Client Enrichment Series – Q & A

Topic: *Policy and Process Changes for Occupancy Agreements (OASIS Overview)*
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Additional OASIS Related Resources:

Email the OASIS Team at pbsoasis@gsa.gov
Visit GSA's OASIS website for customers
View the 9/8/22 CES OASIS Overview Zoom Recording Passcode: 6w1wG08=
PBS Space Pricing Guide (5th Edition)
On-Line Billing - Rent on the Web

Q1: **Will GSA update the excel year on ROW from 2003 to a newer version of excel. Some agencies cannot access the expiring lease list because the excel file year is too old.**
A. We don't have any ROW SMEs on the call now, but we can pass the question on to them after this meeting.

Q2: **What is AB code? Agency ..something code?**
A. Yes, Agency/Bureau code. It's a 4-digit code established by the Treasury to identify federal organizations.

Q3: **Will OASIS be on the PBS dashboard like eOA?**
A. No, OASIS will be accessed separately, not via the PBS dashboard.

Q4: **What do you mean by no a signature? We require signatures because we have been audited by KPMG and they see these as IAA's/Contracts. If we print an OA - will it have a signature?**
A. It is not an electronic signature, like DocuSign, it is an electronic approval. The printed version will show who approved and when (date/time).

Q5: **Is Rent on the Web still available to Federal Employees only?**
A. We don't have a ROW SME on the call, so we'll have to reach out to them after this call to get the answer.

Q6: **How can you budget your rent if you don't get a draft OAs? We often need to plan for funds in advance.**
A. The info will be provided through the client project agreement (CPA) and through project updates.

Q7: **Will the CPA be available to view on OASIS?**
A. No, only OAs will be in OASIS.

Q9: **At what point in a new OA would the agency see approximate annual costs?**
A. You would continue to see approximate annual costs as you do now, but just in the CPA.

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***Q10*: Do CPA's become "living documents" - that change throughout the process / lease action? Or if parameters change, is a new CPA produced mid-project?**

A. The CPA will not be updated, but other project communication occurs if the cost estimates change. An OA is presented once we have a bid and actual values for an award.

***Q11*: Then how do we get a copy of the CPA?**

A. From the GSA planning or realty specialist that is working with you on the occupancy.

***Q12*: Will the CPA docs be sent thru email (like current OAs) or will CPA be sent through OASIS?**

A. CPAs will not be in OASIS.

***Q13*: Would everything still be within the PBS Portal? Not sure how that is different from the OASIS**

A. Not sure I understand the question. The PBS Portal is for PBS employees only.

***Q14*: We have two different "people" involved with the draft OA process. One for the negotiation of the space with the GSA realty specialist and one for the budget estimates and planning for our entire agency. Is there a way to have someone always copied to receive the CPA, regardless of which realty specialist or region is working on it?**

A. We do not have representatives from the CPA program on our call. This can be discussed with your national customer contact. However, some agencies do this via central mailboxes, where they ask that all email communication from PBS be copied to or only sent to a central mailbox, then handle the review and routing of those emails on their side. This seems to work well and allows the customer to control who has access to the communications.

***Q15*: Will the CPAs and HPs be revised to include the 3 categories for Occupants?**

A. No, at this time the three personal identification fields for OAs will not be on the CPA.

***Q16*: How is incremental increases handled? Prior we received an incremental OA and then it was combined. Is there just the final combined OA and the Agency would have to note the increase?**

A. If you mean expansions of space, you will need to approve those separately but the OA will now be able to show all your different blocks of space.

***Q17*: So this (expansions from Q16) would be a separate OA or just a CPA?**

A. The expansion will be within the same OA and will show each block of space for your approval.

***Q18*: Is the financial pg will there be additional costs that are listed as other? or will this be descriptive?**

A. We are utilizing the same rate descriptions that we have no on the OA and ROW. However, Billing Adjustments are often tagged as "Other". These will be more descriptive in the future. There will still need to be limited uses of "Other" Billing Adjustments for unusual billing items and credits that don't fall within typical rate lines.

***Q19*: Will the OA clearly indicate whether it is cancellable or non-cancellable and then reference the Pricing Guide?**

A. Yes, the OA will still indicate if it is non-cancellable or not.

***Q20*: Yes, still referring to expansions. So how does that look? Will that be addressed? I am still unclear since draft OAs are no longer, so would this show up tentatively in the same OA?**

A. A new pending version of the OA would be created for your review. It would show the new square footage and rent effective x date as a Pending line and the current billing sqft as the Current Billing line. Once approved and occupied the proposed pending line would override the Current Billing line. If the new space is

brought on at different rates you will see xx sq ft @ $xx effective x/xx-x/xx and then a separate line that shows new yy sq ft @ yy effective y/yy-y/yy. This will be shown in detail during the training sessions.

Q21: Will OAs have expiration dates?

A. Lease OAs will. Owned OAs will have open ended terms except in cases where a definite end date are defined such as short term temporary spaces, buildings under disposal, or non-cancellable OAs.

Q22: So ROW (Rent on the Web) updates monthly, will OASIS be updated at the same frequency/time?

A. OASIS will update rent data after billing (which will continue to be on the 15th) every month. However all pending terms and conditions are available in real time. If we update an OA for June 2023 rent, you'll be able to view it as soon as it's entered into the system, but it will not bill until June 15th.

Q23: Will DHS fees be in OASIS?

A. No, FPS will continue to bill separately.

Q24: Will the information available on OASIS self-service be comparable to the data available on the PBS Customer Dashboard? Currently we get all current OAs plus dates and locations.

A. OASIS users will have all of their OAs, dates and locations, drawings (where available), bills, the ability to submit questions, the ability to submit releases of space.

Q25: When does the OA go into the ROW? I have heard it can take 90 days.

A. As soon as an OA is finalized it will appear in the coming month's rent. ROW is updated every month after billing.

Q26: The 120 release notice doesn't mean the OA changes yet, right? There needs to be a final walk-through, right? It could be 180 days before you leave.

A. PBS currently requires 4-month notice in OAs (with some exceptions), and Carlos is going to talk about how that policy is changing in federal space. When the agency vacates, the space does have to be inspected, which can take time, but any rent charged would be credited back to the date when the space was vacated. Dates can be adjusted for agency delays and agencies can still give more than 4 months notice.

Q27: Would we continue using our current login info or would a new login be needed for OASIS?

A. A new account and separate login for OASIS will be required. No one has a current login to OASIS as it hasn't deployed.

Q28: With the OA's do you provide AutoCAD files showing the USF/RSF? We may need to accurately divide the cost of delineation between a number of components/groups.

A. (Note: this is a PBS-behind the scenes question, not a customer question). OASIS will hold floor plans. The regional SDM team will still need to handle AutoCAD files, but OASIS will pull square footage from that drawing to the OA.

Q29: Would the new account for the OASIS be sent out to current users, or would we need to request for it?

A. Setting up accounts will be coordinated with each agency's leadership. All approved users will need to set up an account in OASIS. More information will be provided in Winter 2022/2023.

Q30: Will you be required to upload your GSA LCP certification to be listed as an approver in the system?

A. No, agencies will determine their own processes for determining who can approve OAs in OASIS, and GSA will not be maintaining oversight of that via documentation or otherwise.

Q31: Will OASIS speak to the CSOD system?

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A. I'm not clear what CSOD is (a training or certification system?), but no, there are no integrations with anything called CSOD in our plans at this time.

Q32: **Will OASIS assist in the annual Exhibit 54 process?**
A. RentEst will continue to be used. OASIS will feed data into our annual RentEst reports.

Q33: **Hello. Can you explain how and when RE TAXES will be allocated ? Currently the timing and even amounts are not estimable as it varies.**
A. The RE tax process will not be changed. This will have to be addressed after the session.

Q34: **Do these changes affect the rent on the web bill? Currently, these space charges are billed separately.**
A. ROW is not changing, per slide 6.

Q35: **Will we continue to get a copy of the actual lease for commercial occupancies and will it be accessible through OASIS?**
A. Yes.

Q36: **Do the agency customizable (three) fields allow for a custom label by the agency? Follow-up: If so, are the labels consistent across all of an agency's OAs? (This would be helpful for tracking the approval of capital $$ for the space.)**
A. No, at this time the fields are only listed as Identifier 1, Identifier 2, and Identifier 3. The agency can set up an internal process for these fields, and we can note this potential requirement for future enhancements.

Q37: **Will OASIS result in administrative cost reductions for GSA?**
A. We had to fully document cost savings as part of getting approval for IT funding.

Q38: **My agency only reviews the OAs for our clients; we do not sign them. To make sure I'm clear on the new system, we will still need an OASIS account to review the OAs, correct?**
A. Yes.

Q39: **I missed the information on how OASIS will be for federally spaces**
A. OASIS will include both leased and federal space assignments. The slides and a recording of this session will be available after we're done so you can review for the specific info you need.

Q40: **Who at the agency will be asked to provide the list of users and the authority to modify it down the road?**
A. We are working to identify a point of contact for every single agency bureau code, and these can be the same person for two or three agencies. Once we have a finalized POC list, we will make that available to anyone that would like that information.

Q41: **Will Overtime utilities be processed through OASIS?**
A. Yes, the utilities that are currently billed through Rent on the Web will transition and build through OASIS as well. You will be able to see those utilities and gain more details in OASIS.

Q42: **Are there any steps being taken on the back end on how funds are paid to respective agency OAs? Our payments are processed to GSA via DFAS to GSA.. GSA uses Pegasus to apply payments,., however the payments are applied to the agency as a whole to the largest balance owed instead of agency - for specific locations...if that makes sense...**
A. No, not as part of this project.

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Q43: **Previous GSA access forms for things like GREX require the employee's background investigation. That is considered PII and must be sent Security professional to Security professional......it became a large problem just recently. Is the request for access or role still require that as you may run into issues about providing that information.**

A. We do not have information on the security requirements at this time, but those will be provided in Fall.

Q44: **That was my concern. That changes our system on our side. Thank you for addressing that**

A. N/A

Q45: **Why has it been difficult to get Regions to roll the recurring charges i.e., OTU in the OA for commercial leases?**

A. This is outside of the OASIS project. However, our National Office on Leasing is working on improvements to overtime utility billing for some situations.

Q46: **How/where will the TI be noted in the new OAs? Can we see a sample?**

A. The TI principal, interest rate, and term will all be provided as well as the total monthly dollar figure. We will have samples available later this fall and in training.

Q47: **When and where is OASIS self service portal coming/.available?**

A. OASIS current go live date is April 3, 2023.

Q48: **When will the new, 6th Edition of the Pricing Desk Guide that you mentioned be released?**

A. Soon. We are seeking final concurrences and hope to release it in the coming month.

Q49: **You noted we will no longer be receiving draft OAs for budgeting purposes, and that a Client Project Agreement will now provide that financial information. How can I learn more about Client Project Agreements (CPAs)?**

A. The CPA is the agreement between PBS and our clients as a result of the Occupancy Planning and Requirements Development process at project identification. You can learn more about this process on our [website](#), where you can also view a copy of a CPA template (Part 1 and Part 2).

A 2/18/21 CES session also covered the planning function and addressed CPAs - "
Occupancy Planning and Solutions" - view th[e presentation, recording](#), and Q&A on our website -
[www.gsa.gov/ces](#), under the "Presentation Archives" heading.

Coming November 17th, we will be hosting a CES session devoted to a thorough walk-through of our Client Project Agreement (CPA). Stay tuned for invitations to our "Tour de CPA" CES event! [Register today](#), s'il vous plait!

Q50: **Will these OASIS changes cause any changes to the current format of ROW?**

A. No.

Q51: **I've heard of this new PBS project management tool, Kahua. How do Kahua and OASIS interact/relate?**

A. (Explanation of Kahua/OASIS/CPA relationship here.) View this 8/18/22 [CES "Say Aloha to Kahua!" video](#), and see additional session resources on our [website](#) under "Recent Presentations" Email the Kahua team at [kahuasupport@gsa.gov](#), or complete this [Google Form](#) to request access to Kahua, and [register](#)for our 9/15 1pm ET class - "Kahua Users Klub".