



Client Enrichment Series

Welcome to today's presentation:

Workplace Investment and Feasibility Modeling Tool

The WIFM Tool

the presentation will start at 2pm Eastern

Note: Phones are automatically muted during the presentation. You have the ability to send questions to your fellow attendees and our presentation team via your Chat pane. Our team will answer as many of the questions as possible throughout and at the end of the presentation. All questions will be captured, and answers sent to all participants prior to the next presentation.



Client Enrichment Series

- Prior Presentation – eRETA Summer Camp
- **TODAY – Workplace Investment and Feasibility Modeling (WIFM) Tool**

www.gsa.gov/ces

ClientEnrichmentSeries@gsa.gov





Client Enrichment Series

Workplace WIFM Tool

August 16, 2018

Presented by:

Ryan Doerfler
Senior Workplace Strategist
GSA Total Workplace Program Management Office



Hosted by:

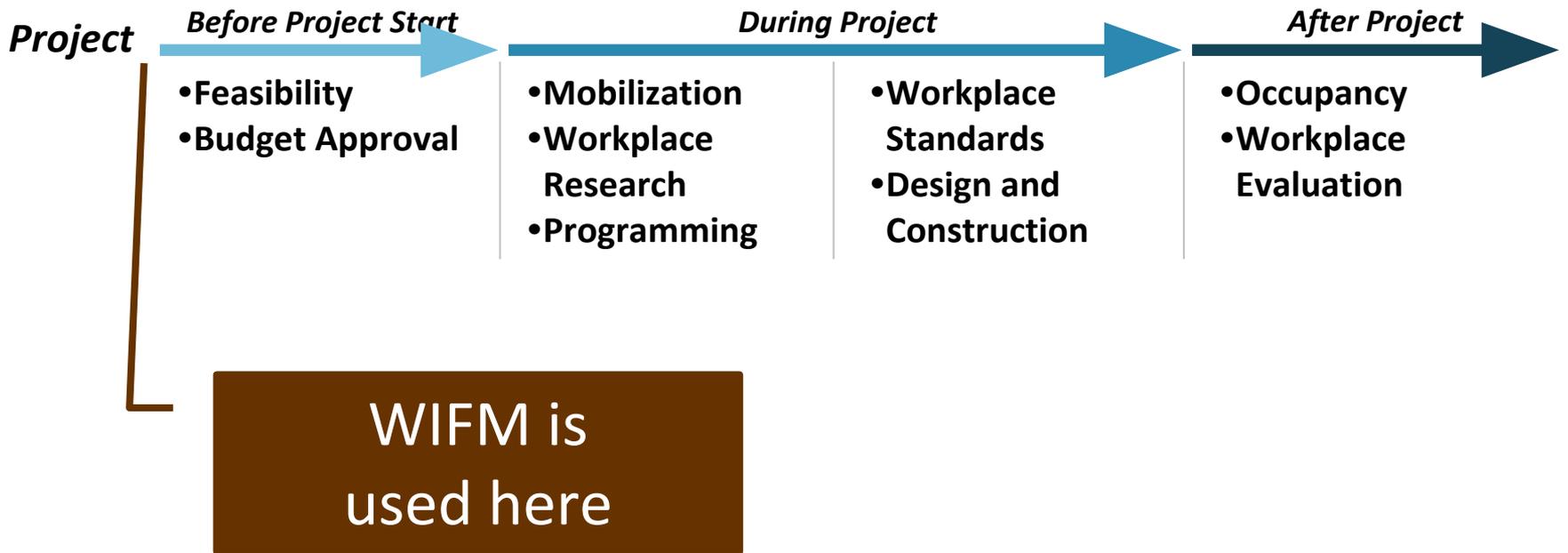
James Fotopoulos
Office of Client Solutions
Portfolio Management Division
GSA PBS Heartland Region (R6)



WIFM

- provides **future** workplace scenarios based on **current** workplace details
- tests workplace strategies relative to space policies
 - size and allocation of individual workspaces; desk sharing
 - mix of standard support spaces (e.g., meeting rooms)
- *roughly* estimates the cost of workplace change
 - also known as a feasibility or screening estimate
 - typically used when < 5% of project has been defined
- can shape the direction of concepts and development of workplace requirements

WIFM is best used early

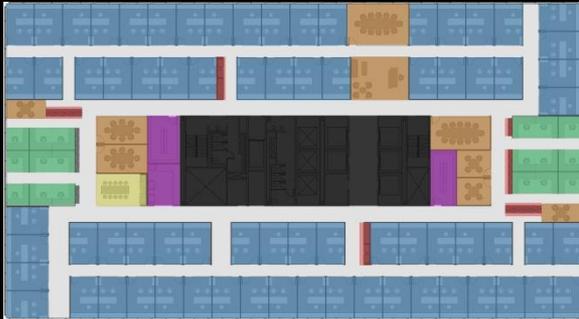




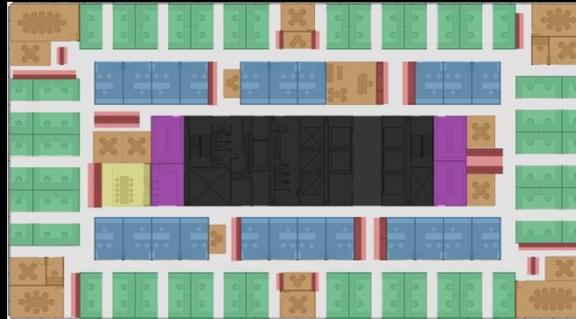
WIFM's Workplace Scenarios

Example Project

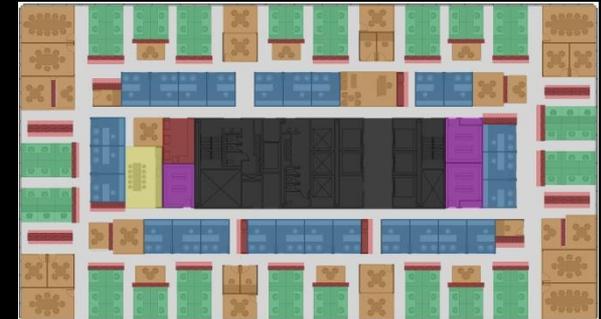
LOCATION 1



LOCATION 2



LOCATION 3



■ Open Workstations

■ Private Offices

■ Meeting Areas & Rooms

■ Kitchen & Break Areas

■ Other Standard Support

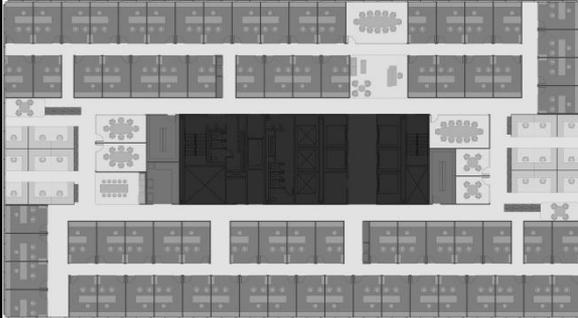
■ Special Support

■ Building Common

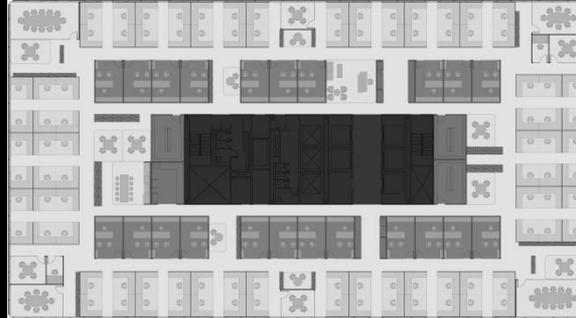
■ Internal Circulation

Baseline : No Workplace Changes

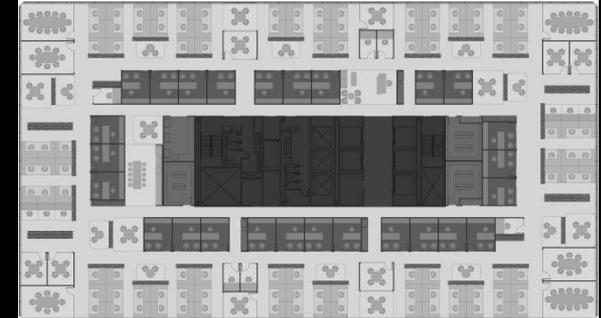
LOCATION 1



LOCATION 2



LOCATION 3

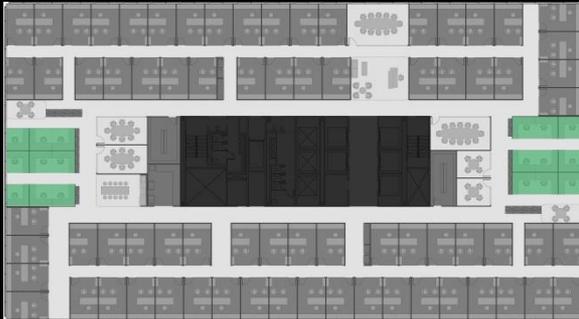


Scope

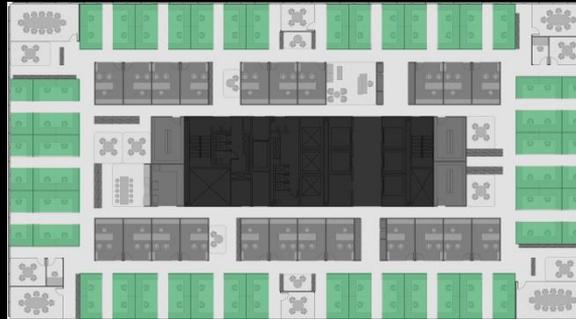
- Personnel remain at their current location(s)
- The existing workplace is minimally refreshed for continued occupancy
- No other workplace changes

Scenario : Workstation Changes Only

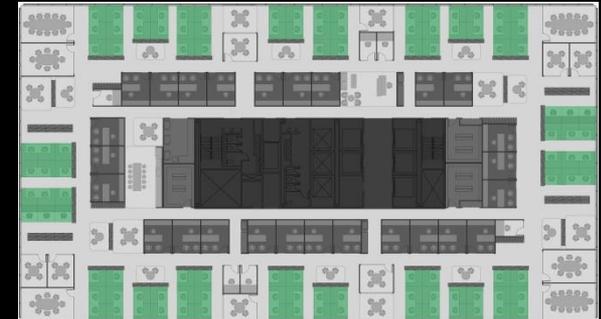
LOCATION 1



LOCATION 2



LOCATION 3

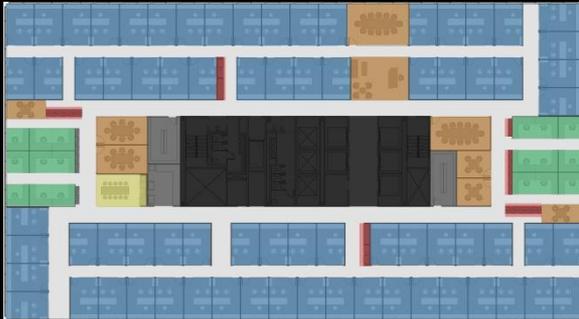


Scope

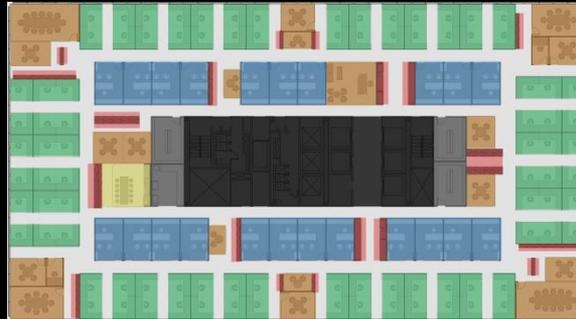
- Personnel remain at their current location(s)
- Workstation areas are rebuilt with new furniture
- The remaining workplace is unchanged

Scenario : Office Renovation

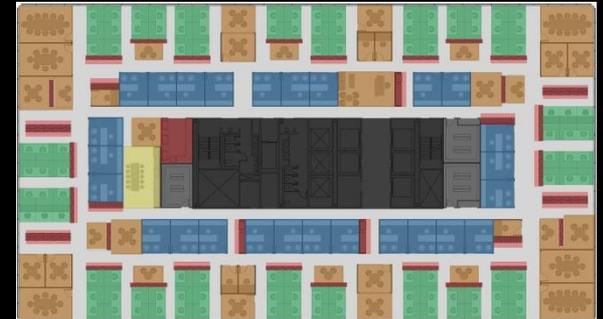
LOCATION 1



LOCATION 2



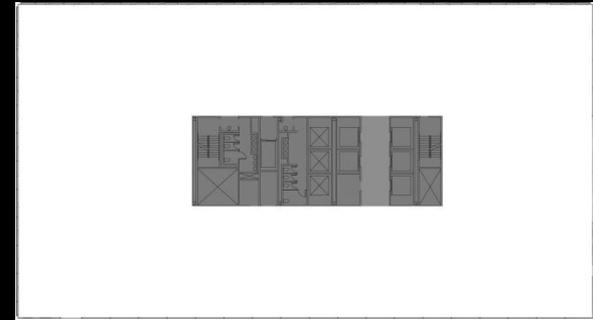
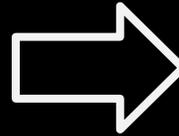
LOCATION 3



Scope

- Personnel remain at their current location(s)
- Workstations, enclosed offices, and all standard support are completely rebuilt
- Special spaces remain unchanged

Scenario : Total Workplace Change



Scope

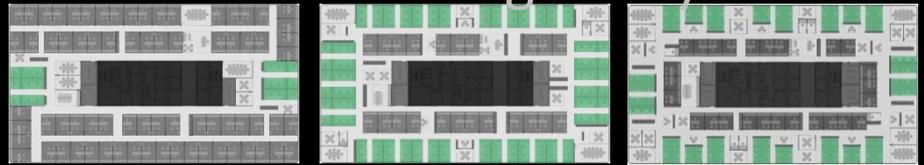
- Personnel consolidate to a new location
- All spaces are newly built-out in a warm lit shell
- Desk sharing participation can be changed

WIFM Scenarios

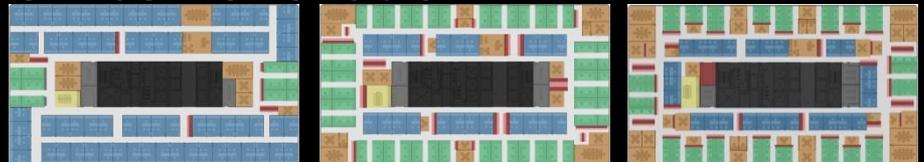
Project Details

- Agency Name
- Project Name
- Future Geographic Location
- Utilization Rate Goals
- Future Headcount

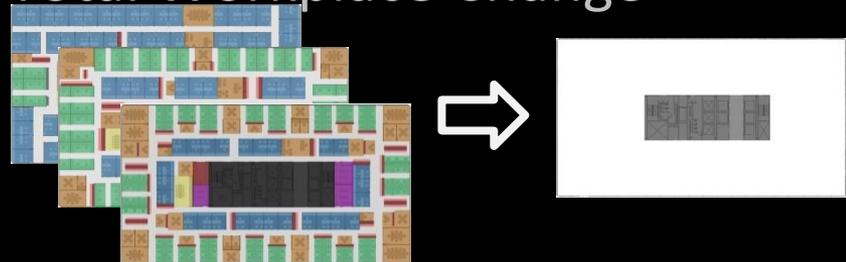
Workstations Change Only



Office Renovation



Total Workplace Change



WIFM Overview





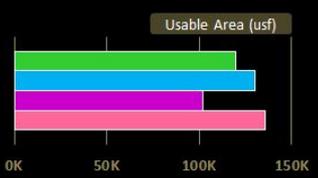
Workplace Investment & Feasibility Modeling tool
provided by the **PBS Total Workplace PMO**

Jump to: [click to choose](#)

Organization	US Complaints Department
Project	An Awesome Workplace Project
Locations	#1: Downtown Federal Building (San Francisco, California) #2: An Old Building (Phoenix, Arizona) #3: A Super Secret Facility (Reno, Nevada) New Location: TBD (Maui, Hawaii)
Headcount	610 people (600 federal; 10 non-federal)

	3 Scenarios	BASELINE	SCENARIO 1	SCENARIO 2	SCENARIO 3
Scenario Selection :		Stay in Place / No Workplace Changes <i>(all space sizes remain unchanged)</i>	Stay in Place / Workstation Changes Only <i>(all other spaces remain unchanged)</i>	Stay in Place / Office Renovation <i>(special spaces remain unchanged)</i>	New Location / Total Workplace Change <i>(all spaces can be changed)</i>
% Fed Sharing @ Ratio :		30% @ 1.8 people : 1 seat	0%	10% @ 2.0 people : 1 seat	10% @ 2.5 people : 1 seat
Individual Workspace Ass		Location 1 Location 2 Location 3	Location 1 Location 2 Location 3	Location 1 Location 2 Location 3	New Location
WS Type 1 Size :		64 nsf 64 nsf 48 nsf	64 nsf 64 nsf 64 nsf	64 nsf 64 nsf 64 nsf	80 nsf
% of Feds for WS Type 1 :				90% 75% 100%	75%
% of Remaining Feds to Receive Assigned Alternate Workspace :				10% 25%	25%
Assigned WS Type 2 or Office :		Office Office Office		Office WS Type 2	Office
Average Size :		200 nsf 200 nsf 150 nsf		150 nsf 64 nsf	150 nsf
Overall Interaction Level :				Average Interaction	High Interaction

Workplace Area
Difference from Current Space



≈ 120,000 usf

≈ 129,955 usf +8%
≈ 9,955 usf

current locations are too small to accommodate future headcount

213 usf +7%
≈ (7,955) usf

196 usf +31%
≈ (28,205) usf

≈ 101,926 usf -15%
≈ (18,074) usf

167 usf -16%

150 usf +0%
≈ (176) usf

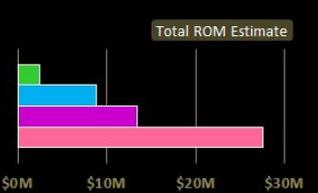
≈ 135,612 usf +13%
≈ 15,612 usf

future area greater than current area; no space reduction occurring

222 usf +11%
≈ (13,612) usf

198 usf +32%
≈ (29,112) usf

Rough Order of Magnitude Estimated Cost
--



≈ \$2.4M

≈ \$2.4M

≈ \$8.9M

≈ \$6.2M

≈ \$2.0M

not included

≈ \$554K

≈ \$150K

≈ \$13.4M

≈ \$9.3M

≈ \$3.2M

not included

≈ \$675K

≈ \$197K

≈ \$27.5M

≈ \$22.0M

≈ \$4.6M

≈ \$8K

≈ \$674K

≈ \$229K

WIFM Dashboard

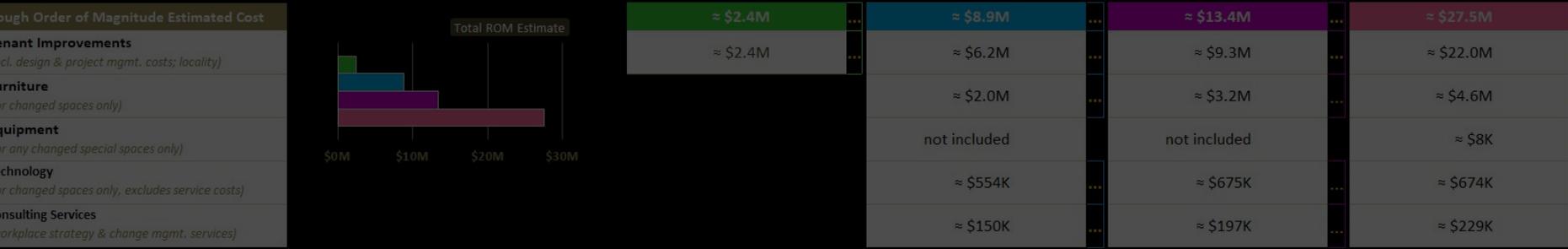


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Individual Workspace Δs	Location 1 Location 2 Location 3	Location 1 Location 2 Location 3	Location 1 Location 2 Location 3	New Location
WS Type 1 Size :	64 nsf 64 nsf 48 nsf	64 nsf 64 nsf 64 nsf	64 nsf 64 nsf 64 nsf	80 nsf
% of Feds for WS Type 1 :			90% 75% 100%	75%
% of Remaining Feds to Receive Assigned Alternate Workspace :			10% 25%	25%
Assigned WS Type 2 or Office :	Office Office Office		Office WS Type 2	Office
Average Size :	200 nsf 200 nsf 150 nsf		150 nsf 64 nsf	150 nsf
Overall Interaction Level :			Average Interaction	High Interaction



WIFM Dashboard : Project Details / Navigation



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Average Size :	200 nsf	200 nsf	150 nsf				150 nsf	64 nsf	150 nsf		
Overall Interaction Level :							Average Interaction			High Interaction	

Workplace Area	Usable Area (usf)	≈ 120,000 usf	≈ 129,955 usf ≈ 9,955 usf +8%	≈ 101,926 usf ≈ (18,074) usf -15%	≈ 135,612 usf ≈ 15,612 usf +13%
Difference from Current Space			current locations are too small to accommodate future headcount		future area greater than current area; no space reduction occurring
Utilization Rate (All-In) <i>(Target Rate: 200 usf / prsn)</i>			213 usf +7%	167 usf -16%	222 usf +11%
Reduction to Meet 200 UR Goal			≈ (7,955) usf	none	≈ (13,612) usf
Utilization Rate (Administrative Office) <i>(Target Rate: 150 usf / prsn)</i>			196 usf +31%	150 usf +0%	198 usf +32%
Reduction to Meet 150 UR Goal			≈ (28,205) usf	≈ (176) usf	≈ (29,112) usf
Rough Order of Magnitude Estimated Cost	Total ROM Estimate	≈ \$2.4M	≈ \$8.9M	≈ \$13.4M	≈ \$27.5M
Tenant Improvements <i>(incl. design & project mgmt. costs; locality)</i>		≈ \$2.4M	≈ \$6.2M	≈ \$9.3M	≈ \$22.0M
Furniture <i>(for changed spaces only)</i>			≈ \$2.0M	≈ \$3.2M	≈ \$4.6M
Equipment <i>(for any changed special spaces only)</i>			not included	not included	≈ \$8K
Technology <i>(for changed spaces only, excludes service costs)</i>			≈ \$554K	≈ \$675K	≈ \$674K
Consulting Services <i>(workplace strategy & change mgmt. services)</i>			≈ \$150K	≈ \$197K	≈ \$229K

WIFM Dashboard : Side-by-Side Scenario Feature

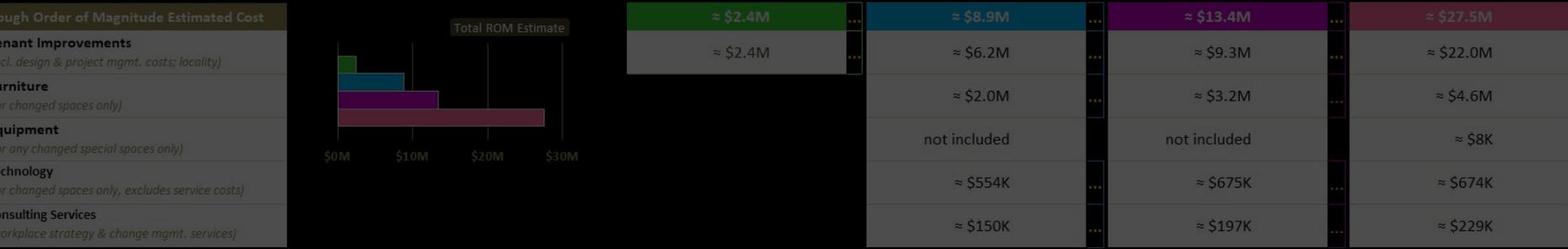


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Overall Interaction Level :			Average Interaction	High Interaction



WIFM Dashboard : Workplace Change Scenario Selection



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Utilization Rate (Administrative Office) <i>(Target Rate: 150 usf / prsn)</i>			196 usf +31%	150 usf +0%	198 usf +32%
Reduction to Meet 150 UR Goal			≈ (28,205) usf	≈ (176) usf	≈ (29,112) usf
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WIFM Dashboard : Scenario Parameter : Desk Sharing

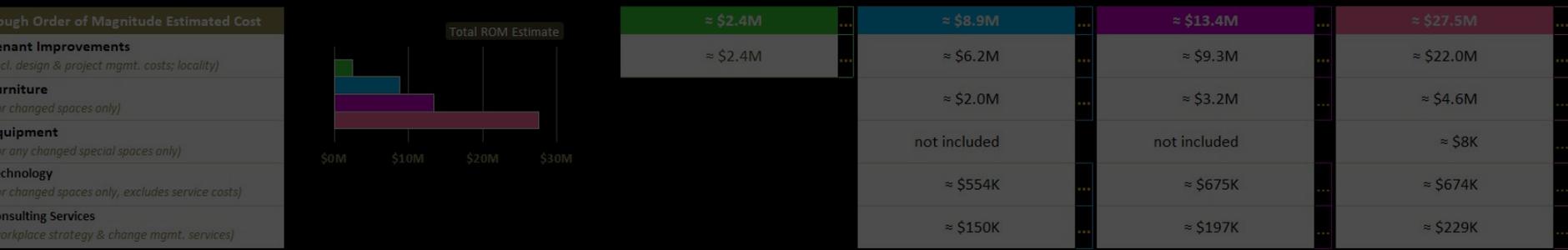


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Average Size :	200 nsf	200 nsf	150 nsf				150 nsf	64 nsf	150 nsf		
Overall Interaction Level :							Average Interaction			High Interaction	



WIFM Dashboard : Scenario Parameter : Workstation Size

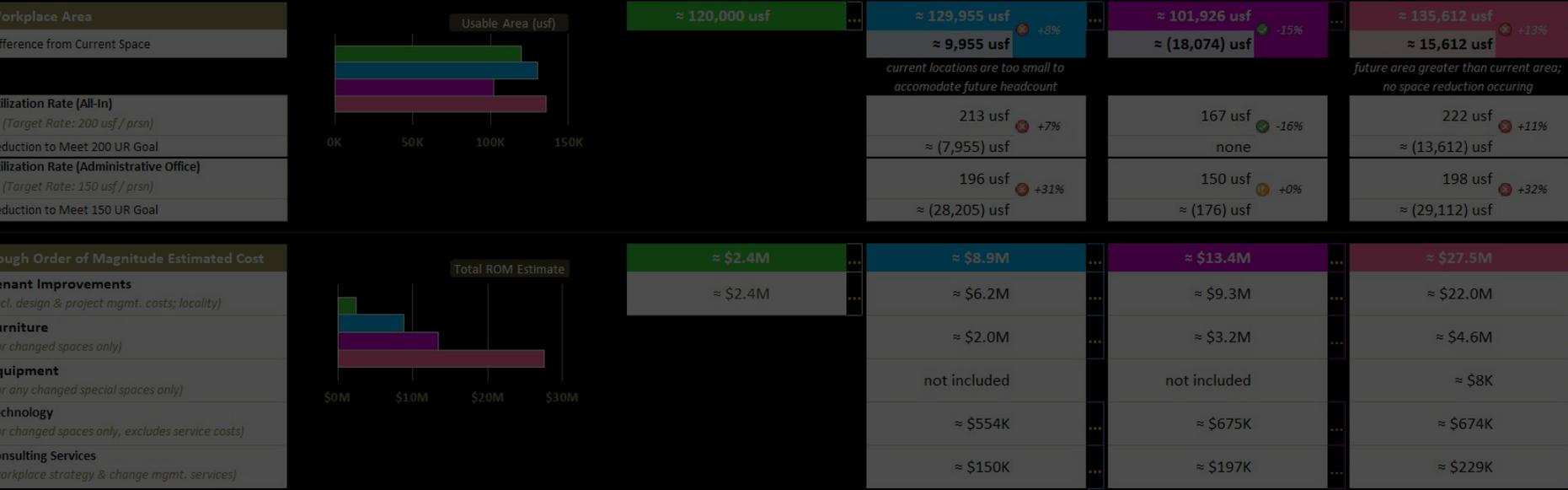


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Average Size :	200 nsf	200 nsf	150 nsf				150 nsf	64 nsf	150 nsf		
Overall Interaction Level :							Average Interaction			High Interaction	



WIFM Dashboard : Scenario Parameter : Workstation Allocation %

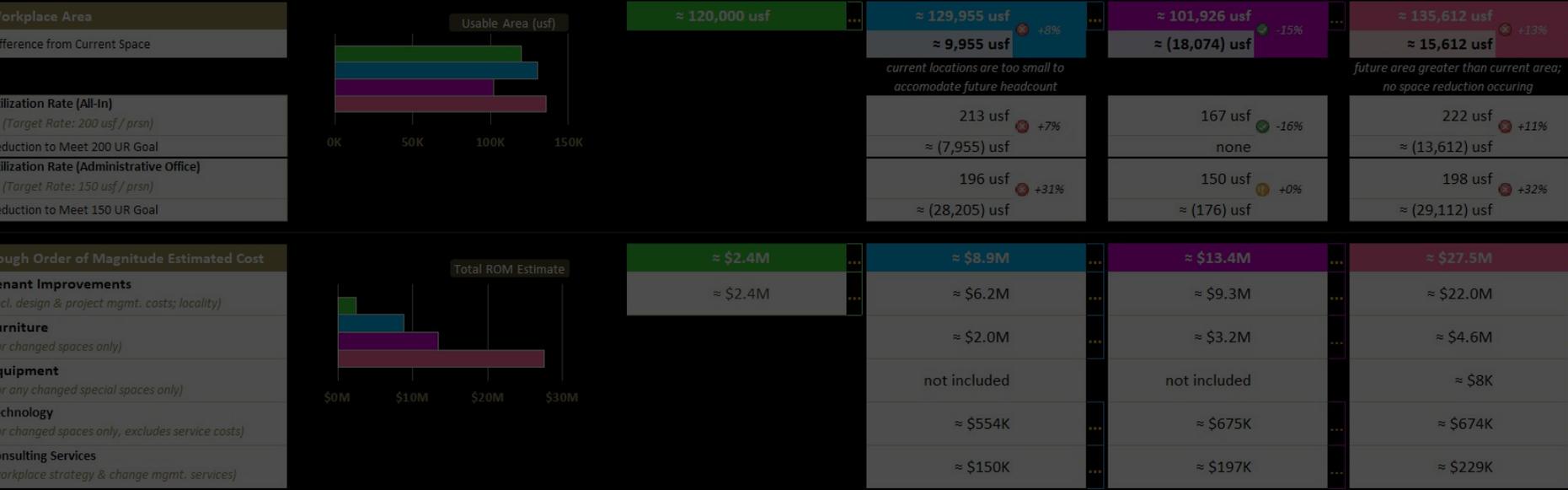


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WS Type 1 Size :	64 nsf 64 nsf 48 nsf	64 nsf 64 nsf 64 nsf	64 nsf 64 nsf 64 nsf	80 nsf
% of Feds for WS Type 1 :			90% 75% 100%	75%
% of Remaining Feds to Receive Assigned Alternate Workspace :			10% 25%	25%
Assigned WS Type 2 or Office :	Office Office Office		Office WS Type 2	Office
Average Size :	200 nsf 200 nsf 150 nsf		150 nsf 64 nsf	150 nsf
Overall Interaction Level :			Average Interaction	High Interaction



WIFM Dashboard : Scenario Parameter : 2nd Workspace Type & Size



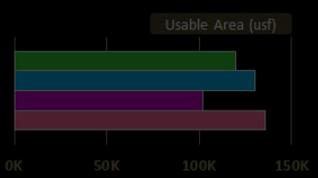
Workplace Investment & Feasibility Modeling tool
provided by the **PBS Total Workplace PMO**

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Organization	US Complaints Department
Project	An Awesome Workplace Project
Locations	#1: Downtown Federal Building (San Francisco, California) #2: An Old Building (Phoenix, Arizona) #3: A Super Secret Facility (Reno, Nevada) New Location: TBD (Maui, Hawaii)
Headcount	610 people (600 federal; 10 non-federal)

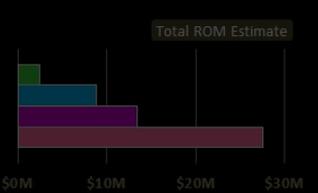
3 Scenarios		BASELINE			SCENARIO 1			SCENARIO 2			SCENARIO 3	
Scenario Selection :		Stay in Place / No Workplace Changes <i>(all space sizes remain unchanged)</i>			Stay in Place / Workstation Changes Only <i>(all other spaces remain unchanged)</i>			Stay in Place / Office Renovation <i>(special spaces remain unchanged)</i>			New Location / Total Workplace Change <i>(all spaces can be changed)</i>	
% Fed Sharing @ Ratio :		30% @ 1.8 people : 1 seat			0%			10% @ 2.0 people : 1 seat			10% @ 2.5 people : 1 seat	
Individual Workspace As		Location 1	Location 2	Location 3	Location 1	Location 2	Location 3	Location 1	Location 2	Location 3	New Location	
WS Type 1 Size :		64 nsf	64 nsf	48 nsf	64 nsf	64 nsf	64 nsf	64 nsf	64 nsf	64 nsf	80 nsf	
% of Feds for WS Type 1 :								90%			75%	
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Assigned WS Type 2 or Office :		Office	Office	Office				Office	WS Type 2	Office		
Average Size :		200 nsf	200 nsf	150 nsf				150 nsf	64 nsf	150 nsf		
Overall Interaction Level :								Average Interaction			High Interaction	

Workplace Area
Difference from Current Space
Utilization Rate (All-In) <i>(Target Rate: 200 usf / prsn)</i>
Reduction to Meet 200 UR Goal
Utilization Rate (Administrative Office) <i>(Target Rate: 150 usf / prsn)</i>
Reduction to Meet 150 UR Goal



Usable Area (usf)	≈ 120,000 usf	≈ 129,955 usf ≈ 9,955 usf +8% <i>current locations are too small to accommodate future headcount</i>	≈ 101,926 usf ≈ (18,074) usf -15%	≈ 135,612 usf ≈ 15,612 usf +13% <i>future area greater than current area; no space reduction occurring</i>
		213 usf +7% ≈ (7,955) usf	167 usf -16%	222 usf +11%
		196 usf +31% ≈ (28,205) usf	150 usf +0% ≈ (176) usf	198 usf +32% ≈ (29,112) usf

Rough Order of Magnitude Estimated Cost
Tenant Improvements <i>(incl. design & project mgmt. costs; locality)</i>
Furniture <i>(for changed spaces only)</i>
Equipment <i>(for any changed special spaces only)</i>
Technology <i>(for changed spaces only, excludes service costs)</i>
Consulting Services <i>(workplace strategy & change mgmt. services)</i>



Total ROM Estimate	≈ \$2.4M	≈ \$8.9M	≈ \$13.4M	≈ \$27.5M
Tenant Improvements	≈ \$2.4M	≈ \$6.2M	≈ \$9.3M	≈ \$22.0M
Furniture		≈ \$2.0M	≈ \$3.2M	≈ \$4.6M
Equipment		not included	not included	≈ \$8K
Technology		≈ \$554K	≈ \$675K	≈ \$674K
Consulting Services		≈ \$150K	≈ \$197K	≈ \$229K

WIFM Dashboard : Scenario Parameter : Support Space Mix



Workplace Investment & Feasibility Modeling tool
provided by the **PBS Total Workplace PMO**

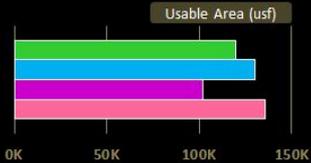
Jump to: [click to choose](#)

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Locations	#1: Downtown Federal Building (San Francisco, California) #2: An Old Building (Phoenix, Arizona) #3: A Super Secret Facility (Reno, Nevada) New Location: TBD (Maui, Hawaii)
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3 Scenarios		BASELINE			SCENARIO 1			SCENARIO 2			SCENARIO 3	
Scenario Selection :		Stay in Place / No Workplace Changes <i>(all space sizes remain unchanged)</i>			Stay in Place / Workstation Changes Only <i>(all other spaces remain unchanged)</i>			Stay in Place / Office Renovation <i>(special spaces remain unchanged)</i>			New Location / Total Workplace Change <i>(all spaces can be changed)</i>	
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Average Size :		200 nsf	200 nsf	150 nsf				150 nsf	64 nsf	150 nsf		
Overall Interaction Level :								Average Interaction			High Interaction	

Workplace Area

Difference from Current Space



≈ 120,000 usf

≈ 129,955 usf +8%

≈ 9,955 usf

current locations are too small to accommodate future headcount

213 usf +7%

≈ (7,955) usf

196 usf +31%

≈ (28,205) usf

≈ 101,926 usf -15%

≈ (18,074) usf

167 usf -16%

none

150 usf +0%

≈ (176) usf

≈ 135,612 usf +13%

≈ 15,612 usf

future area greater than current area; no space reduction occurring

222 usf +11%

≈ (13,612) usf

198 usf +32%

≈ (29,112) usf

Rough Order of Magnitude Estimated Cost

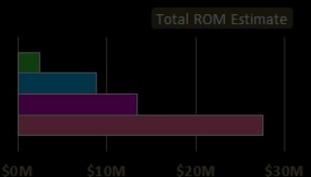
Tenant Improvements
(incl. design & project mgmt. costs; locality)

Furniture
(for changed spaces only)

Equipment
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Technology
(for changed spaces only, excludes service costs)

Consulting Services
(workplace strategy & change mgmt. services)



≈ \$2.4M

≈ \$2.4M

≈ \$8.9M

≈ \$6.2M

≈ \$2.0M

not included

≈ \$554K

≈ \$150K

≈ \$13.4M

≈ \$9.3M

≈ \$3.2M

not included

≈ \$675K

≈ \$197K

≈ \$27.5M

≈ \$22.0M

≈ \$4.6M

≈ \$8K

≈ \$674K

≈ \$229K

WIFM Dashboard : Space Output : Overall Area



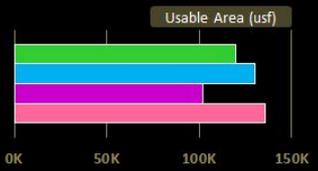
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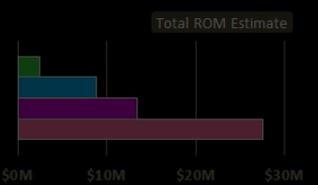
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Scenario Selection :	Stay in Place / No Workplace Changes <i>(all space sizes remain unchanged)</i>	Stay in Place / Workstation Changes Only <i>(all other spaces remain unchanged)</i>	Stay in Place / Office Renovation <i>(special spaces remain unchanged)</i>	New Location / Total Workplace Change <i>(all spaces can be changed)</i>
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Overall Interaction Level :			Average Interaction	High Interaction

Workplace Area
Difference from Current Space
Utilization Rate (All-In) <i>(Target Rate: 200 usf / prsn)</i>
Reduction to Meet 200 UR Goal
Utilization Rate (Administrative Office) <i>(Target Rate: 150 usf / prsn)</i>
Reduction to Meet 150 UR Goal



≈ 120,000 usf	≈ 129,955 usf +8% ≈ 9,955 usf <i>current locations are too small to accommodate future headcount</i>	≈ 101,926 usf -15% ≈ (18,074) usf	≈ 135,612 usf +13% ≈ 15,612 usf <i>future area greater than current area; no space reduction occurring</i>
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Rough Order of Magnitude Estimated Cost
Tenant Improvements <i>(incl. design & project mgmt. costs; locality)</i>
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	≈ \$2.0M	≈ \$3.2M	≈ \$4.6M
	not included	not included	≈ \$8K
	≈ \$554K	≈ \$675K	≈ \$674K
	≈ \$150K	≈ \$197K	≈ \$229K

WIFM Dashboard : Space Output : Utilization Rate (All-In)



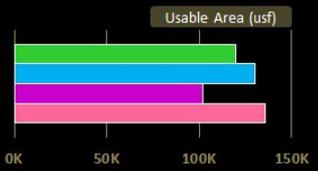
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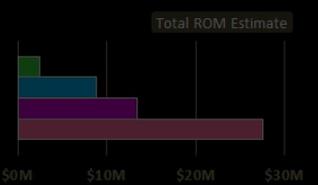
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Average Size :	200 nsf 200 nsf 150 nsf		150 nsf 64 nsf	150 nsf
Overall Interaction Level :			Average Interaction	High Interaction

Workplace Area
Difference from Current Space
Utilization Rate (All-In) <i>(Target Rate: 200 usf / prsn)</i>
Reduction to Meet 200 UR Goal
Utilization Rate (Administrative Office) <i>(Target Rate: 150 usf / prsn)</i>
Reduction to Meet 150 UR Goal



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WIFM Dashboard : Space Output : Utilization Rate (Administrative Office)



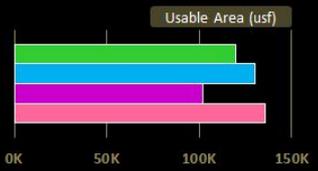
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Workplace Area
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Reduction to Meet 150 UR Goal



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	not included	not included	≈ \$8K
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WIFM Dashboard : ROM Cost Estimate Output



WIFM's ROM Cost Estimating Approach

ROM Cost Estimate Sources

	Workstations	Offices	Standard Support	Special Support
Tenant Improvement (TI)	<p>GSA's <i>Repair and Alteration Unit Cost Study</i> which are used for Building Evaluation Reports, Project Needs Assessments, and other project scoping documents. Comparable estimating method to GSA's General Construction Cost Review Guide (GCCRG), but without client requirements. Costs are adjusted for locality.</p>			
Furniture				
Equipment				
Technology				
Workplace Consulting				

Can't Change

Expert / Custom Change

User Change

ROM Cost Estimate Sources

	Workstations	Offices	Standard Support	Special Support
Tenant Improvement (TI)	<p>GSA's <i>Repair and Alteration Unit Cost Study</i> which are used for Building Evaluation Reports, Project Needs Assessments, and other project scoping documents. Comparable estimating method to GSA's General Construction Cost Review Guide (GCCRG), but without client requirements. Costs are adjusted for locality.</p>			<p><i>Repair and Alteration Unit Cost Study</i> OR</p>
Furniture				<p>User Entered in WIFM</p>
Equipment				
Technology				
Workplace Consulting				

Can't Change

Expert / Custom Change

User Change

ROM Cost Estimate Sources

	Workstations	Offices	Standard Support	Special Support
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Furniture	<p>Combination of FIT contract costs and Independent Estimate</p>			<p>User Entered in WIFM</p>
Equipment				
Technology				
Workplace Consulting				

Can't Change

Expert / Custom Change

User Change

ROM Cost Estimate Sources

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Furniture	<p>Combination of FIT contract costs and Independent Estimate</p>			<p>User Entered in WIFM</p>
Equipment	<p>Included in TI Cost; Not Separately Tracked</p>			
Technology				
Workplace Consulting				

Can't Change

Expert / Custom Change

User Change

ROM Cost Estimate Sources

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Furniture	Combination of FIT contract costs and Independent Estimate			User Entered in WIFM
Equipment	Included in TI Cost; Not Separately Tracked			
Technology	Independent Estimate		Included in TI Cost	
Workplace Consulting				

Can't Change

Expert / Custom Change

User Change

ROM Cost Estimate Sources

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Furniture	Combination of FIT contract costs and Independent Estimate			User Entered in WIFM
Equipment	Included in TI Cost; Not Separately Tracked			
Technology	Independent Estimate	Included in TI Cost		
Workplace Consulting				

Can't Change

Expert / Custom Change

User Change

ROM Cost Estimate Sources

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Furniture	Combination of FIT contract costs and Independent Estimate			User Entered in WIFM
Equipment	Included in TI Cost; Not Separately Tracked			
Technology	Independent Estimate		Included in TI Cost	User Entered in WIFM
Workplace Consulting	Cost / Unit adjusted for complexity and scope of workplace change			

Can't Change

Expert / Custom Change

User Change

ROM Cost Estimate Sources

	Workstations	Offices	Standard Support	Special Support
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Furniture	Combination of FIT contract costs and Independent Estimate			User Entered in WIFM
Equipment	Included in TI Cost; Not Separately Tracked			
Technology	Independent Estimate		Included in TI Cost	
Workplace Consulting	Cost / Unit adjusted for complexity and scope of workplace change			

Can't Change

Expert / Custom Change

User Change

Limitations

WIFM Doesn't Provide

Space Programs, Program of Requirements, or other documents that capture organizational space needs

Why?

WIFM determines standard support spaces (e.g., meeting rooms) based on allocation ratios and other general assumptions. WIFM space calculations are not based on actual needs.

WIFM Demo



Customizing WIFM for Agency Specific Preferences

Customizable WIFM Elements

Built-In Customization Features

- workstation names and sizes
- office names and sizes
- standard support space names, sizes, and descriptions
- furniture cost estimates for workstations, offices, and standard support

Additional Development Customization

- utilization rate calculations
- pre-loading special spaces, adding allocation method
- special space cost estimate for furniture, equipment, tech.
- connection to other space calculation tools



Workplace Investment & Feasibility Modeling (WIFM) tool

Ryan K. Doerfler
Senior Workplace Strategist
PBS Total Workplace Program Management Office



Questions?

Thank you for joining us today for a discussion on our
Workplace WIFM Tool

Presented by:

Ryan Doerfler

Senior Workplace Strategist

GSA Total Workplace Program Management Office

ryan.doerfler@gsa.gov

(253) 709-5229





You are welcome to return for a *repeat session*

Back to School with eRETA!

Tuesday, September 4th 2pm-4pm Eastern

(new date - replaces 9-11-18 session)

[Register Now](#)

and don't miss our regularly scheduled session...

Get a Handle on Your Space Assignments With eOA

Thursday, September 20th 2pm-3pm Eastern

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