

Client Enrichment Series – Q & A



Topic: *Service Expectations in GSA Owned and Leased Buildings*

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Link to Series Information: *www.gsa.gov/ces*

- 1) *Doesn't GSA typically delegate micro-purchase authority since it has no way to bill back micro-purchases to the tenant agency?***

Answer - No, GSA delegates micro-purchase authority for service, repairs and alterations because in some cases it is economical and efficient to do so. Alternatively, the Judiciary and federal agencies often, at their discretion, provide GSA with a F-Type Reimbursable Work Authorization annually for cyclical maintenance, miscellaneous services and minor construction.

- 2) *For things like power washing, is that something that requires approval if it falls under the micro purchase for the property manager? We've been asking for our front walks to be power washed for several years and hear there are no funds.***

Answer - All requests for funding are subject to the availability of funds and an approval from the GSA Approving Official. GSA Approving Officials work directly with GSA credit cardholders (in most cases, the GSA Property Manager) and GSA Budget Analysts to manage building needs for service and repair under the micro-purchase threshold.

GSA recommends addressing this issue directly with the GSA Property Manager or at a scheduled GSA held tenant meeting. If resolution cannot occur timely, or is not mutually agreed upon, escalate the matter through your official escalation policies/protocols.

- 3) *Can we get additional info on the F-Type RWAs?***

Answer - There are a whole host of resources on RWAs on our website - www.gsa.gov/rwa, and specifically on F-Types, in this [RWA Type Q&A document](#).

- 4) *Does GSA have appropriate FTEs to provide 30 day reviews of services memorialized in the Performance-Based Contracts?***

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Answer - We believe so, but this is a tricky question to answer without knowing the particular circumstance.

Reviews of performance-based service contracts with monthly deliverables for mechanical, custodial and elevator contracts are required. The GSA Contracting Officer and a GSA Contracting Officer's Representative(s) (most often the GSA Property Manager) are responsible for ensuring that the obligations of the contractor and the government are established and governed by the language of the contract.

5) *Can you describe the relationship between GSA and the client agency for issues related to critical power systems, such as those associated with onsite data centers or server rooms? What is the agency responsible for and what is GSA responsible for?*

Answer - Yes, the Information Technology Manager and the GSA Property Manager make up two of the three pillars of business continuity. In GSA owned facilities, It would be beneficial to both parties to discuss the operation, maintenance, security and repair of the onsite data center.

As a best practice, A "Data Center Maintenance Plan" could be developed. The objective of the data center maintenance plan is to ensure reliability of the data center by identifying preventive maintenance requirements, evaluating performance, and defining roles and responsibilities at the system, sub-system and task levels. This type of plan could include:

1. Operating Logs and Tours
2. Tour Frequencies
3. Condensate Pan Maintenance
4. Predictive/Preventive Maintenance
5. NETA Maintenance Testing Specification for Electrical Power Distribution Equipment
6. Disruption to Utilities
7. CRAC Maintenance and Operation
8. Preventive Maintenance Compliance (NETA)
9. Scheduling and Record Keeping
10. Security/Access Control
11. Real-Time Monitoring
12. Alarm Parameters
13. Service Calls
14. Quality Control and Benchmark
15. Quality Assurance and Inspection
16. Reimbursable Work Authorizations
17. Performance Meetings

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18. Equipment Inventories
19. OEM Specifications
20. Warranties and guarantees

Establishing the demarcation between building-owned and agency-owned equipment is essential. Repairs and service to agency-owned equipment are considered additional services. Please refer to [GSA's 4th Pricing Desk Guide, Section 3.7.4, Above Standard Services](#). For more information about above standard services - attend our upcoming Client Enrichment Series session ["Calculating and Billing for Overtime Utilities and Agency Program Equipment", coming up on March 21st, 2019 from 2pm-3pm Eastern](#)

6) *Is the Building Operating Plan available to employees in the leased building who are involved in facilities/space/security?*

Answer - We can ask, but typically no. Building Operating Plans are not required by GSA in leased locations. However, the GSA lease does require a Schedule of Periodic Services to document all periodic services (to be performed other than daily, weekly, or monthly). Additionally, GSA reserves the right to require documentation of proper operations upon request. All records of this type shall be forwarded to the GSA Lease Administration Manager or designated GSA Representative.

7) *Do Property Managers at GSA Federally Owned building use web-based work order systems?*

Answer - Yes, GSA uses a form of Maximo as its National Computerized Mechanical Maintenance System. This is a web-based system that allows GSA to track service requests, work orders, repairs, predictive and preventive maintenance. This system also allows us to track response times to service requests and costs.

Currently, GSA is experimenting with allowing its customers to input their own service requests into the NCMMS system. Our challenge is working through the various governmental IT firewall and security systems.

8) *Can you elaborate on the communication between the Court, the property manager, and the O&M on service issues? What is the recommended chain of communication?*

Answer - Yes, most often GSA relies on our service contract providers to operate a service request and administrative support function during normal working hours and to act as a central point of contact for GSA and building occupants to take service calls.

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Using the prescribed service call system at your courthouse is a critical step because the service contractor and GSA builds in transparency and redundancy into this system to ensure an adequate response is provided.

Service calls are responded to by the service contractor as routine, urgent, or emergency. (Ask GSA Property Manager for contract stipulated response timeframes.)

Contact the GSA Property Manager directly In situations when the service contractor does not respond or does not respond adequately to the request.

Discuss service performance with the GSA Property Manager directly at anytime, or at quarterly held GSA Tenant Meetings.

Escalate service related issues per the Judiciary Escalation process found on the JNET if the matter is unresolved

9) *Are the capital improvement plans shared with tenants?*

Answer - Yes. Most often capital improvement plans are discussed at Space and Facilities Meetings at a Regional level.

10) *Where can I find any follow up resources or details on the topic of critical power systems issues (generators, UPS, coordinating work), etc?*

Answer - In GSA owned locations, please consult with your GSA Property Manager. A review of the Operations and Maintenance Service Contract Agreement does reference NETA (Maintenance Testing for Electrical Distribution) and NFPA 110 and 111 (generator) requirements. Predictive and preventive maintenance for these components/systems are also referenced.

11) *What does the Cure process look like? What if there is no contact with the lessor?*

Answer - The decision to enter into the cure process may be considered when GSA has notified the lessor of deficiencies in writing; such as after an inspection or when an issue is escalated to the LAM by the tenant agency and after re-inspection, the deficiencies are not resolved. The decision depends on several factors which includes the impact on the tenant agency's ability to utilize the space and the severity of the deficiency. Documentation (notification to the lessor in writing) and follow-up is extremely important and necessary in order to move forward with the cure process. Details of the Cure Process can be found in the session slide deck, and is outlined in the [Lease Management Customer Guide](#).

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12) Where do we find the templates?

Answer - Most of the LAM templates are shared in the Appendix of the [Lease Management Customer Guide](#).

13) What's the difference between the Inspection Form and Inspection Letter?

Answer - The LAM uses the Inspection Form 500 to perform the inspection and capture deficiencies. The latest version of the inspection form was implemented in the GSA internal Lease Management Tool (LMT) in August 2018. The new version of the form includes a list of checklist “codes” that were derived from lease template requirements and help guide LAMs through the inspection.

The inspection letters (deficiency letter, no apparent deficiency letter, and the inspection close out letter) are used when transmitting the inspection results to the lessor. If deficiencies were found, the inspection letter will also list the deficiencies.

14) Are the timeframes of the inspection or the cure process documented?

Answer - The LAM prescribes a timeframe appropriate for the corrective action. The amount of time allotted will depend on the complexity of the deficiencies and the impact on the tenant agency's ability to utilize the space.

15) Does GSA provide copies of Lease Inspection forms and the Facility Security Assessment Reports upon request, or should they be provided to the tenant agency once the inspection or assessment has been completed?

Answer - The LAM should share the Lease Inspection with the tenant agency upon completion. The Facility Security Assessment is a controlled document. Per the Interagency Security Committee (ISC), only the FSC members are provided copies of the FSA by FPS.

16) How does GSA track when cyclical carpet and paint replacement is due? Who is responsible for alerting the Lessor and the Agency Tenant?

Answer - The LAM is responsible for monitoring and verifying the requirements in the lease are met throughout occupancy.