

Welcome to today's presentation:

Broker Services: Building a Better Broker Contract

March 8, 2023

The presentation will start at 1 pm Eastern

Note: Phones are automatically muted during the presentation. You can send questions to our presentation team via your Q&A panel and team will answer as many questions as possible during the presentation. All questions will be responded to in writing in a formal Q&A document, posted along with the slide deck and session recording, on our website, <http://www.gsa.gov/ces>



Broker Services: Building a Better Broker Contract

March 8, 2023

Presented by:

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GSA Office of Leasing, Heartland Leasing Division (R6)



Bridget N. Rhodes
National Contracting Officer's Representative
GSA Office of Leasing, Center for Broker Services (CO)



Hosted by:

David Hofstetter
National Client Lead and CES Team Member
GSA Office of Portfolio Management and Customer Engagement (CO)





***For our external clients,
what agency do you represent?***

please respond in the “Chat”

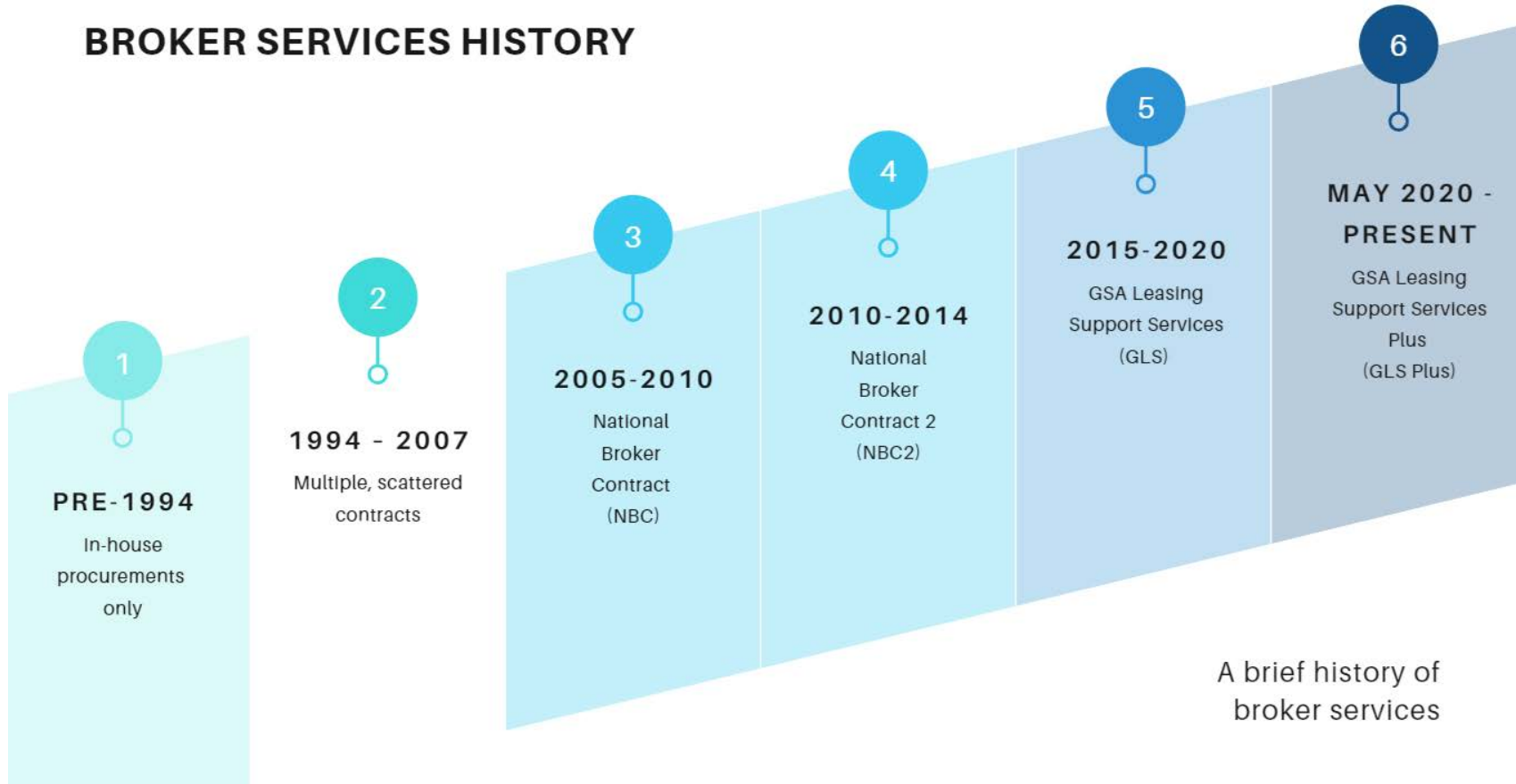


How familiar are you with GSA Broker Services?

- A. Very familiar
- B. Somewhat familiar
- C. Not familiar at all

Program History

BROKER SERVICES HISTORY



A brief history of broker services

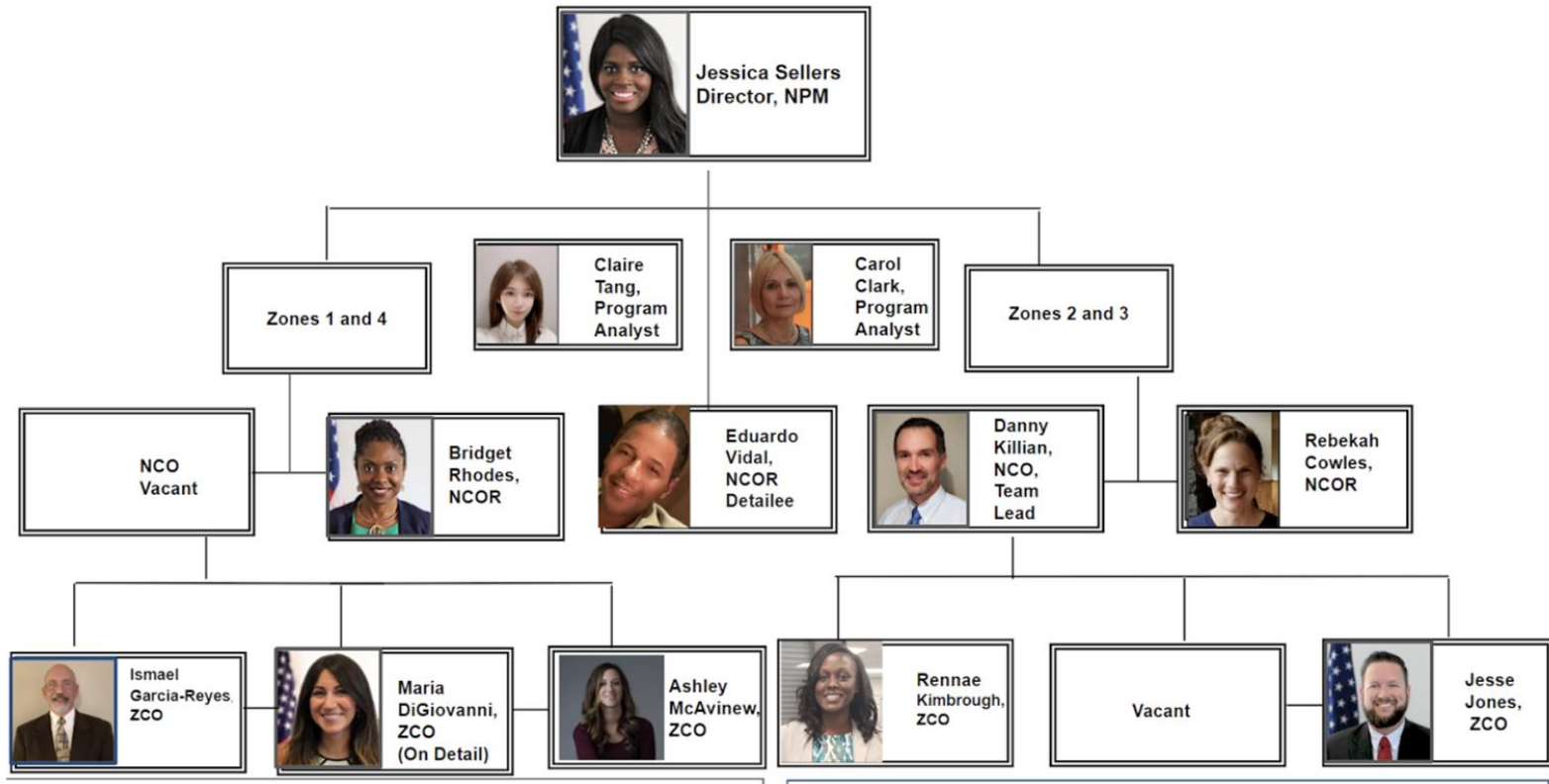
Quantifiable Results

Tactic	Savings Associated
Taxpayer savings associated with rent credits: passed directly to Clients	\$490M in past 16 years, with \$246M projected on remaining TOs
Projecting 1800 task orders under GLS Plus	Estimating \$200M in estimated rent credits
Negotiations and rightsizing Client workspaces	\$3.119B in Lease Cost Avoidance since 2018

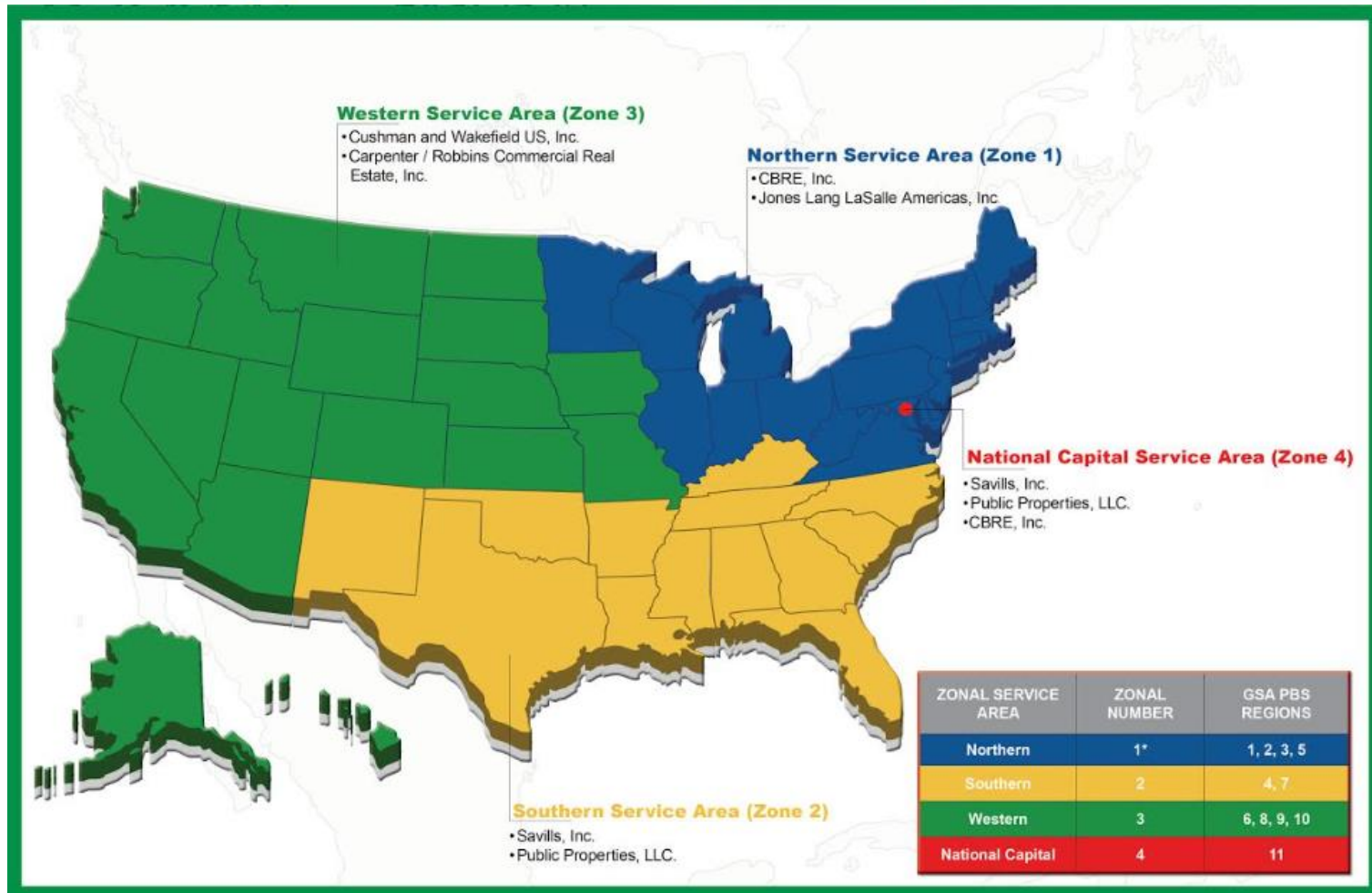
Broker Services Team



GSA, PBS, Office of Leasing
Center for Broker Services
(PRAA)



GLS Plus Zonal Map



Broker Services Offerings

MODULE TYPE	MODULE DESCRIPTION / TARGET PROJECT TYPES	REQUIREMENTS DEVELOPMENT	LEASE ACQUISITION	POST AWARD SERVICES	EXTENSION
1	DELUXE ACQUISITION SERVICES Requirements Development, Lease Acquisition, Post Award Services	✓+	✓	✓+	✗
2	PROGRAMMING & ACQUISITION SERVICES Requirements Development & Lease Acquisition	✓+	✓	✗	✗
3	OCCUPANCY SERVICES Lease Acquisition & Post Award Services	✗	✓	✓+	✗
4	LEASE ACQUISITION Lease Acquisition	✗	✓	✗	✗
5	LIMITED VALUE LEASES *TBD at Task Order Award	✓	✓	✓	✗
6	PLANNING SERVICES Lease Extensions	With an associated Task 1-5 or NPM Approval			✓

- Portfolio of Work
- Best Value Commission - *removed*
- Credential requirements for Transaction Managers - *elevated*
- Value Tiers - *realigned*
- Menu of Services - *enhanced*
 - Enhanced RD
 - Enhanced Post Award
- Evaluations - objective emphasis
AND
- **Market Survey 360**
- **Annual market presentation**

Enhanced Services: Menu of Services



GLS Plus
GSA Leasing Support Services
Savings - Expertise - Customer Experience

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2	PROGRAMMING & ACQUISITION SERVICES Requirements Development & Lease Acquisition				
3	OCCUPANCY SERVICES Lease Acquisition & Post Award Services				
4	LEASE ACQUISITION Lease Acquisition				
5	LIMITED VALUE LEASES *TBD at Task Order Award				
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Market Survey 360



Enhanced Requirements Development

Key Deliverable:

MACRO Program of Requirements

- Leverages private sector expertise without funding constraints
- Results in timely, quality space acquisitions reflecting carefully developed space requirements

Enhanced Post Award Services

- Increased number of progress inspections places the Client Agency's interests as a top priority
- Progress Inspection Report within 3 days
- Recommendations:
 - Schedule
 - Deficiencies, non-conformance
 - Workmanship
- Photo documentation, 360 degree image of the space or electronic time lapse video of construction progress





***Have Enhanced Requirements
Development or Enhanced Post Award
Services been utilized in your
procurements?***

A. Yes

B. No



If you responded YES to the prior question...

Do you find them helpful in clarifying your requirements and streamlining the post award phase, respectively, if so, specifically how?

Please elaborate in the “Chat” box



Are there other tools or technologies that you would like to see implemented in the next contract?

Please elaborate in the “Chat” box



What gaps exist in GSA's current leasing process that you feel could potentially be filled via the next contract including, but not limited to additional services or new areas of work?

Please elaborate in the "Chat" box

Project Pulse Survey

"It really adds another layer to the process when it is done with a broker"
- TSA -

Broker did an outstanding job.

- IRS -



PROJECT
PULSE SURVEY

"..they had to do three market surveys, but found good space for our office to be relocated."

- SSA -

"Broker was very helpful and knowledgeable in the construction phase..."

- DHS/CIS -



What concerns, challenges, or successes have you experienced using broker services?

Please elaborate in the “Chat” box

NextGEN Timeline

Team Development & Outreach

Development of the Core Team and consultation with internal stakeholders.

2022

2023

2024

2025

Solicitation

Issue the Solicitation, conduct Source Selection process, and prepare for contract award.

Pre Solicitation

Consultation with external stakeholders and develop Statement of Work.

Award & NTP

Award contract, provide training, issue notice to proceed (NTP).



***Thank you for joining us today for a discussion on
Broker Services: Building a Better Broker Contract***



Shenika Kuchar



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Questions?

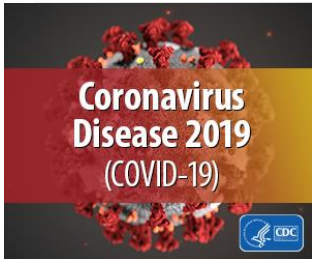


Join us for our upcoming VIRTUAL CES session:

Understand Your Workspace Usage With Daily Occupancy Data

Thursday, March 16th 2pm eastern

[Register Now](#)



GSA's COVID-19 Resources for Customers

See our [COVID-19 Website](#) for our Emergency Response Activities

Watch CES sessions on  YouTube

[Bookmark and binge watch all your favorite CES sessions!](#)

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