organizations.

## **Who establishes and maintains rideshare programs?**

You develop and maintain ridesharing programs. We encourage you to make available as many parking spaces as possible for vanpools and carpools because ridesharing conserves fuel and reduces traffic congestion, air pollution, and the demand for parking spaces.

## **What else should I do to establish fair, efficient parking for my employees?**

- Keep written procedures for assigning parking spaces. Consider using our recommended provisions for reviewing assignments, enforcing compliance with regulations, and enforcing penalties for misrepresentation on applications.
- Promote ridesharing by coordinating your employees' arrival and departure times.
- Reserve parking areas for bicycles in satisfactory, secure space. Don't allow riders to carry bicycles onto elevators or stairways, or park them in offices.





# Chapter 3: Operating and Managing Buildings

## Building Cleaning, Maintenance, and Utilities

### What is GSA's standard for cleaning space?

We provide cleaning for assigned space equal to commercial cleaning for similar space. This standard includes:

- Vacuuming, sweeping, and dusting.
- Emptying trash.
- Servicing restrooms, lobbies, corridors, and other common areas.
- Servicing loading docks and platforms.
- Washing windows.
- Controlling pests.

Cleaning above this standard is reimbursable.

### Does GSA repair carpets?

We only repair carpets in common/public areas. Repairing and replacing carpet within the tenant usable area is your responsibility. We may provide these services with you reimbursing us for the cost. You also pay for repairing or replacing carpet damaged because you request a space adjustment, such as removing partitions or floor outlets, or ask to move.

### Does GSA remove snow from around buildings and in parking areas?

Yes.

### What is GSA's standard for maintaining space?

We maintain all of the following according to laws, codes, regulations, and industry standards

- Building 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
- Grounds, sidewalks, and driveways
- Parking areas
- Directory boards in common and exterior to your space
- Door locks and closures
- Signs on common areas and outside your building
- Other building equipment

We maintain all food service activities according to the 1999 or most current version of U. S. Food and Drug Administration Food Code and local regulations.

### **What does GSA mean by standard operation for maintenance?**

Standard maintenance is based on a one-shift operation (10 hours without startup and shutdown time, or 11 hours including these times). If you operate 24 hours per day, we provide one 10-hour shift, 5 days a week (Monday through Friday). Service above this standard is reimbursable. For example, you reimburse us for additional maintenance on equipment to operate a 24-hour computer room.

### **If I pay for my building's operating equipment, does GSA maintain it?**

Yes. If you pay for a building's operating equipment, we maintain it based on nationally recognized standards. We're referring here to all operating equipment—no matter who pays for it—needed for adequate environmental conditions or services in a provided building or space.

### **If GSA installs special equipment to support my programs, do I have to pay for its maintenance?**

Yes, you reimburse us for maintaining this “customer program” equipment and its support space or conditioning. Examples are uninterrupted power systems (UPS), motor generator sets, laboratory equipment, and special-purpose incinerators and elevators. Supplemental heating, ventilation, and air-conditioning for computer rooms are reimbursable. Both portable and permanent equipment fall under this category.

### **If GSA pays to move or install my customer program equipment, must I maintain it?**

Yes. Even though we pay to move or install your customer program equipment, you operate or maintain it. Examples include UPS, mobile filing systems for employees' files, special health equipment, or computers.

### **May I modify operating equipment associated with my space?**

You may ask us to modify operating equipment but not if the change

- Exceeds the building's design loads or the capacities of electrical, mechanical, and protection systems.
- Harms the performance of building systems.
- Creates safety or health hazards.

### **May I modify buildings or operating equipment without asking GSA?**

No, we approve these modifications. The approval applies to moving or installing

unusually heavy equipment, even if you're proposing to do the work yourself. You may also need our delegation of authority. You can contact our facilities staff to ask for a modification.

### **May I use or install electrical appliances without GSA's approval?**

No. We approve use or installation of electrical appliances, such as heaters, refrigerators, coffeepots, and microwaves.

### **Does GSA schedule painting for public areas and my space?**

We paint public space in Federally owned facilities every three years or as needed. Painting in your space is scheduled by you. You reimburse us for painting your space.

### **Who raises and lowers United States flags?**

We arrange for United States flags to be raised and lowered at appropriate times for GSA controlled space.

### **What does GSA mean by standard operation for utilities?**

Standard utilities are based on a one-shift operation (10 hours without startup and shutdown time, or 11 hours including these times). If you operate 24 hours per day, we provide one 10-hour shift, 5 days a week (Monday through Friday). Service above this standard is reimbursable. Submit above standard utility requests to our facilities staff for approval.

## **Handling Occupancy Emergencies**

### **What is an occupancy emergency?**

An occupant emergency is an event that may require you to be evacuated from your occupied space or relocated to a safer area. The emergency may include a fire, explosion, discovery of an explosive device, severe weather, earthquakes, chemical or biological exposure or threat, hostage takeover or physical threat to building occupants or visitors.

### **What preparations do I need to take?**

You need to have established these four things

- Occupancy Emergency Program
- Occupancy Emergency Organization
- Occupancy Emergency Plan
- Designated Official

## **What is an Occupancy Emergency Program?**

This is a program that establishes procedures for safeguarding lives and property in and around the facility during emergencies.

## **What is an Occupancy Emergency Organization?**

This organization is a group of employees from your agency who carry out your emergency program. If you reside in a multi-agency building, the employees are usually selected from the largest agency.

## **What is an Occupancy Emergency Plan?**

The emergency plan is a set of procedures to protect life and property in Federally occupied space under defined emergency conditions. We work with you to develop this plan.

## **Who is the designated official?**

The designated official is the highest-ranking official in a Federal facility or another person agreed on by all tenant agencies. In the absence of your designated official, he or she selects an alternate designated official(s) to carry out the duties.

## **Who establishes and maintains the emergency plan?**

The designated official establishes, develops, applies, and maintains the plan. This person also establishes, assists in staffing, and trains the emergency organization that includes your agency's employees.

## **What is GSA's role in Occupancy Emergency Programs?**

Our role is to

- Help in establishing and maintaining the plans and organizations.
- Offer policy guidance about the emergency program.
- Review plans and organizations annually.
- Help train employees and other people for emergencies.
- Ensure proper administration of the program.
- Provide technical people to operate utilities, such as generators, and protective equipment for the Occupancy Emergency Organization.
- Ask the lessor, in leased space, to help develop and carry out the Occupancy Emergency Plan.
- Chair the Building Security Committee unless an interagency agreement or our delegation of authority says otherwise.

## **When does the designated or alternate official activate the Occupancy Emergency Plan?**

The designated or alternate official(s) activates the plan if experience warrants doing so, if people or property is in immediate danger, or if the official gets advance notice of an emergency.

## **Who represents the designated official after normal duty hours?**

The senior Federal official present represents the designated official or alternate and handles emergencies according to the plan.

## **Safety, Health and Fire Protection**

### **What does GSA do for safety, health and fire protection?**

We provide you space that meets or exceeds the Occupational Safety and Health Act (OSHA) standards and our own guidance.

### **What must I do for safety, health and fire protection?**

To support this program, you

- Appoint a liaison for safety, health and fire protection who can represent you in dealings with us to resolve any injury or damage.
- Establish your own procedures to maintain health and safety.
- Ensure that you keep your space as safe as possible and your operations meet OSHA standards.
- Inspect your space periodically according to Executive Order 12196 and 29 CFR 1960.
- Maintain good housekeeping practices to reduce risks of accidental injuries and fires. Always keep clear exits, accesses to exits, and accesses to emergency equipment.
- Ensure all draperies, curtains and other hanging materials are non-combustible or flame-resistant.
- Ensure free standing partitions and space dividers are limited combustibles (not to exceed a smoke development rating of 450) with flame-resistant fabric covering.
- Get authorization from your agency's officials and us before bringing hazardous, explosive, or combustible materials into our buildings.
- Cooperate with us to develop and maintain fire-prevention programs.
- Train and educate employees to
  - Use protective equipment.
  - Take precautions for fire safety.
  - Participate in at least one fire drill each year.
  - Keep facilities in the safest possible condition.

## **How do I address a facility related accident?**

You

- Report the accident immediately to our facilities staff.
- Investigate the accident.

## **Who corrects hazardous conditions in GSA-assigned space?**

We correct hazards in this space, including those in building features, fixtures, and systems. We correct hazards in space for common, joint, and public use.

You correct hazards associated with your operations, flooring, furnishings, equipment and practices that supports your programs.

## **Conserving Resources**

### **Who manages recycling in my space?**

We operate the GSA Recycling Program nationwide through our regional offices. We recycle the office waste stream, such as paper, bottles and cans, whenever there is a viable market. We are expanding our program to comply with Executive Order 13101 and include such items as toner cartridges, pallets, batteries, scrap metal, and fluorescent lamps and ballasts. Our regional offices manage their programs based on market conditions in their regions.

### **Whom may I ask about recycling issues?**

Please direct your questions about the recycling program to our Regional Recycling Coordinator. Appendix A has a website address on recycling where you can find information on the Regional Recycling Coordinators.

### **Does recycling earn money for the government?**

Yes. Our regional offices negotiate sales contracts with vendors for typical office waste, so we receive income from its sale. At the end of each fiscal year, we distribute the net proceeds to the head of each agency for its use.

### **Does GSA prefer that I use certain products or practices to protect the environment?**

Yes, we recommend you use Environmental Protection Agency (EPA) published Comprehensive Product Guideline (CPG) and Recovered Materials Advisory Notices (RMAN) items, Environmentally Preferred Products and Practices (EPP), or Biobased Products—items or practices that lessen harm to human health and the environment.

Examples are recycled materials, such as paper with recycled content, recycled paint and carpet, toner cartridges, recycling containers, and plastic desktop accessories and office waste receptacles with recycled content.

The Environmental Protection Agency (EPA) publishes recommended items and practices in 40 CFR part 247. You are required to buy these products or justify variations in writing. We conform to EPA's guidelines.

You can find out more about these products and practices from our Regional Recycling Coordinator.

### **Are there Federal authorities that I should be aware of that concern resource conservation?**

Yes, for example, the following authorities address recycling and resource conservation issues and practices.

- The Resource Conservation and Recovery Act
- Executive Order 13101, "Greening the Government Through Waste Prevention, Recycling, and Federal Acquisition"
- Executive Order, 13123, "Greening the Government Through Efficient Energy Management"
- Executive Order 13134, "Developing and Promoting Biobased Products and Bioenergy"
- Executive Order 13148, "Greening the Government Through Leadership in Environmental Management"
- Energy Policy Act of 1992

## **GSA's Energy Program**

### **Who manages the GSA energy program?**

Our Energy Center of Expertise in Kansas City, Missouri, applies principles and practices for managing energy in buildings the government owns and operates nationwide. The Energy Center's program includes buying utility services, assisting in the design of new buildings, assisting in the retrofitting of buildings, enhancing building operations, and making tenants aware of energy management.

### **Whom should I ask about energy issues and how my agency can help save energy?**

First, try our Regional Energy Coordinator at the regional office building. You also can go to the Energy Center's website. The website address is in Appendix A. It describes our energy programs and lists people to contact.

To learn more about how you—as an agency manager or employee—can help conserve energy, contact our Regional Energy Coordinator for a copy of our energy-management handbook, "A Program to Reduce Cost and Protect the Environment."



## **Does GSA have new programs for managing energy and saving money?**

Yes, especially in managing utilities, where we can now choose from several power suppliers. **Competitive contracts** save us a lot of money because we can combine agencies' usage to get the best price. Restructuring of electric utilities also allows us to seek renewable power and other applications for our buildings. For example, we can buy "green power" equipment and install solar roofs to reduce green house gas emissions and thus protect the environment. To find out what you can do, contact the GSA Regional Energy Coordinator.

## **Utility Contracting Services**

### **Can GSA save me money in buying utilities?**

Yes. We negotiate area wide contracts with utility providers for Federal agencies. We now have these contracts with more than 100 companies in 41 States and the District of Columbia. These companies provide electricity, natural gas, steam, water, and sewage services that include transmission, connections, technical support, and commodities.

Our area wide utility contracts save you time and money. You avoid the costs of preparing, negotiating, and administering single-point contracts. We do all the general contract administration including getting the annual subcontracting plans for small and small disadvantaged businesses from the suppliers. You need only to specify your utility requirements on individual delivery orders and then administer the orders.

Utility suppliers also benefit from using our area wide contracts. They save staff time by using the acquisition procedures of a single Federal agency, which reduces the time needed to review contract formats.

We can also save you money if you need to negotiate a contract for a single location (called a single-point contract).

### **When must I use an area wide contract and when may I not use one?**

If your annual spending is above the simplified acquisition threshold, the Federal Acquisition Regulation (Part 41) requires you to use available area wide contracts. Exceptions are when service is available from another Federal agency or the government benefits from getting services under a single-point contract.

If you need several single-point contracts from the same supplier, and if that supplier doesn't have an area wide contract, notify our Public Utilities Division to see if we can negotiate one.

You can't use an area wide contract when more than one utility company offers the same services in an area. In this case, you open your service requirements to competition and use a single-point contract.

## **What do GSA area wide contracts do?**

Our contracts contain the general terms and conditions of utilities service, all applicable Federal clauses, and simple, standardized procedures for ordering services.

Area wide contracts allow you to negotiate special rates and satisfy any unusual utility requirements through special arrangements included in an addendum to your order form. They usually last for 10 years and may be renewed. Delivery orders under them may also cover up to 10 years.

## **Can GSA help me negotiate a utility contract at a specific location?**

We offer technical help for negotiating single-point contracts when no area wide contract exists. A single-point contract is for utility service at a specific location.

## **May I negotiate my own 10-year, single-point contract?**

If your agency qualifies, we'll delegate 10-year statutory authority to sign single-point contracts for a particular building. For example, an agency contracting officer would request this delegation where there isn't an area wide contract available. You may not receive this delegation if you have only one-year contracting authority.

## **Can GSA help me buy deregulated utility services?**

If you need natural gas service, we can provide it or advise you on setting up contracts with local utility companies and other sources, such as wellhead and gas marketers. We'll also help you buy electrical services, as they become deregulated in your state.

## **Does GSA help ensure that I get fair rates for utilities?**

Yes. If you believe you're paying unfair rates, we can help you through rate intervention. We represent you in utility proceedings with Federal and State regulators by sponsoring expert witnesses, cross-examining witnesses of opposing parties, and filing legal briefs containing the Federal position.

## **Do GSA contracts finance energy-saving projects?**

Many of our contracts can finance conservation and environmental projects from energy savings and rebates. Appendix A has a website address for obtaining more information on how to award an utility financed energy project in the Utility Area Wide Users Manual.

## **Where can I find more information about utility services?**

For information on competitive contracts, area wide contracts and delivery orders, delegation of contracting authority, help in completing single-point contracts, or rate intervention, please call the Public Utilities Division at (202) 501-5543 or write to

U.S. General Services Administration  
Energy Center of Expertise  
Public Utilities Division (PNU)  
Washington, DC 20405

Appendix A has a website address to obtain complete information on our public utility program and services.

## **Smoking Policies and Areas**

### **What is GSA's policy on smoking in Federal workplaces?**

We follow Executive Order 13058, "Protecting Federal Employees and the Public From Exposure to Tobacco Smoke in the Federal Workplace". This means a smoke-free environment for employees and visitors. The Executive Order prohibits smoking of tobacco products in interior space in owned, rented, or leased space, and in outdoor areas near air intake ducts.

### **Does the policy allow any exceptions?**

Yes, the no-smoking policy doesn't apply to any of the following

- Enclosed smoking areas exhausted directly to the outside, away from air intake ducts. We maintain these areas at a negative air pressure to contain tobacco smoke within them. You can't require workers to enter these areas during business hours while people are smoking. Smoking areas are only provided per your request and you fund the costs.
- Residential space for people living in a building owned, leased, or rented by the Federal government.
- Parts of Federally owned buildings leased, rented, or otherwise provided entirely to non-Federal parties.
- Private or other non-Federal places of employment in which a Federal employee works permanently or intermittently.

You may establish limited, narrow exceptions needed to complete your agency's mission if you write them out, get your local agency head's approval, and protect nonsmokers from exposure to environmental tobacco smoke. No one may delegate authority for these exceptions.

## **How do I determine where to locate smoking areas?**

Make sure you

- Separate smoking and non-smoking areas.
- Consider the views of employees in the building and their representatives, including the health issues involved. You may establish more stringent guidelines.
- Restrict smoking at doorways and in courtyards if your evaluation shows this restriction is necessary to protect workers and visitors from environmental tobacco smoke.
- Monitor and control designated smoking areas and identify them with installed, uniform signs that read "Designated Smoking Area." We furnish and install the signs on or near doors entering these areas, so we don't have to display signs prohibiting smoking in every room of a building.

If you are in a multi-tenant building, we encourage you to work with other tenants to designate smoking areas.

## **Does the smoking policy apply to me if I'm in the Judicial Branch?**

The policy applies to the Judicial Branch for space you occupy in buildings we control. We may consider the Federal chief judge in a local jurisdiction comparable to an agency head. If so, he or she may establish exceptions for Federal jurors and others. As an exclusive representative for employees, your agency must meet obligations under the Federal Service Labor-Management Relations Act. In all other situations, consult directly with employees.



# Chapter 4: Security and Law Enforcement Services

## Types of GSA Services

### **What security services does GSA provide to protect Federally owned or controlled buildings?**

We deliver integrated law enforcement and security services to all Federal buildings—including office buildings, courthouses, border stations, and warehouses—that we own, control, or lease. Our customers reimburse us for these services through direct billing (see description under “Do I pay for security enhancements?” in the Security Standards section below).

Our services include

- A visible uniformed presence in our major Federal buildings.
- Responding to criminal incidents and other emergencies.
- Installing and monitoring security devices and systems.
- Investigating criminal incidents.
- Conducting physical security surveys.
- Coordinating a comprehensive program for occupants' emergency plans.
- Presenting formal crime prevention and security awareness programs.

We also provide police emergency and special security services during natural disasters such as earthquakes, hurricanes, and major civil disturbances—as well as during man-made disasters, such as bomb explosions and riots.

### **What specific services does GSA offer me as a customer?**

Our FPS Police Officers perform foot or vehicular patrols, and in some locations, motorcycle and bicycle patrols. These officers patrol facilities to prevent or detect crime and assist facility tenants and visitors in major cities. These officers

- Respond to service and emergency calls and provide backup to other law enforcement officers.
- Conduct preliminary investigations of incidents.
- Capture and detain suspects.

Our Law Enforcement and Security Officers are skilled in both physical security and law enforcement duties. Uniformed officers can provide protection services for Federal facilities in remote locations.

We supplement the uniformed officer force with Contract Security Guards. They are mainly responsible for access control at entrances and exits to facilities.

Our Criminal Investigators investigate crimes committed on property we control and exchange intelligence information with other Federal, State and local law enforcement agencies.

Our Physical Security Specialists conduct assessments and make security recommendations for Federal facilities. They can provide security awareness programs to tenants and coordinate programs for Occupant Emergency Plans.

Our Equipment Specialists design, install, repair, and maintain building security systems. Our Electronic Technicians develop cost estimates, prepare specifications, and inspect security and access control systems. These systems may be funded by GSA or on a reimbursable basis.

### **What communication facility does GSA use to protect Federal facilities, tenants, and visitors against criminal activity?**

We use communication and dispatch networks, called Megacenters, to provide uninterrupted emergency communications for police business and for our customers.

These Megacenters can

- Handle police communications and dispatching.
- Monitor security alarms, such as intrusion, duress or hold-up alarms.
- Communicate during elevator emergencies.
- Monitor alarms for environmental and building hazards, such as high/low temperature or high/low pressure.
- Administer alarm and dispatch activities.
- Back up regional radio dispatches.

### **What special security services does GSA provide buildings with child care centers?**

Our main concern is the security of children in our child care centers. Each child care center located in GSA-owned or controlled space, is included in our physical security assessment survey process, ensuring they meet at least the minimum security standards of the Department of Justice's Vulnerability Assessment of Federal Facilities (June 28, 1995). We conduct assessments on different cycles depending on your building's security level. Also, FPS assists child care directors in obtaining applicable forms, fingerprint cards, and fingerprinting locations, for FBI review and state repositories for prospective workers.

### **Does GSA administer guard contracts in Federal facilities?**

We administer guard contracts and monitor and regularly inspect these to ensure we're getting the quality of service contracted for. Our regional people ensure contractors and their employees comply with our Contract Specifications and Information Manual, including meeting the medical, physical, firearms, and training qualifications. For each contract guard post, our regions write the orders for the post and provide duty books containing general information, special orders, instructions, emergency instructions, and telephone contact lists, to meet the specific needs of that particular facility.

## Security Standards

### What are the minimum standards for security in Federal facilities?

The minimum standards vary with five security levels established by the Department of Justice's Vulnerability Assessment of Federal Facilities (June 28, 1995). The level depends on your building's size, number of employees, use, and required access to the public. We determine your building's final security level based on threat intelligence, crime statistics, and your agency's mission.

The five security levels are

**Level I** – this facility has 10 or fewer Federal employees. In addition, the facility likely has 2,500 or less square feet of office space; and a low volume of public contact with only a small part of the population. A typical Level I area is a small “store front” operation such as a military recruiting office.

**Level II** – this facility has between 11 and 150 Federal employees. In addition, the facility likely has from 2,500 to 80,000 square feet; a moderate volume of public contact; and Federal activities that are similar to commercial activities.

**Level III** – this facility has between 151 and 450 Federal employees. In addition, the facility likely has from 80,000 to 150,000 square feet and a moderate or high volume of public contact, and may include tenant agencies that may manage government records and archives.

**Level IV** – this facility has more than 450 Federal employees. In addition, the facility likely has more than 150,000 square feet; a high volume of public contact; and tenant agencies that may include high-risk law enforcement and intelligence agencies, courts, and judicial offices.

**Level V** – this is a building, such as the Pentagon or CIA Headquarters, that contains mission functions critical to national security. A Level V is similar to Level IV in terms of number of employees and square footage. If you are a tenant in a Level V building, you must secure the site according to your own requirements. We don't provide security and law enforcement at this level.

### How does GSA determine which physical-security services apply to my facility?

We rely mainly on recurring security assessments, on-site inspections and evaluations of risks, threats, and vulnerabilities at a facility. We conduct assessments on different cycles depending on your building's security level:

**Level IV** – every two years

**Level III** – every three years

**Level II and Level I** – every four years.



However, facilities will be assessed outside of scheduled times if

- Building Security Committee (see description under “Your Role” below) requests an assessment.
- Change in building or tenant population has occurred.
- Major renovation project has occurred.
- Threat is identified against an agency residing in the facility.

After completing the assessments, our Physical Security Specialists consult with your Building Security representatives to discuss the findings and help analyze your vulnerability to threats and the crime level in your building. In some instances, a representative from our Office of Portfolio Management attends the Building Security Committee's meeting to address questions about future prices and Rent. We validate current or proposed security enhancements and thoroughly discuss costs with you.

### **Do I pay for security enhancements?**

You pay for security enhancements as part of Rent or by submitting a reimbursable work authorization (RWA) to us. Security enhancements result in building specific additional Rent charges. Individual agencies are responsible for the costs associated with their desire for security over and above the level determined for their building. You'll pay for additional security charges through RWA's.

The services included in the basic service charge are control center dispatch and alarm monitoring, criminal investigations, and protection activities. Security assessments, occupant emergency plan development, coordination of Building Security Committees, and crime prevention assessments and presentations are included in protection activities.

The types of services included in the building specific portion of a tenant's Rent are security guards and maintenance of security systems. Costs vary by location and only locations with contract guards and/or security systems are charged. Charges include administrative and overhead costs. Building-wide capital expenses are currently paid for through RWA's.

## **Your Role in Security and Law Enforcement**

### **What is a Building Security Committee (BSC)? How does my agency participate in the BSC?**

Since security needs vary by location, even among facilities at the same security level, the Department of Justice's (DOJ) Vulnerability Assessment of Federal Facilities established the BSC as a formal mechanism for addressing security concerns at each facility under GSA control. The BSC should consist of representative(s) from each of the Federal agencies occupying the building. We also designate a FPS Physical Security Specialist to assist your BSC and to evaluate the building using the DOJ standards. The BSC then sends us its recommendations and cost estimates for changes to meet these standards. Your BSC also ensures that people follow proper security practices in your building and that employees receive training on your Occupant Emergency Plan and

security awareness. If you are uncertain if your agency has BSC representation, you can contact our local FPS regional office.

### **How often should a BSC meet to ensure security standards are adequate?**

The BSC must continually evaluate standards to make sure they protect your facility. Normally, our Physical Security Specialists conduct routine security assessments and then share, discuss, and validate findings with the BSC during a regular meeting. But the BSC should meet whenever tenants or your agency's mission changes.

### **Whom do I call in an emergency or to get more information about FPS services?**

In an emergency, you should call the appropriate Megacenter. For general information on the services, contact our regional or local FPS office. Appendix A has our website address to obtain more information on our services.



# Chapter 5: Reimbursable Services

## What reimbursable services does GSA provide?

We provide, or arrange for, service beyond standard services. These may include

- Special security services, such as guarding, controlling entry and exit, inspecting packages, and security patrols.
- Designing, installing, maintaining, and operating electronic systems such as intrusion-detection devices, duress-holdup alarms, and remote monitoring systems.
- Utilities for special equipment, or when you need extra heating, ventilation, and air conditioning.
- Adjusting your space for convenience when moving activities within your assigned space.
- Janitorial and other services.
- Space alterations.
- Space refreshing (new carpeting, wall treatments and fixtures).
- Construction, alterations, installation, operation, maintenance, and repair for your program equipment, and space adjustments for these installations.
- Services of audio visual operators and other technicians in using auditoriums, conference rooms, and your special equipment.
- Designing offices, planning your use of space, and helping to install office automation.
- All functions of leasing building space, and associated land, if you have independent leasing authority and request GSA's assistance.
- Services beyond hours of operation, such as heating, ventilation, and air-conditioning.

## Ordering Reimbursable Services

### How do I order reimbursable services?

You may call, fax, email, tell us in person, or write us. You no longer have to submit a signed authorization before we discuss your requirements. Once we've defined the service or scope of work, you can order services by having an authorized agency official complete a Form 2957, Reimbursable Work Authorization (RWA) or by using a government credit card.

An RWA is a binding agreement between our agencies. Your certifying official who has the authority to order services and commit your agency to pay approves the request on the RWA, as do we.

Blanket RWAs can be established for simple, easily defined requests. You can order reimbursable services against a blanket RWA and pay by credit card. Examples are installing a new electrical outlet, making keys, extra cleaning, or various other reimbursable services under \$2,500.

If the form is confusing or you have questions, please contact your local facilities staff.

## **What if I want to change an RWA?**

To change an RWA, you amend it by preparing a new GSA Form 2957. Annotate the RWA number being amended, mark "Modification" in block 8, and change the information in the appropriate blocks. The signature, name and date of your authorized representative certifies the validity of the order and the availability of funds.

## **How does GSA tell me the status of my request once I've ordered services?**

You may request confirmation that we're providing the services for requests other than alterations, such as overtime utilities and above-standard cleaning from our facilities staff.

For large or complex alteration projects, you may request a project communications plan to say how you want us to communicate. We can deliver details in writing, conference calls, or formal presentations.

## **Paying for Reimbursable Services**

### **How does GSA determine the price on my Reimbursable Work Authorization (RWA)? Can the price or final cost change?**

Prices are based on estimates developed by our staff. Prices can change if you request a change from your original requirements. An amended RWA is required for fixed price RWAs and, may be required for cost reimbursable RWAs. We bill fixed price RWAs according to the price on the RWA or amended RWA. We bill cost reimbursables on our final cost.

### **How do I pay for my RWAs?**

For simple requests costing \$100,000 or less, you may pay by government credit card, or we can bill you for the services. We bill you monthly on your card unless you request a different billing term. Unless you ask otherwise, we bill RWAs for less than \$25,000 when the project is complete.

For requests over \$100,000, the method of payment depends on your agency's authority and our mutual agreement of payment method.

### **May I spend or redirect unused money from an RWA?**

Yes, if you meet the following tests

- Your appropriated funds are legally available for the purpose you're redirecting them to.

- You have a bona fide obligation or need for this purpose.
- You have the authority to obligate the appropriated funds.

Having met all these tests, you may amend an RWA to spend unused funds, or redirect the money submitted to us under an RWA to another one.

You may “reprogram” to any project for which the funds are made available. This action technically isn’t reprogramming; it’s de-obligating and re-obligating money within the same appropriation. If you have excess annual or no-year funds available under an RWA, you may ask us to apply the money to other legal purposes before the funds lapse. But once funds lapse, you can’t redirect them to new work.

### **May I pay GSA in advance for reimbursable work?**

Yes, we accept advance payments for services, as long as you certify on the RWA that the expense is legitimate, the money is legally available for your stated purpose, and you clearly define the scope and associate the money with a specific building or project.

### **May I order directly against indefinite delivery, indefinite quantity contracts (IDIQ) or unit price agreements?**

You may order against indefinite delivery, indefinite quantity (IDIQ) contracts or unit price agreements to alter space in GSA-owned and leased buildings.

### **May my direct orders or contracts for space alterations be for any amount of available money?**

No. For individual orders, or combinations of orders for a single alteration project, you may not exceed the simplified acquisition threshold. This restriction is authorized by 41 CFR 101-20.106 –2(b) or other such authority issued in a later publication. The simplified acquisition threshold is defined in 41 U.S.C. 252a. Also, you may not split orders to get around the limit.

### **How do I order against indefinite delivery, indefinite quantity contracts (IDIQ) or unit price agreements?**

Send the names of your proposed ordering officials to our facilities staff, who submits them to our contracting officer. Our contracting officer designates your ordering officials in writing and authorizes contractors to accept orders from them. The officer also states in writing to your ordering officials their responsibilities, authorities, and limits under the contracts and agreements.

To fulfill your responsibilities, make sure

- You negotiate with contractors **only** for items priced under IDIQ contracts or unit price agreements.
- Your ordering officials get a written review of your project from us and give our

facilities staff a copy of the ordering and final-payment documents.

- You inspect and certify that the contractor satisfactorily completes the work and complies with the contract.
- You complete all necessary paperwork to support the final payment document: GSA Form 1142, Release of Claims; GSA Form 2419, Certification of Payments to Subcontractors and Supplies; and written certification that you've inspected and accepted the work.

### **How do I order if no contracts or agreements exist?**

You send us a written request for approval. Once we've approved the request, you may contract directly for services, up to the simplified acquisition threshold for each project. To do so, follow these steps

- Send us the complete scope of work and contract specifications when your contractor submits a request for review and approval.
- Make sure your project includes reviews by our regional safety staff. If you contract for security systems, submit the design work to our regional Federal Protective Service Division for review.
- Inspect and certify that the contractor has satisfactorily completed your ordered work.
- Make sure the completed work conforms to our fire and safety standards.
- Submit as-built drawings to our facilities staff within 30 days of completion of the work.

### **May GSA correct contracted work after it is under way?**

Yes. We have the authority to inspect work and require its correction if the project doesn't comply with our fire and safety standards, disturbs normal functioning of building mechanical systems or disturbs other occupants.

# Chapter 6: Programs

## Child Care

### What is GSA's Child Care Program?

Our Child Care Program enables families of Federal employees to receive high-quality child care in over 100 centers within our managed space throughout the United States. The Child Care Operations Center of Expertise, within the Public Buildings Service, oversees the program. The Center of Expertise's staff and Regional Child Care Coordinators throughout the country also offer guidance to our customers.

### How does GSA have the authority to provide this service?

Title 40 of the United States Code, Section 490b, as amended, gives us the authority to establish child care centers. The section of the code, known as the Tribble Amendment, requires that at least 50% of the children enrolled in a center be children or dependents of Federal employees. The remaining enrollment is usually open to the general public, but Federal employees always have priority.

### How does GSA promote quality child care?

We believe a quality early childhood program will meet the needs of the children and adults in the program. A quality program promotes the physical, social, emotional, and cognitive development of children everyday. To help guide this quality effort we require that all centers become accredited by a national independent organization.

The National Academy of Early Childhood Programs is the accrediting body for all centers operating in space under GSA's control. The Academy is a division of the National Association for the Education of Young Children (NAEYC.)

Accreditation requires that a program's administrators, staff, and parents evaluate their program and make improvements. Once these are made NAEYC visits and reviews the program for standards of program quality. Accreditation examines key areas of an early childhood program

- Appropriate interactions among teachers and children
- Developmentally appropriate curriculum
- Communication among teachers and families
- Professional administration
- Professional development for staff
- Stable staffing
- Clean, well designed physical environment
- Proper attention to health and safety
- Good nutrition and food services
- Established procedures to evaluate the program



## **How safe are GSA's Child Care programs?**

We consider safety a key to planning, designing, and locating, and operating our child care centers. Our designs for space and playgrounds meet or exceed standards GSA Child Care Center Design Guide and applicable state and local building codes. All staff meet requirements for criminal history employee background checks under section 231 of Public Law 101-647, Crime Control Act of 1990.

## **How does GSA's Child Care Program work?**

We work with Federal agencies and non-profit boards of directors to establish child care centers where there is a demonstrated need. We help the boards to select high-quality child care providers to operate within our space. We take advantage of the best available child care resources in local communities and use formal licensing agreements to establish the conditions for use of government space and services to provide child care for our employees.

## **What does the Child Care Program provide?**

Through our network of child care coordinators, we

- Provide the tools to ensure quality programs, including start-up materials; guidance on designs, health, and safety; and program reviews.
- Provide information and other technical guidance and oversee development and operations throughout the life of your child care center.
- Offer resources to governing boards, organizing committees, Federal agencies, child care providers, and staff.

## **How does GSA determine the need for a child care center?**

We gather information by surveying employees to determine the expected population, the size of the center, the ages of children needing care, and the hours of operation and types of services people want. We also survey the market—the availability of child care services and tuition costs. We compile the surveys' results into a study that also considers use rates and acceptable size for a center. If there is sufficient employee need, agency support and appropriate space, we plan a child care center.

## **What is my responsibility for a child care center?**

You pay us Rent for the child care space. You may also provide phone lines, office equipment, and other equipment defined in the Tribble Amendment (40 U.S.C. §490b). You can designate your agency's rebate from recycling to support the tuition assistance program and you may support your employees by giving them official time to serve on the board of directors. Your employees can help with marketing and fundraising to support the center.

### **If I'm the single tenant in a building, how do I get a child care center?**

Call us to help evaluate the feasibility of a successful center. We'll discuss converting some of your existing space or finding new space. In addition, you need commitment from your agency's top managers because they're the key to providing money for development and overall continuing support. You then form an organizing committee that works with our Child Care Coordinator to establish a center.

### **If I'm a tenant in a multi-tenant building, how do I get a child care center?**

Call us to discuss the feasibility of a center and the need to get a commitment from each tenant's top managers, so everyone agrees they want a child care center. In addition, make sure the tenants are willing to pay Rent, provide personnel for the organizing committee and board of directors, and commit money and time to training these people. At this point, we'll help you form the organizing committee and put together the rest of the pieces to establish a child care center for your Federal community.

### **May I work with other agencies to sponsor a child care center?**

Yes. If you jointly want to sponsor a center, you need to work with the sponsoring agencies to develop common understandings documented by a memorandum of understanding (MOU). The MOU, signed by the agencies, shows how you'll share in developing and supporting the center. This memorandum should establish priorities for board participation and enrollment.

### **Who locates and evaluates space for my child care center?**

We find, design and build out the space for your child care center according to the Child Care Center Design Guide.

### **Who provides building services to my child care center?**

Unless you operate in a delegated space, we provide cleaning, utilities, and security. If you operate in delegated space and your delegation agreement requires it, you provide the above services in your space. As a delegated agency, you maintain a child care center as part of your agreement to operate and maintain the building.

### **Who buys equipment for my child care center?**

We furnish and equip the center to the extent allowed in the Tribble Amendment (40 U.S.C. §490b), including repair and replacement items. In a single-tenant or delegated space, you may have this responsibility if your delegation agreement requires it.

## **Why is GSA involved with the child care center in delegated buildings?**

Title 40 U.S.C. §490b requires us to oversee and help child care centers in space we control, including delegated agency-controlled buildings. We've established consistent standards for all centers. A delegated agency agrees to manage its building's daily operations according to our standards.

## **Who renovates child care centers?**

In non-delegated space, we renovate these centers. In delegated space, the delegation agreement determines who handles repairs, but delegated agencies usually do all minor repairs to maintain a continuously safe environment. Examples are repairing door hinges or fixing frayed carpet.

## **Who operates child care centers?**

Boards of directors or private providers provide child care services for your children. They use Federal space to operate the child care center under a revocable license agreement, which includes terms and requirements for using our space and for providing quality child care.

We don't directly manage any centers in GSA-controlled space. Because 40 U.S.C. §490b doesn't authorize direct management, you would have to determine that your agency has the specific statutory authority and resources to directly manage a child care center.

## **What is a board of directors and what kinds of people should it include?**

The board of directors is a local, voluntary, not-for-profit organization incorporated in its State to govern a child care center.

Federal employees and people from outside the Federal community can be board members, but the best-working boards

- Are of a manageable size—between seven and eleven members.
- Have representatives with expertise in several key areas—administration, finance, fundraising, and child development or early childhood education.
- Have members with a long-term commitment to the center.

## **What does the Parent Advisory Committee do?**

This committee provides information for parents and the center, raises money, and provides volunteers. A committee representative typically serves as a liaison for the parents by serving on the board of directors or working directly with your agency.

## **What must the child care provider do?**

The child care provider

- Operates a high-quality child development program.
- Markets the program. The board of directors helps by easing access to electronic mail, employee newsletters, and activities.
- Obtains and maintains liability insurance for the center.
- Hires and trains the staff.
- Collects tuition.

## **May anyone instruct the board or provider to require a certain curriculum?**

Centers follow NAEYC guidelines on appropriate curriculum to become accredited by NAEYC under the signed licensing agreement with us. The search committee or the board of directors may discuss curriculum with the agency prior to the selection of the provider.

## **How much do parents pay for child care?**

Parents pay fees to cover tuition for care in the centers. Tuition rates vary according to geographic location, services offered, hours of care, size of the center, and other criteria.

## **How can parents get help with tuition?**

We require each board or center to have a tuition-assistance program, so the help varies from center to center depending on the available money.

## **Can I use appropriated funds to subsidize tuition costs?**

Yes, Public Law 106-58, the Treasury and General Government Appropriations Act, Fiscal Year 2000, section 643 authorizes you to use appropriated funds for lower income Federal employees in FY2000 only, however this may be extended. Check with the Office of Personnel Management who is issuing guidance on this.

## **Can child care centers fundraise on Federal property?**

A child care center, through its board of directors or parent organization (if incorporated and certified as a tax-exempt organization) can conduct a wide range of fundraising activities on and off Federal property. The Office of Personnel Management has issued a clarifying memorandum "Special Solicitations for Child Care Centers located at Federal Installations" allowing fundraising activities outside of the Combined Federal Campaign (CFC). You can seek additional guidance on fundraising from your regional child care coordinator.

## **Where can I get more information?**

You can go to the Child Care Operations Center of Expertise website for a list of contacts, resource materials, and a list of centers. Appendix A has the website address.

## **Historic Preservation**

### **Why should I be concerned with historic buildings?**

Many buildings were built to reflect the permanence of the Federal government, using quality materials and solid construction to last more than a century. Rehabilitating older buildings is a rapidly expanding market because of the benefits of the construction type, aesthetics, and locations in city centers. Federal policy directs us to lead in preserving and being a steward of historic resources in order to inspire and benefit present and future generations. Whenever we reuse and preserve historic buildings, they retain their economic value and help revitalize communities.

### **Where does GSA's basic policy on historic preservation come from?**

The National Historic Preservation Act (NHPA) is the cornerstone of this country's policy on historic preservation. NHPA directs us to identify and protect historic properties. We—and you—must consider preserving and using these properties. NHPA also requires us to

- Determine how our actions affect historic properties.
- Allow the appropriate State Historic Preservation Officer, the public and the Advisory Council on Historic Preservation a reasonable opportunity to comment on our projects.

### **What is a historic property?**

Properties listed on, or eligible for, the National Register of Historic Places are defined as historic properties under NHPA. The National Register is the nation's inventory of historic resources. The Secretary of the Interior maintains the list, which includes buildings, structures, objects, sites, districts, and archeological resources. Appendix A has a website address for the National Register criteria and other information.

### **Which of GSA's properties are historic?**

Our historic properties include buildings, structures, and archeological sites. We also lease space in historical buildings. Normally, a building must be at least 50 years old to be listed on the National Register. Because projects can take several years, we consider each building's potential historic significance at 45 years and older. A few recently built buildings may be of historic significance and also eligible for the Register. Appendix A has a website address for GSA properties listed or eligible for listing on the National Register. Even historic buildings and archeological resources that aren't on the National Register must undergo a review for Section 106 of the NHPA.

## **What do I need to know to work with historic properties?**

We have a Historic Preservation Officer at each of our 11 regions who helps you meet requirements for historic preservation. These people have many references and resources available and can determine when a State Historic Preservation Officer should be involved in your activities.

We follow the Secretary of the Interior's Standards for Rehabilitation. These standards promote consistent preservation practices for maintaining, repairing, and replacing historic materials, as well as designing additions or making alterations to historic properties. These standards and our internal procedures help us maintain historic buildings according to our Building Preservation Plans.

## **What is a Building Preservation Plan?**

A Building Preservation Plan incorporates standardized ratings to help us identify levels of historic significance for your building, zones or spaces within the building, and features or systems within a zone. It includes analyses that help us identify the significant historic features of your building, as well as to identify work items and plan projects. We also link our technical procedures to the plan, so people who maintain your building have proper technical information.

Preservation architects under contract to our regional offices prepare these plans. You can get a copy from the Historic Preservation Officer in your region.

## **Does the Plan impact how I can use a building?**

Yes. We design, add to, or repair historic buildings according to zoning and element ratings in the Plan, so we can meet the Secretary of the Interior's standards. We must preserve elements that define a building's historic character whenever possible, typically in areas designated as preservation and rehabilitation zones. Following the Plan's ratings and guidance also speeds up project reviews under Section 106 of the NHPA.

## **What is a Section 106 review?**

This Federal review refers to Section 106 of the NHPA, which ensures historic properties are considered while planning and completing a project. Section 106 requires us to consider how each "undertaking" affects historic properties. The goal is to identify historic properties, determine how we affect them, and reduce harmful effects.

## **What is a Federal "undertaking"?**

For GSA, undertakings include a broad range of activities, including constructing, demolishing, leasing, rehabilitating, and repairing buildings, as well as granting licenses and permits, and Federal property transfers. For all GSA activities, we must determine if the property is historic and if the activity will have any impact on it.

## **Who is involved in a Section 106 review?**

The GSA Regional Historic Preservation Officer (RHPO) works closely with the State Historic Preservation Officer (SHPO), the interested public, Indian tribes, the Advisory Council on Historic Preservation and you to meet the Federal regulations in the most efficient manner. Appendix A has a website address to obtain information on the Section 106 review process. Preservation officers are appointed in all states or territories to administer the national program for historic preservation. Local governments; representatives of Indian tribes; applicants for Federal grants, licenses or permits; and others may join in the review whenever it affects their interests or activities.

## **How long does the review take?**

The review time varies according to the amount of potential change or damage that may occur to the historic property. Many projects will have no effect on any historic property and the review is completed by the RHPO. If there will be an effect, the review process may vary from about 45 days to several months, depending on many factors. Factors can include the type of historic properties involved, the nature of the effect, the extent of public and tribal interest, the documentation required by the SHPO, and the negotiating of a memorandum of agreement. See website in Appendix A for more details.

## **What other public acts or executive orders apply to preserving historic buildings and locating Federal offices in historic areas?**

The Public Buildings Cooperative Use Act and Executive Orders 12072 and 13006 encourage using historic buildings. The Cooperative Use Act encourages the preservation of buildings of historic or cultural significance through their use as Federal facilities and encourages the public use of these buildings.

Executive Orders 12072 and 13006 direct us to locate in central business areas to strengthen our nation's cities and encourage using buildings and districts of historic, architectural, or cultural significance.

## **Where can I find more information about historic preservation?**

Appendix A has website addresses to obtain more information on

- Historic Preservation Technical Procedures
- National Conference of State Historic Preservation Officers (names, addresses, telephone numbers, and email addresses)
- Technical Preservation Services, National Park Service (Secretary of the Interior's Standards, Preservation Briefs)
- Adaptive Reuse Program, Section 111 of National Historic Preservation Act (NHPA)

## First Impressions

### What is First Impressions?

The First Impressions program is to enhance the public's perception of the GSA and the federal government by improving the appearance and efficiency of GSA controlled facilities. This is a collaboration between the GSA, federal government, and the design community. By making our buildings more professional and inviting, we are letting people know the federal government is working for them.

### Does GSA help me implement the First Impressions Program?

Yes, we help you evaluate your space and suggest ways for creating a better first impression. Appendix A has a website address to obtain information, actions and ideas for implementing the First Impressions program.

## Program for Art-in-Architecture

### What is the Art-in-Architecture program?

The Art-in-Architecture program seeks to incorporate fine art in the designs of Federal buildings, with emphasis on the work of living artists. It was established in 1963 by the President's Ad Hoc Committee on Federal Office Space. To date, over 200 works of art have been installed through the program.

### How does this program work?

We commission artists to create original works of art for GSA-owned Federal buildings and courthouses. We select artists partly based on recommendations from the local community's selection panels, which may include your representative as a tenant within the building. The commissioned artwork often reflects the community's interest, culture, and ideals. This program is our only way to place commissioned art in Federal buildings.

We want to integrate works of art with the building's architectural design, so commissioned artists work with the construction project's architect to find the best design solution.

### Does GSA commission art only for new buildings?

No. We may acquire a work of art for major modernizing projects at the prospectus level. Contact our regional representative for the current dollar threshold. It is increased annually for inflation. Generally we don't commission art for projects costing less than the prospectus level threshold.



### **What does GSA consider to be a work of art?**

A work of fine art may be an original painting, sculpture, or work in some other media (such as fabric, neon lighting, stained glass, or tile). We follow strict procurement procedures for commissioning works of fine art.

### **May Federal employees buy fine art directly, using government money?**

No. Unless specifically authorized elsewhere, individual Federal employees may not use government funds to buy original works of art, including limited editions. Posters or other mass-produced images are considered to be commercial (not fine) art, so you can buy them with your agency's money and approval.

### **Where does GSA place works of art?**

We may place an original work of art in a lobby, on a plaza, or elsewhere within the public space in a Federal building.

### **Who owns a work of art once it's in place?**

We own and protect the work of art once we place it, so future generations of Americans will enjoy it. The space surrounding the art (including walls, flooring, and exterior plazas) often becomes an integral part of the artwork itself. We keep the space free of any other artwork, signage, objects, or intrusive seating.

### **What is the Visual Artists' Rights Act of 1990?**

This act vested the artists that created visual works of art, after the date of enactment, with certain say over display, treatment and disposition of their artwork. In certain instances, this Act may prevent the removal or destruction of a piece of art if the artist feels the action would harm his/her reputation.

### **Where may I get more information on art commissioned through GSA's Art-in-Architecture program?**

Check with our regional representative. Our files include descriptions and photographs of the art, artists who created it, and conservation documents. You can look at the files by appointment. Appendix A has a website address to obtain more information on the Art-in-Architecture program.

# Chapter 7: Environmental Management

## **How does GSA provide me with a safe and healthful working environment?**

We have developed environmental management programs to help ensure that you are provided a safe and healthful working environment and that our buildings remain suitable for you to occupy. The programs were established by following environmental laws and regulations as well as national standards. To carry out these programs our regional and local environmental representatives are available to assist you. You may contact them if you have environmental concerns or questions. If we are unable to satisfy your concerns or problems, you can take further actions to look into these issues so that you will be able to answer questions your employees might have.

## **Asbestos**

### **What is GSA's asbestos management program?**

We construct, renovate and repair without asbestos-containing materials. We acquire or lease space without asbestos-containing material unless it is bound in a non-friable form or is intact thermal system insulation.

All of our buildings have been inspected for the presence of asbestos. Asbestos materials that were damaged or subject to damage were abated. We typically remove asbestos-containing materials whenever we do a major renovation project. In space with remaining asbestos-containing materials, we manage them in place by an asbestos operation and maintenance program meeting EPA's guidance.

This program ensures that we maintain the work environment in a healthful condition. The program also includes

- Administrative controls
- Work practices
- Proper labeling
- Worker protection
- Training
- Waste disposal
- Record keeping

### **What types of materials may contain asbestos?**

In a typical office building, you may find asbestos in

- Surfacing material
- Thermal system insulation.
- Miscellaneous materials such as floor tile, ceiling tile, siding and roofing.

## **What is GSA's asbestos operation and maintenance program?**

This program requires a trained, qualified person to do initial and follow-up visual inspections to determine the location and condition of asbestos-containing material. To carry out this program in GSA-controlled space, we

- Designate an asbestos program manager to oversee implementation of the program.
- Control cleaning and maintenance activities and methods to avoid disturbing asbestos materials.
- Routinely inspect space with asbestos-containing material.
- Communicate with you about managing asbestos in your building.
- Check space to be renovated for asbestos.
- Communicate with you when renovation projects may affect asbestos-containing materials in your space.
- Take precautions to ensure that people follow proper safeguards if they intentionally disturb these materials during repairs or renovation.

## **How effective are GSA's asbestos operations and maintenance programs?**

EPA used our buildings to do the definitive study of asbestos air levels in buildings. EPA found that the asbestos air levels in our buildings with asbestos is statistically the same as asbestos levels in outside air or even in buildings without asbestos.

## **Radon**

### **How does GSA manage radon in air and water?**

We have tested all of our buildings for radon. When radon levels are above the EPA action level of 4 picoCuries per liter of air, we abate and then retest to make sure our correction was effective. We also test when structural or operational changes may affect radon levels. We have even tested our non-public water sources using EPA guidance.

## **Lead in Water**

### **How does GSA manage lead in water?**

We verify that your building water is drinkable by getting water source contaminant levels from the public water supplier. We also respond promptly to complaints, correct problems and tell you about test results.

We're especially careful about monitoring lead in water at child care centers and follow the EPA's "School" guidelines. We test drinkable water for lead, tell the center's managers about the test results, and abate lead if detected. Currently, we have tested all child care centers and abated lead in water if detected.

## Lead-based Paint

### **Does GSA manage lead-based paint?**

Yes. Since 1978 we have been using lead free paint. We strive to keep painted surfaces in good condition, free of peeling, flaking and chalking.

In older buildings, we test for lead-based paint whenever a renovation project requires sanding, welding, or scraping painted surfaces. We abate the lead-based paint if surfaces aren't intact and in good condition. We follow the Department of Housing and Urban Development's guidelines on

- Initial testing.
- Abating.
- Cleaning up.
- Clearance testing.
- Disposing of lead-based paint.

We're especially careful about the possibility of lead-based paint in proposed or current child care centers. We test all painted surfaces and abate lead-based paint if we detect it. We don't allow children in the center until we've met the clearance criteria.

## Indoor Air Quality

### **What is good indoor air quality?**

The American Society of Heating, Refrigerating, and Air-conditioning Engineers (ASHRAE) Standard 62, Ventilation for Acceptable Indoor Air Quality defines acceptable indoor air quality: "Acceptable indoor air quality is air in which there are no known contaminants at harmful concentrations as determined by cognizant authorities and with which a substantial majority (80% or more) of the people exposed do not express dissatisfaction." Cognizant authorities include, but are not limited to, Occupational Safety and Health Administration, American Conference for Governmental Industrial Hygienist, and ASHRAE.

### **What affects indoor air quality?**

Factors that may affect the quality of air in your building include

- Heating, ventilation, and air conditioning (HVAC).
- Agency's activities.
- Contaminants originating inside and outside the building.
- Construction and use of your work space.

## **How does GSA help me ensure acceptable air quality?**

We help you by

- Ensuring that engineering controls for the space assigned to you provide a safe and healthful work environment.
- Inspecting and maintaining areas and building equipment under our control that affect indoor air quality.
- Screening of air quality as part of our surveys on safety and environmental management.
- Promptly responding to complaints and applying controls to correct problems, whenever possible.
- Providing air quality recommended by ASHRAE Standard 62, Ventilation for Acceptable Indoor Air Quality.

## **What does GSA's inspection and maintenance program include?**

This program includes routine inspections and regular maintenance of HVAC systems, air-handling units, window air-conditioners, fan blades and motors, belts, and related equipment.

## **How does GSA screen indoor air quality?**

We screen air quality during safety and environmental surveys in space we control. We specifically

- Inspect HVAC systems and equipment under our control.
- Evaluate temperature, humidity, carbon dioxide, and carbon monoxide.
- Check for visible mold and damp or wet areas.
- Review building records on maintenance, repairs, inspections, and equipment testing.
- Interview your building occupants and managers.

We also do unscheduled indoor air quality screening tests, when necessary, and tailor it to your needs.

## **What can I do to help maintain good air quality?**

Your role is to

- Contact us or your agency's point of contact whenever a problem occurs.
- Tell your agency facilities staff whenever you intend to repaint, or to install new office equipment, modular furniture, and carpet.
- Plan for proper design and use of smoking lounges, kitchens, laboratories, and storage areas for hazardous materials.
- Investigate concerns and any questions your employees may have in the event you are not satisfied with our response or solution.

## Hazardous Waste

### **Do I generate hazardous waste?**

It's possible. Most GSA-controlled space is non-industrial-general purpose office, parking or warehouse space, which normally would not include operations that generate hazardous waste. Please contact your agency environmental representative to determine if your operations generate hazardous waste according to the Federal or State regulations. Please be aware that household cleaners, pesticides, paints, solvents, fluorescent light bulbs and their PCB ballasts, copier toners and other common items are considered hazardous waste when discarded. Appendix A has a website address to obtain more information on what is hazardous waste.

### **Should I tell GSA if I have hazardous waste?**

Yes, and we

- Talk with you about your hazardous waste operations.
- Include you in our periodic surveys for safety and environmental management to protect the health and safety of building occupants.
- Check our buildings to ensure that they remain suitable for you to occupy.

In general, if you generate, transport, treat, or store hazardous waste you must notify our agency facilities staff and indicate the materials and their quantity.

### **What am I required to do with hazardous waste?**

You follow procedures and requirements in 40 CFR Parts 261-265 if you generate, transport, treat, store, or dispose of hazardous waste. Generally, these regulations may require you to

- Get a hazardous waste identification number.
- Keep records of shipments containing hazardous waste.
- Develop contingency plans and emergency procedures.
- Get a permit for generating hazardous waste.
- Follow the EPA's requirements for record keeping and reporting.

### **What should I know before I dispose of hazardous waste?**

Before you dispose of hazardous waste, consider reducing, recycling, or treating it. Disposal should be your last consideration.

### **What does EPA require if I generate hazardous waste?**

You determine

- The type of hazardous waste you generate.

- The amount of hazardous waste generated each month.
- Whether your facility qualifies as a small-quantity generator, or a conditionally-exempt small-quantity generator under the Resource Conservation Recovery Act (RCRA), 40 CFR 257.

### **What does EPA require if I transport hazardous waste?**

If you transport hazardous waste, you must

- Follow the Environmental Protection Agency's (EPA) requirements in 40 CFR 263.
- Follow the Department of Transportation's requirements in 49 CFR 171-180.
- Report immediately.
- Clean up any discharge that occurs during transportation.

### **What does EPA require if my facility treats, stores, or disposes of hazardous waste?**

You are required to

- Follow the EPA's requirements on general permitting standards.
- Determine whether you need permits to ensure safe operation and protection of the environment.
- Develop and follow a waste-analysis plan.
- Inspect sites.
- Train employees.
- Maintain an operating record.

### **What is a Hazardous Waste Identification number and how do I get one?**

This number identifies whether you generate, transport, treat, store, or dispose of hazardous waste. You may get one from the EPA or State authorities.

### **When does EPA require that I have an identification number for my facility?**

You have an identification number if your facility generates either of the following:

- At least 100 kilograms/month of hazardous waste.
- At least 1 kilogram/month of acute hazardous waste.

### **What is a hazardous waste manifest?**

A hazardous waste manifest is the form used to

- Trace shipments of hazardous waste.
- Identify who generates and transports the waste.
- Identify who treats, stores and disposes of the waste.

- Provide information if emergencies occur during transport.
- Support record keeping and reporting.

### **When does EPA require that I apply contingency plans and emergency procedures for hazardous waste?**

You carry out your contingency plan immediately whenever a fire, explosion, or release of hazardous waste or its constituents threatens human health or the environment. You apply emergency procedures whenever an emergency occurs or is imminent.

### **Who is responsible for cleanup if hazardous materials from my operation contaminates the GSA space?**

You are, even if the contamination is discovered after you have moved out and even if the operation met all applicable requirements.

## **Underground Storage Tanks**

### **What is an underground storage tank?**

It is an underground storage tank including its underground piping that is regulated by Federal, State and sometimes local authorities.

### **How does GSA manage underground storage tanks?**

We have closed underground storage tanks that we don't need. We have leak-tested and upgraded or replaced our remaining regulated tanks in accordance with EPA and applicable State and local requirements, including any necessary cleanup. We operate our underground tanks in a manner to avoid spills and leaks to protect the environment.

### **How does my agency manage its underground storage tanks in GSA controlled space?**

In GSA-controlled space, you

- Manage tanks you own or operate in compliance with Federal, State, and local regulations.
- Test your tanks according to Federal, State and local regulations.
- Assess sites to determine if your tanks are leaking into the environment.
- Promptly remedy and report any leaks.
- Clean up contaminated areas according to 40 CFR Parts 280 and 281, or State and local regulations.

If you need assistance, you can contact your local GSA Safety and Environmental office, your state environmental office, your local oil and pollution control office or your local underground storage tank office.



## Pollution Prevention

### **Does GSA have a pollution prevention strategy?**

Yes we do. In fact, several years ago we established a national task force that developed a formal strategy that conforms to the Federal Right-to-Know law and Pollution Prevention Act requirements. We conduct our business activities so that

- The quantity of hazardous chemicals entering any waste stream is reduced quickly through source reduction.
- Waste generated is recycled to the maximum extent practicable.
- Any wastes remaining are stored, treated, or disposed of in a manner that protects public health and the environment.

### **What can I do to help prevent pollution?**

You can help by ensuring that your agency prepares similar policies and by providing your GSA facilities staff with an up to date inventory of hazardous materials used and stored in GSA facilities that you occupy.

### **How is this inventory of hazardous materials helpful?**

GSA facilities staff share this information with the local community fire department to be used in case of fire or other related emergencies.

### **How does GSA manage its different environmental policies and programs across the country?**

We employ a comprehensive environmental management system that integrates environmental compliance with the way we do business.

# Chapter 8: Delegations of Authority for Real Property

## Note:

For information on delegations of authority for managing, regulating, and policing parking areas, see Chapter 2, “Parking Areas.”

For information on delegations of authority for reimbursable services, see Chapter 5, “Reimbursable Services.”

## What are the different types of real property delegations?

We delegate

- Real property management and operations for Federally owned and serviced leased locations.
- Lease management authority for fully serviced leased locations.
- Administrative Contracting Officer authority for leased locations.
- Lease Acquisition Authority.
- Security and law enforcement authorities.
- Real Property Construction and Alteration Authority.

## Management and Operations for Federally Owned and Serviced Leased Locations

### What do I do under this type of delegation?

You manage and operate space daily, including maintenance, protection, recurring repairs, and alterations under your delegation agreement with us.

### How can I get a delegation?

We consider your request for a delegation whenever you meet two conditions

- You show that you can operate and maintain the property at approximately the level of service we would provide.
- Your cost for this service is reasonable.

### How can I get a delegation in a multi-tenant building?

The conditions for getting a delegation in this case depends on how much of the Federally controlled space you occupy.

If you occupy at least 90 percent of this space (square footage), you're eligible for a delegation.

If you occupy less than 90 percent of the Federally controlled space, you're eligible for a delegation only if you meet two conditions. You

- Are the majority occupant of the Federally controlled building.
- Have concurrence for a delegation from all the Rent-paying agencies in the building.

### **How do I request a delegation?**

You contact the Regional Administrator where the space is located. Be ready to demonstrate that you can satisfactorily handle the program at a cost similar to ours.

If you meet all requirements, the Regional Administrator will forward the recommendation to the Commissioner of the Public Buildings Service who, if concurs with the delegation recommendation, will then forward it to the GSA Administrator. The Administrator grants your delegation, with concurrence from applicable program offices in our Central Office. The Regional Administrator's recommendation must justify the delegation; show its effect on GSA's staffing (FTE), costs, contracts; and include a transition plan for phasing out GSA's direct authority. The justification must show your eligibility, ability to perform, and cost effectiveness.

### **How do I show that my agency will meet all program responsibilities?**

Write and submit to us a comprehensive plan for managing the building. If you already have a delegation at another facility, the Regional Administrator will base the recommendation for delegation on your history of satisfactory compliance with these terms and conditions. If you haven't had the delegation long enough to establish a performance history, you submit the comprehensive plan.

### **How do I show the delegation will be cost effective?**

Send us your total projected operating costs for the full range of direct, indirect, standard-level, and reimbursable services. Support the delegation by showing FTEs and costs are reasonable and not above what we would spend for the same services. We won't consider a delegation unless it's cost-effective.

### **Do I sign a formal delegation agreement?**

Yes. We may develop this agreement at the time of your request along with justifications for the delegation or we may wait until after the Commissioner has concurred with the recommendation. Our regional staff provides the terms and conditions of the delegation. They'll work with you on deleting or negotiating items before the final draft goes to the Commissioner, and then to our Administrator.

## **Who grants the delegation of authority?**

Our Administrator grants new delegations—or amendments to existing ones—by sending a notice of delegation of authority to the head of your agency.

## **How long does a delegation last?**

A delegation of authority for operation and management lasts until the space is reverted back to us or the space is no longer needed. Some agreements may have effective terms different from this.

## **What is GSA's policy on revocation of a delegation and when might it apply?**

A delegation may be revoked, which means we take back from you responsibility for operating and managing a facility, for any of these reasons:

- You don't comply with the terms of the agreement (noncompliance with program responsibilities).
- You lose eligibility because you fall below 90 percent occupancy and you cannot obtain the concurrence from all other Rent paying tenants.
- Mutual agreement.

## **What does GSA mean by noncompliance with program responsibilities?**

Noncompliance means you don't follow the agreement's terms and conditions. We document significant noncompliance items and bring them to your attention at least twice. Examples of significant items would be not submitting required reports, such as the annual cost report, or the annual budget request.

## **How might I lose my eligibility for a delegation?**

If you've received a delegation because you have 90 percent or greater occupancy of a Federally controlled space, you may lose your eligibility whenever your occupancy drops below 90 percent. But if you want to keep your delegation, you may still be able to do so if you

- Can show that 100 percent of the Rent-paying agencies in the building or facility concur with the delegation.
- Have a record of complying with the delegation agreement's terms and conditions.

If your occupancy ratio (occupied space only) is less than 90 percent and you don't want to keep the delegation, we'll consider the revocation a mutual agreement.

### **What's the deadline for a notice of intent not to continue with a delegation?**

Whoever decides to end a delegation (you or GSA) notifies the other at least 120 calendar days prior to the scheduled ending date to allow time for a smooth transition.

### **What does GSA mean by mutual agreement?**

We mean an agreement between you and us that the delegation will revert to us because managers of both agencies believe GSA can better manage the facility.

### **How does GSA tell me about a revocation because of noncompliance?**

After we've determined that you haven't improved a program area or complied with the delegation agreement, our Regional Administrator recommends revocation, with concurrence of our program office at the Central Office. The recommendation then goes to the Commissioner of the Public Buildings Service. This written recommendation justifies revocation; analyzes its effects on FTEs, costs, and contracts; and includes a plan to phase in our services.

The Commissioner issues a "Notice of Intent to Revoke," which proposes an effective date for revocation and gives you 30 days to respond.

### **Who in GSA makes the final decision to revoke?**

Our Administrator makes the final decision while considering any disagreements under the "Disputes" clause in the standard delegation agreement. The agreement's termination clause is the authority for revocation.

Once the decision is final, we may take over part or all of the operations for deficient program areas to protect our real property.

### **How does GSA determine the effective date for the revocation?**

The effective date always coincides with the beginning of a fiscal year, unless we both agree otherwise or an earlier date is necessary to solve life-threatening or emergency situations. In the latter two cases, you may have to furnish the money and other resources we need to manage the building (reimbursable operation).

# Delegation of Lease Management Authority for Fully Serviced Leased Locations: Contracting Officer Representative (COR) Authority

## **What do I do under this type of delegation?**

Observe and monitor the lessor's performance, document nonperformance for appropriate action by our contracting officer, contract for lease alterations, and administer space assignments under terms of the agreement and the lease.

## **What makes my agency eligible for this delegation?**

We consider your request for a new delegation or renewal if you meet two conditions

- Your agency is the sole Federal tenant (occupying more than 90 percent of the building's GSA-controlled space) or if you have 100% concurrence of the Rent paying agencies in the building.
- You have a certified contracting officer representative (COR).

## **How do I request a delegation?**

Contact our Regional Administrator, who makes sure your agency is eligible before recommending a delegation of authority to the Commissioner of the Public Buildings Service.

## **Do I sign a formal delegation agreement?**

Yes. We may develop this interagency agreement, in the form of a Memorandum of Understanding (MOU), at the time of your request along with justifications for the delegation or we may wait until after the Commissioner has concurred with the recommendation. Our regional staff provides the terms and conditions of the MOU. They'll work with you on negotiating items before the final draft goes to the Commissioner of the Public Buildings Service, and then to our Administrator.

## **Who grants the delegation of authority?**

Our Administrator grants a new delegation MOU—or amendments to your existing one—by sending a delegation of authority to the head of your agency.

## **How does GSA make sure I meet my responsibilities under a delegation of authority?**

Working with you, we periodically review your performance under the MOU.

### **How long does a Memorandum of Understanding last?**

The MOU is typically open-ended. Individual lease locations can end when your lease expires or the space reverts to us. Either agency is free to terminate the MOU at any time. However, the underlying obligations are not relieved.

### **May I add other leased locations to the delegation?**

Yes, if you meet the occupancy requirement at the proposed locations and have a history of managing leases satisfactorily.

## **Delegation of Administrative Contracting Officer (ACO) Authority**

### **What do I do under this type of delegation?**

You manage, enforce, and administer the lease contract, between GSA and the lessor, including rental payments, altering space, providing services the lessor doesn't do, processing concurrent rental deduction, resolving claims and disputes, and handling other administrative actions under the terms and conditions of the agreement and lease.

### **What makes me eligible for an ACO delegation?**

We consider your request for a new delegation or renewal as long as you occupy at least 90 percent of the Federally leased space in the building.

### **How does my agency request an ACO delegation?**

You send your written request to our regional headquarters for approval. For a delegation of a new ACO, include the name, address, and GSA building number of the leased building you're proposing for delegation.

### **Do I sign a formal delegation agreement?**

Yes. We develop this agreement after our regional headquarters has concurred. We provide the agreement's terms and conditions. Our staff works with you to negotiate some items before the final draft goes to the Commissioner of the Public Buildings Service, and then to our Administrator.

### **Who grants the delegation of authority?**

Our Administrator grants your new delegation—or amendments to your existing one—by sending a notice of delegation of authority to the head of your agency.

## **How does GSA make sure my agency meets its responsibilities under an ACO delegation of authority?**

We periodically review your performance under the delegation agreement.

## **How long does the ACO delegation last?**

An ACO delegation lasts until your lease expires, or the space reverts to us unless the agencies agree to terminate or GSA revokes the agreement.

## **May I add new buildings to the ACO agreement?**

We'll consider adding buildings to your agreement if you meet occupancy requirements and have successfully administered leases under your delegation. Send your written request to add locations through your headquarters to our headquarters for approval. We won't consider your request unless it comes from your headquarters. Also, we can't transfer any full-time equivalents (FTEs) to your agency in order to handle the added locations without approval from the Office of Management and Budget.

## **Delegation of Lease Acquisition Authority**

### **What is a Delegation of Lease Acquisition Authority?**

This delegation authorizes the head of your agency to sign leases in accordance with the terms and conditions of the delegation. It also makes your agency responsible for administering, managing, and enforcing the leases after signing them.

### **What conditions must my agency meet to be eligible for this delegation?**

You may use the delegated leasing authority if, your agency head does these three things

- First, tell our Assistant Regional Administrator (ARA) for the Public Buildings Service of your agency's need for general-purpose space and your intent to use this authority.
- Get the ARA's written confirmation that the Public Buildings Service can't get you suitable Federally controlled space.
- Make sure the action is below prospectus level requirements.

You don't need our prior approval to lease special-purpose space smaller than 2,500 square feet. If special-purpose space is 2,500 square feet or over and not under an already granted authority, then call our regional office for assistance. See "Has GSA already approved certain kinds of special-purpose space for particular agencies?" This will also stay in the FPMR.



## **What legal requirements do I follow under this delegation?**

You acquire and use the space according to all applicable laws and regulations, including

- Competition in Contracting Act
- Federal Property Management Regulations
- Federal Management Regulation
- Executive Orders 12072 and 13006
- Davis Bacon Act
- General Services Administration Acquisition Regulation

## **May the head of my agency re-delegate authority to others?**

Usually yes. Unless the delegation states it can't be re-delegated, you may re-delegate leasing authority to officers, officials, and employees who have proper training as lease contracting officers.

## **What types of special purpose space has GSA delegated lease acquisition authority?**

You may lease the following types of space under varying terms up to 20 years, except where noted

- Space to house antennas, repeaters, or transmission equipment.
- Depots, including those for stockpiles and torpedo nets.
- Mooring facilities (including closed space for storage) and related docks and piers.
- Fumigation areas.
- Garage space (only by fiscal year).
- Greenhouses.
- Hangars and other airport operating areas, including flight preparation space, aircraft storage areas, and repair shops.
- Hospitals, including medical clinics.
- Housing (temporary), including hotels but not including quarters for temporary duty travel or relocating employees.
- Laundries.
- Quarantine facilities for plants, birds, and other animals.
- Ranger stations, meaning facilities that typically include small offices for uniformed employees. They're also known as guard stations, information centers, or kiosks. They may include sleeping or family quarters, parking areas, garages, and storage space. Offices may take up only a little space in ranger stations.
- Recruiting space for the armed forces (lease terms, including all options, limited to 5 years).
- Schools directly related to your special-purpose functions.
- Specialized storage areas or depots, such as cold storage; self-storage units; and storage for lumber, oil, gasoline, shipbuilding materials, and pesticide materials or equipment. Doesn't include warehouses or other general-purpose storage.

- Space for a short term that doesn't most efficiently use Federally controlled space (lease terms limited to 180 days), with extensions to the lease term granted case by case.

### Has GSA already approved certain kinds of special-purpose space for particular agencies?

Yes. Follow the table below to see what kinds of space you may lease directly. Except where noted, you may use delegated authority to lease these types of space for terms, including all options, up to 20 years.

If you're in this agency. . .	Then you may lease. . .	Under these restrictions. . .
Department of Agriculture	Cotton-classing laboratories	lease term, including all options, limited to five years
	Improved land	
	Unimproved land	lease only by fiscal year
	Miscellaneous storage by cubic foot or weight	
	Office space when needed in or next to stockyards, produce markets, produce terminals, airports, and other ports	lease term, including all options, limited to five years
	Space for agricultural commodities stored in licensed warehouses and used under warehouse contracts	
	Space used in cooperation with State and local governments or their agencies	State or local government occupies part of the space and pays part of the Rent.
Department of Commerce	Census Bureau space needed to take the 10-year census	lease term, including all options, limited to five years
	Laboratories for testing materials, classified or ordnance devices, calibrating instruments, and researching the atmosphere and oceans	lease term, including all options, limited to five years
	Maritime training stations Radio stations Improved land	
	Unimproved land	lease only by fiscal year
	National Weather Service's meteorological facilities	lease term, including all options, limited to five years

Department of Defense	Air Force liaison offices for the Civil Air Patrol needed near airports, including aircraft and warning stations	
	Improved land for these offices and purposes	
	Unimproved land for these offices and purposes	lease only by fiscal year
	Armories Film library near Washington, DC Leased building at Air Force Base, Jackson, MS	
	Mess halls Ports of embarkation and debarkation Post exchanges	
	Postal Concentration Center, Long Island City, NY	
Department of Defense	Recreation centers Reserve training space Service clubs	
	Testing laboratories	lease term, including all options, limited to five years
Department of Energy	Buildings to house the old Atomic Energy Commission's special-purpose or special-location activities	
Department of Health and Human Services	Laboratories	lease term, including all options, limited to five years
Department of Interior	Space in buildings and incidental land used by field crews of the Bureau of Reclamation, Bureau of Land Management, and the Geological Survey	only areas where no other Federal agencies are quartered
	Unimproved land supporting the above space	lease only by fiscal year
	Visitors Centers for National Parks or Monuments using mainly special-purpose space, such as areas for reception, information, and rest rooms.	no general office or administrative space
Department of Justice	U.S. marshals office in any Alaska location	lease term, including all options, limited to five years
	Border patrol offices, similar to policy Stations, that handle prisoners, firearms, and motor vehicles	lease term, including all options, limited to five years
	Space used to store and maintain surveillance vehicles and seized property	lease term, including all options, limited to five years
	Space used to review and hold records and other evidence	lease term, including all options, limited to five years

	Space used to prepare for trial when space isn't available in Federal buildings or courthouses, US Postal Service buildings, or GSA-leased buildings	lease term limited to one year
	Space needed for field offices of Examining Divisions that must be within, adjoining, or next to the Office of Thrift Supervision's buildings	lease term, including all options, limited to five years
Department of Treasury	Space for the Comptroller of the Currency, including operation, maintenance, and custody	lease term, including all options, limited to five years
	Improved land for these offices and purposes	
	Unimproved land for these offices and purposes	lease term limited to one year
	U.S. Customs Service's Aerostat radar facilities needed for the agency's mission	
Department of Veterans Affairs	Guidance and training centers at schools and colleges	
	Space used for veterans hospitals, including outpatient and medical-related clinics, such as drug, mental health, and alcohol	
Federal Communications Commission	Monitoring station sites.	
U.S. Coast Guard	Space for the oceanic unit, Woods Hole, MA	
	Space for port security activities	

### **How does GSA track lease performance after granting me a delegation of authority?**

Our regional staff periodically collects from you the information we need to track lease performance.

### **How long does a delegation of Lease Acquisition Authority last?**

The lease itself, including all options, lasts no more than 20 years. But the delegation is indefinite unless otherwise stated in the delegation of authority agreement's conditions.

## Delegation of Authority for Security and Law Enforcement

### What does my agency do under this type of delegation?

You contract for security-guard services for your facility. You may also request a delegation for law enforcement authority (uniformed police officers), based on unusual mission or national-security requirements.

### What makes me eligible for this delegation?

We consider your request for a new delegation or renewal for the facility you occupy if you meet—

**For security delegations**, all of the following:

- Your agency is the single tenant.
- Your facility has special or unique security conditions.
- You show that we can't provide the level of service you requested.

**For law enforcement delegations**, either of the following:

- Your agency is the single tenant, has a law enforcement mission, and has shown the ability to fulfill the terms of the delegation.
- You're in a special or unique situation for which a delegation is in the government's best interest. An example would be location in isolated or remote areas, where we have little or no presence.

### How do I request this delegation?

Send a letter to the Federal Protective Service's regional office. Justify the delegation; analyze its effects on FTEs, costs, and contracts; and show how you'll phase out our services. Make sure you cover your eligibility, ability to perform, and cost-effectiveness.

The Federal Protective Service's regional office examines your justification and recommends approval or denial to Central Office. The Central Office coordinates with the Commissioner of the Public Buildings Service and our Administrator to formally grant or deny your delegation for security or law enforcement.

### Do I sign a formal delegation agreement?

Yes. People in the Public Buildings Service, Federal Protective Service's Central Office develop the agreement while consulting with you and their regional office.

### **Who grants this delegation of authority?**

Our Administrator grants your new delegation—or amendments to your existing one—by sending a notice of delegation of authority to the head of your agency.

### **How does GSA evaluate whether my agency meets requirements under this delegation?**

We use random, on-site inspections plus meetings with your agency's appropriate officials to determine whether you're satisfying requirements.

### **How long does this delegation last?**

Usually, delegations for security and law enforcement don't expire. But you or General Services Administration may end the delegation agreement with 120 days notice to allow time for a smooth transition, unless GSA decides an earlier date is necessary to solve life-threatening or emergency situations.

## **Real Property Construction and Alteration Authority**

### **What does my agency do under this delegation?**

You have the authority to contract for professional engineering, architectural, and landscaping services for a construction and alteration project. Your project must be in a Federally owned building.

### **How do I request this delegation?**

You send a letter to the Regional Administrator where the project is to be located. Be ready to document that you can satisfactorily handle the project at a cost similar to ours.

If the Regional Administrator agrees, the Regional Administrator will forward the recommendation to the Commissioner of the Public Buildings Service who will then forward it to the Administrator. The Administrator grants your delegation, with concurrence from applicable program offices in our Central Office.



# Glossary

**Alteration** means remodeling, improving, extending, or making other changes to a facility, exclusive of maintenance repairs. The term includes planning, engineering, architectural work, and other similar actions.

**Assign** or **assignment** is defined under **space assignment**.

**Carpool** means a group of two or more people regularly using a motor vehicle for transportation to and from work on a continuing basis, regardless of their relationship to each other. The number of persons in a carpool will normally be the basis for priority of assignments.

**Commercial activities** are activities undertaken for the primary purpose of producing a profit for the benefit of an individual or organization organized for profit. (Activities where commercial aspects are incidental to the primary purpose of expression of ideas or advocacy of causes are not commercial activities under these regulations.)

**Cultural activities** include, but are not limited to, films, dramatics, dances, musical presentations, and fine art exhibits, whether or not these activities are intended to make a profit.

**Designated Official** is the highest-ranking official of the primary tenant agency of a Federal facility; or, alternatively, a designee selected by mutual agreement of the tenant agency's or agencies officials

**Emergency** includes bombings and bomb threats, civil disturbances, fires, explosions, electrical failures, loss of water pressure, chemical and gas leaks, medical emergencies, hurricanes, tornadoes, floods, and earthquakes. The term doesn't apply to civil defense matters, such as potential or actual enemy attacks. Note: the Federal Emergency Management Agency addresses civil defense emergencies.

**Executive** means a government employee with management responsibilities that, in the judgment of the employing agency head or designee, require preferential assignment of parking privileges.

**Federal agency** means any department, agency, or independent establishment in the Federal government, including any wholly owned corporation. The term includes any executive agency or any establishment in the legislative or judicial branch of the government (except the Senate, the House of Representatives, and the Architect of the Capitol or activities under the Architect's direction).

**Federally controlled space** means workspace for which the United States government has a right of occupancy by ownership, by lease, or by any other means, such as by contract, barter, license, easement, permit, requisition, or condemnation, whether or not paid for. This workspace excludes space owned or leased by private-sector entities working on government contracts.



**Federally owned space** means space for which the title is vested in the United States government or which will vest automatically under an existing agreement.

**Flame-resistant** means meeting performance standards as described by the National Fire Protection Association (NFPA Standard No. 701). Fabrics labeled with the Underwriters Laboratories Inc. classification marking for flammability are flame-resistant under this regulation.

**General use space** includes all types of space other than “warehouse,” “parking,” or “unique” space, as defined elsewhere in this guide. Examples of general use space are office and office-related space, such as file areas, libraries, meeting rooms, computer rooms, mail rooms, training and conference, automated data processing operations, courtrooms, and judicial chambers. Storage space that contains different quality and finishes from general use space, but that is within a building where general use space predominates, is in the category of general use space.

**GSA-controlled space** means space under GSA's custody or control.

**Indefinite delivery, indefinite quantity contract** (commonly referred to as a term contract) provides for the furnishing of an indefinite quantity—within stated limits—of specific property or services during a specified contract period. Under this type of contract, deliveries are scheduled by the timely placement of orders on the contractor by activities designated either specifically or by class.

**Joint use space** means space that is available for common use by personnel of more than one GSA tenant agency. Examples are cafeterias, conference rooms, credit unions, snack bars, and certain wellness or physical fitness facilities and child care centers.

**Leased space** means space for which the United States government has a right of use and occupancy by virtue of having acquired a leasehold interest.

**Limited combustible** means rigid materials or assemblies that have fire hazard ratings not exceeding 25 for flame spread and 150 for smoke development when tested according to the American Society for Testing and Materials, Test E 84, Surface Burning Characteristics of Building Materials.

**Maintenance** means preservation by inspection, adjustment, lubrication, cleaning, and minor repairs. Maintenance may be ordinary, meaning routine recurring work that is incidental to everyday operations, or preventive, meaning work programmed at scheduled intervals.

**Nationally recognized standards** encompasses any standard or modification to it that

- Has been adopted and issued by a nationally recognized standards-producing organization under procedures whereby those interested and affected by it have reached substantial agreement on its adoption.
- Was formed through consultation by appropriate Federal agencies that allowed diverse views to be considered.

**Non-cancelable space** means assigned space under the terms and conditions of the Occupancy Agreement that the customer agrees to pay GSA all out-of-pocket expenses incurred until expiration of the OA even if the customer vacates the space sooner.

**Occupancy Agreement (OA)** means a written agreement descriptive of the financial terms and conditions under which GSA assigns, and a tenant agency occupies, the GSA-controlled space it identifies. Often referred to as an OA.

**Occupancy Emergency Organization** means the emergency response organization comprised of employees of Federal agencies designated to perform the Occupant Emergency Plan's requirements.

**Occupant Emergency Plan** means procedures developed to protect life and property in a specific Federally occupied space under stipulated emergency conditions.

**Occupant Emergency Program** means an emergency response program that establishes procedures for safeguarding lives and property during emergencies in particular facilities.

**Parking** or **parking space** means surface land, structures, or areas within structures designed and designated to park vehicles.

**Personnel** means the peak number of persons to be housed during a single shift, regardless of how many workstations are provided for them. In addition to permanent employees of the agency, personnel includes temporary, part-time, seasonal, and contractual employees and budgeted vacancies. Personnel includes employees of other agencies and organizations who are housed in a space.

**Persons with Disabilities** means people who have a physical or mental impairment that substantially limits one or more life activities, such as seeing, hearing, speaking, walking, breathing, performing manual tasks, learning, caring for oneself, or working.

**Postal vehicle** means a government-owned vehicle used to transport mail, or a privately owned vehicle used under contract to transport mail.

**Public area** means any area of a building under GSA's control and custody that ordinarily is open to members of the public, including lobbies, courtyards, auditoriums, meeting rooms, and other such areas not assigned to a lessee or customer agency.

**Recognized labor organization** means a labor organization recognized under Title VII of the Civil Service Reform Act of 1978 (Public Law 95-454) governing labor-management relations.

**Reimbursable Services** mean space-related services other than those GSA designates as standard level (see standard levels below).

**Rent** means the amounts GSA charges for space and related services to its agencies with tenancy in GSA-controlled space. Rent is capitalized to differentiate it from the "rent" that GSA pays lessors.

**Request for space** or **space request** means a written or electronically submitted document, or an oral request, that summarizes an agency's space needs. A request for space is the precursor to developing an Occupancy Agreement (OA). A draft OA may be used as a space request.

**Ridesharing** means sharing the commute to and from work between two or more people, on a continuing basis. This definition applies regardless of the persons' relationship to each other and to any mode of transportation, including carpools, vanpools, buspools, and mass transit.

**Space** means the area within the confines of buildings, and land incidental to their use, that is under a Federal agency's custody and control.

**Space allocation standard (SAS)** means a standard agreed on by GSA and a customer agency, written in terms that permit nationwide or regional application, which is used to establish that agency's space requirements. An SAS may describe special GSA and customer agency funding responsibilities, although such responsibilities usually will be covered in Occupancy Agreements for space assignments. An SAS also may be developed between GSA and tenant agencies on a regional level to standardize or simplify transactions, provided that the terms of a regional SAS are consistent with the terms of that agency's national SAS and the terms of the Federal Management Regulation.

**Space assignment** or **assignments** or **assigned space** means a transaction between GSA and a customer agency that results in a customer agency's right to occupy certain GSA-controlled space in return for the customer agency's payment(s) to GSA for use of the space. Space assignment rights, obligations, and responsibilities not covered in the Federal Management Regulation or in Customer Service Guides are formalized in an Occupancy Agreement.

**Space requirements** means a summary statement of an agency's space needs. These requirements will usually include information about location, square footage, construction requirements, and duration of the agency's space need. They may be in any format agreeable to GSA and the agency.

**Standard levels of service, standard level service, or standard services** mean services for real property equivalent to those in comparable types of commercial space.

**State** means any of the fifty States, their political subdivisions, the District of Columbia, the Commonwealths of Puerto Rico and Guam, and the territories and possessions of the United States.

**Telecommunications** means electronic processing of information (voice, data, or both) over a wide variety of media, such as copper wire, microwave, fiber optics, radio frequencies, between individuals or offices within a building (local area networks), between buildings, and between cities.

**Tenant agencies** are organizations to which we furnish space and services.

**Unique space** means space having no comparable commercial market. Examples are border stations and bird sanctuaries.

**United States** as used in this Customer Guide means the 50 States of the United States, the District of Columbia, plus the Commonwealths, territories, and possessions of the United States.

**Unit price agreement** provides for furnishing an indefinite quantity (within stated limits) of specific property or services at a specified price, during a specified contract period, with deliveries to be scheduled by the timely placement of orders on the lessor by activities designated either specifically or by class.

**Vanpool** means a group of at least 8 people using a passenger van or a commuter bus designed to carry 10 or more passengers. This van or bus must be used for transportation to and from work in a single daily round trip. The number of persons in a vanpool will normally be the basis for priority of assignments.

**Warehouse** or **warehouse space** means space within a structure intended primarily for housing files, records, equipment, or other personal property—not primarily intended to house personnel and office operations. Warehouse space generally is designed and constructed with a lower degree of installations and finishes. Examples are concrete flooring, exposed ceilings, unfinished perimeters, and few dividing partitions. Warehouse space also is usually heated but not air-conditioned and is cleaned to lower standards than office space.

**Workspace** means Federally controlled space in buildings and structures (permanent, semi-permanent, or temporary) that provides an acceptable environment for employees or other persons occupying it to carry out the agency's mission.



## Appendix A – List of Websites

Chapter	Subject	Website Address	Office
	General Services Administration	<a href="http://www.gsa.gov">www.gsa.gov</a>	
	Public Building Service	<a href="http://www.gsa.gov/pbs/pbs.htm">www.gsa.gov/pbs/pbs.htm</a>	
	List of Regional Websites	<a href="http://www.gsa.gov/regions.htm">www.gsa.gov/regions.htm</a>	
	List of Centers of Expertise	<a href="http://www.gsa.gov/pbs/centers/">www.gsa.gov/pbs/centers/</a>	
1	Requesting Space (Available Space)	<a href="http://www.policyworks.gov/org/main/library/policydocs/chhome/htm">www.policyworks.gov/org/main/library/policydocs/chhome/htm</a>	Real Property Information Clearinghouse
1	Design and Construction	<a href="http://www.gsa.gov/pbs/pc/og_files/dir_co.htm">www.gsa.gov/pbs/pc/og_files/dir_co.htm</a>	Office of the Chief Architect
2	Contract Food Services, Retail Services, Randolph-Sheppard Program, Pay Telephone Program, Federal Employee Health Program	<a href="http://www.gsa.gov/pbs/centers/retail/">www.gsa.gov/pbs/centers/retail/</a>	Retail Tenant Services Center of Expertise
3	Conserving Resources - Recycling	<a href="http://www.gsa.gov/pbs/recyclpro.htm">www.gsa.gov/pbs/recyclpro.htm</a>	Environmental Business Strategies Division, Office of Business Performance
3	Energy and Public Utilities	<a href="http://www.gsa.gov/pbs/centers/energy/">www.gsa.gov/pbs/centers/energy/</a> and <a href="http://www.gsa.gov/pbs/xu">www.gsa.gov/pbs/xu</a>	Energy Center of Expertise
4	Security and Law Enforcement Services	<a href="http://www.gsa.gov/pbs/fps/fps.htm">www.gsa.gov/pbs/fps/fps.htm</a>	Federal Protective Service
6	Child Care	<a href="http://www.gsa.gov/pbs/centers/child/child.htm">www.gsa.gov/pbs/centers/child/child.htm</a>	Child Care Center of Expertise
6	Historic Preservation – List of GSA properties listed on or eligible for listing on National Register	<a href="http://www.gsa.gov/pbs/pn/">www.gsa.gov/pbs/pn/</a>	Historic Buildings and the Arts Center of Expertise
6	Historic Preservation – National Register criteria and information	<a href="http://www.cr.nps.gov/nr/">www.cr.nps.gov/nr/</a>	Department of Interior
6	Historic Preservation – Section 106 Review	<a href="http://www.achp.gov">www.achp.gov</a>	Advisory Council on Historic Preservation
6	Historic Preservation – Technical Procedures	<a href="http://www.gsa.gov/pbs/hptp">www.gsa.gov/pbs/hptp</a>	Historic Preservation – Technical Procedures
6	Historic Preservation –	<a href="http://www.sso.org/ncshpo">www.sso.org/ncshpo</a>	National Conference of

State Historic Preservation Officers			State Historic Preservation Officers
6	Historic Preservation – Technical Preservation Services, National Park Service	<a href="http://www2.cr.nps.gov/tps/tpst.htm">www2.cr.nps.gov/tps/tpst.htm</a>	Secretary of the Interior's Standards, Preservation Briefs
6	First Impressions	<a href="http://www.gsa.gov/pbs/firstimpressions/">www.gsa.gov/pbs/firstimpressions/</a>	Office of the Chief Architect
6	Art-in-Architecture – Information on program	<a href="http://www.gsa.gov/pbs/pn/">www.gsa.gov/pbs/pn/</a>	Historic Buildings and the Arts Center of Expertise
7	Hazardous Waste – Consolidated List of Chemicals	<a href="http://www.epa.gov/swercepp/pubs/summary.html">www.epa.gov/swercepp/pubs/summary.html</a>	Environmental Protection Agency





