

**U.S. GENERAL SERVICES
ADMINISTRATION**



**FY 2014
Congressional Justification**

April 10, 2013

INTRODUCTION

The President's Fiscal Year 2014 budget calls for important, common sense investments in the nation's public buildings managed by the U.S. General Services Administration. These investments enable GSA to properly maintain and improve the real estate assets owned by and paid for by the American people. The President's budget allows GSA to maintain the integrity of the Federal Buildings Fund (FBF), ensure federal agencies can provide vital and high quality public services to the American people, and promote economic and job growth in communities across the country.

At a time when federal budgets are constrained, targeted investments in our real estate assets are necessary to assist federal agencies in reducing space costs through consolidation, improve critical border crossing stations and make significant safety repairs to existing public buildings. As a result of consecutive years of reduced funding, GSA's portfolio of facilities have forgone over \$4 billion worth of capital improvements including major repairs and maintenance as well as critical additions to the inventory. Basic repairs have been repeatedly deferred, including repairs to malfunctioning mechanical and electrical systems, and upgrades to fire and life safety systems. Investments made in GSA's real estate portfolio today create significant savings by preventing costly emergency repairs in the future. The President's budget makes these critical investments.

Over the past year, GSA has made significant progress in increasing transparency and accountability, and streamlining the agency's operations to make it run as effective and efficient as possible. This has led the agency to deliver savings and the best value real estate, acquisition and technology services. The President's budget is an opportunity for GSA to further these efforts.

Managing and caring for the nation's public infrastructure is an important responsibility, and it is one that every employee at GSA takes very seriously. GSA looks forward to further detailing this important budget proposal and the powerful impact it will have on the services it provides to federal agencies and the American people.

U.S. General Services Administration

SUMMARY of the FY 2014 REQUEST

Fiscal Year 2014 Budget Request

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U.S. General Services Administration
Summary of the FY 2014 Request

Summary of Request

The FY 2014 budget of the U.S. General Services Administration (GSA) requests \$248,413 thousand in discretionary budget authority for GSA annual appropriations and authority to spend at the level of agency rent collections, net zero (\$0) budget authority (NBA) for the Federal Buildings Fund (FBF).

Summary of Discretionary Budget Authority

(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Annualized C.R.	FY 2014 Request
Discretionary Budget Authority			
<i>FBF Net Budget Authority¹</i>	\$(1,041,285)	\$(1,616,933)	\$ 0
<i>Annual Appropriations</i>	238,786	240,248	248,413
GSA Discretionary Budget Authority	\$ (802,499)	\$(1,376,685)	\$248,413

¹ PBS projects that actual scoring in FY 2013 will equal \$116,081 thousand due to the anticipated repayment of \$1,819,635 thousand of Federal Financing Bank principal balances.

Federal Buildings Fund

GSA requests \$9,950,560 thousand in New Obligation Authority (NOA) for the Federal Buildings Fund. In FY 2014, GSA is requesting authority to spend at the level of collections with no request for additional appropriations to the Fund. GSA will fund its NOA request within available resources.

Federal Buildings Fund, Request for New Obligational Authority

(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Annualized C.R.	FY 2014 Request
Construction and Acquisition	\$58,500	\$50,306	\$816,167
Major Repairs and Alterations	192,043	20,122	923,847
Basic Repairs and Alterations	260,000	268,591	378,535
Installment Acquisition Payment	126,801	127,577	113,470
Rental Space	5,210,198	5,242,084	5,387,109
Building Operations	2,350,968	2,365,356	2,331,432
New Obligation Authority	\$8,198,510	\$8,074,036	\$9,950,560
Net Budget Authority ¹	(\$1,041,285)	(\$1,616,933)	\$0
FBF Appropriation	\$0	\$7,000	\$0

¹ PBS projects that actual scoring in FY 2013 will equal \$116,081 thousand due to the anticipated repayment of \$1,819,635 thousand of Federal Financing Bank principal balances.

The Federal Buildings Fund restores the NBA to zero. The request includes \$495 million for two capital projects originally included in the FY 2011 request and eight projects originally included in the FY 2012 request that went unfunded. The scope of several of the projects requested in prior years is reduced to address to still meet the core requirements of prior year requested projects. In addition to the projects requested in prior years, a zero Net Budget Authority will allow GSA to fund twenty three additional Repair and Alteration projects, three New Construction projects, a full Basic Repair and Alteration program, as well as special emphasis programs focused on energy and water conservation, life and safety issues, and consolidating agencies to reduce the total amount of space occupied by the government. Funding the full requested capital program will allow GSA to address priority requirements that will maintain the condition of the Federal inventory, reduce operating costs, and improve the efficiency of space usage.

FY 2014 Capital Investment Program

(Dollars in Thousands)

CONSTRUCTION AND ACQUISITION Program (in priority order, dollars in thousands):

Executive Agencies:	
Subtotal, Executive Agencies	\$497,481
Land Ports of Entry:	
Subtotal, Land Ports of Entry	\$287,686
Judiciary:	
Subtotal, Judiciary	\$ 31,000
New Obligation Authority, CONSTRUCTION AND ACQUISITION Program	\$816,167

REPAIRS AND ALTERATIONS Program (in priority order, dollars in thousands):

Non-Prospectus (Basic) Repairs and Alterations Program	\$378,535
Special Emphasis Programs:	
Energy and Water Retrofit and Conservation Measures Program.....	\$35,000
Fire Prevention & Life Safety Program.....	\$70,000
Subtotal, Special Emphasis Program	\$747,347
Major Repairs & Alterations	\$6,500
Major Repairs & Alterations Design Program	\$100,000

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 Summary of the FY 2014 Request

Consolidation Activities:

Various Projects..... **\$1,302,382**

New Obligational Authority, REPAIRS AND ALTERATIONS Program.....

Annual Appropriations, Request for New Budget Authority

(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Annualized C.R.	FY 2014 Request
Governmentwide Policy	\$ 61,115	\$ 61,489	\$ 62,548
Operating Expenses	69,500	69,926	64,453
Electronic Government Fund	12,400	12,476	20,150
Allowances, Office Staff for Former Presidents	3,671	3,693	3,550
Federal Citizen Services Fund	34,100	34,309	34,804
Office of Inspector General	58,000	58,355	62,908
Total, Budget Authority	\$ 238,786	\$ 240,248	\$ 248,413

GSA requests \$248 million for seven annual appropriations, which is a **net increase of \$9.6 million** from the FY 2012 actual level. The request consists of a \$7.8 million increase to the Electronic Government Fund to improve the efficiency and effectiveness of government operations through the use of information technology, increase transparency of Federal operations, and enhance citizen participation in their government.

In addition, GSA requests an increase of \$4.9 million to the Office of Inspector General appropriation to expand oversight initiatives, to fully fund FTE levels, and to fund one-time relocations in both Kansas City, MO and Philadelphia, PA.

GSA also requests additional funds for the following: (1) \$973 thousand for FY 2014 Federal pay increase; (2) \$2.0 million for Information, Identity, and Access Management in the Governmentwide Policy appropriation; and (3) \$1.6 million and 28 FTE for the PBS transfer of Office of Congressional and Intergovernmental Affairs and Office of Administrative Services regional functions to Management and Administration in the Operating Expenses appropriation.

These increases are offset by reductions in program operations for: (1) \$209 thousand for Governmentwide Policy appropriation; (2) \$6.4 million in Operating Expenses appropriation;

(3) \$143 thousand for Former Presidents appropriation; and (4) \$1.9 million for the Federal Citizen Services Fund.

GSA requests the transfer of 10 FTE and \$2,254 thousand to the Office of Citizen Service and Innovative Technology (OCSIT) from the Governmentwide Policy appropriation (4 FTE and \$950 thousand) and the Operating Expenses appropriation (6 FTE and \$1,304 thousand), in support of Digital Government Strategy programs.

In addition, GSA also requests the transfer of 9 FTE to the Chief Information Officer in the Working Capital Fund as a result of the CxO Consolidation. These FTE would be transferred as follows: 7 FTE from Governmentwide Policy appropriation and 2 FTE from Federal Citizen Services Fund.

GSA Mission and Goals

FY 2013 is a transitional year for GSA. During FY 2012, GSA took steps to re-evaluate its performance and approach through comprehensive outreach and evaluation process that included conducting a continuous top-to-bottom review, a strategic planning session and an employee-driven Great Ideas Hunt. These initiatives generated many ideas to get the Agency to place a greater focus on promoting efficiency, driving savings for customer agencies, and delivering better value and service to the government. As a result of these initiatives, GSA updated its mission statement to clarify its core purpose and developed three strategic goals to focus GSA's efforts toward achieving its mission:

Mission Statement

To deliver the best value real estate, acquisition and technology services to government and the American people.

Strategic Goals

- **Savings** – GSA will strengthen its capabilities to leverage the purchasing power of the government to offer the most cost-effective solutions. Two areas of focus will be improving the federal utilization of space and increasing the usage of government-wide contracting solutions. GSA will continue to promote cost savings through the sustainable usage of space, travel, fleet, technology and resources. GSA will also continue to test new technologies, workplaces, and other solutions, and share best practices with other agencies to generate savings.

- **Efficiency** – GSA will improve internal operations by enhancing real property asset quality, and streamlining operations, processes, and technology delivery. GSA will improve data quality, transparency, and reporting.
- **Service** – GSA will deliver excellent customer service by making it easier to do business with GSA. GSA will strengthen communications, processes, and offerings. GSA will generate new ideas through collaboration with customers and industry. This goal will be achieved through a commitment to service, teamwork, problem-solving, and continual improvement.

U.S. General Services Administration
 Summary of the FY 2014 Request

Summary of Requested Appropriations Action (Dollars in Thousands)	FY 2012 Actual	FY 2013 Annualized C.R.	FY 2014 Request
Federal Buildings Fund (FBF), New Obligation Authority			
Construction and Acquisition	\$58,500	\$50,306	\$816,168
Repairs and Alterations	452,043	288,713	1,302,381
Installment Acquisition Payments	126,801	127,577	113,470
Rental of Space	5,210,198	5,242,084	5,387,109
Building Operations	2,350,968	2,365,356	2,331,432
Total, New Obligation Authority	\$8,198,510	\$8,074,036	\$9,950,560
FBF Net Budget Authority ¹	(1,041,285)	(1,616,933)	0
FBF Appropriation	0	7,000	0
Annual Appropriations, Budget Authority			
Government-wide Policy	\$61,115	\$61,489	\$62,548
Operating Expenses	69,500	69,926	64,453
Electronic Government Fund	12,400	12,476	20,150
Former Presidents	3,671	3,693	3,550
Federal Citizen Services Fund	34,100	34,309	34,804
Office of the Inspector General	58,000	58,355	62,908
Total, Annual Appropriations	\$238,786	\$240,248	\$248,413
TOTAL, BA and NOA	\$8,437,296	\$8,314,284	\$10,198,973

¹ PBS projects that actual scoring in FY 2013 will equal \$116,081 thousand due to the anticipated repayment of \$1,819,635 thousand of Federal Financing Bank principal balances.

U.S. General Services Administration
Summary of the FY 2014 Request

Total Obligations by Object Classification

(Dollars in Thousands)

	FY2012 Actual	FY2013 Annualized C.R.	FY2014 Requested
11.1 Full-time, permanent.....	1,154,454	1,161,176	1,149,711
11.3 Other than full-time permanent.....	8,455	5,257	3,816
11.5 Other personnel compensation.....	40,976	38,210	37,774
11.8 Special personal services payments.....	881	1,348	1,255
12.1 Civilian personnel benefits.....	348,149	347,065	344,452
13.0 Benefits for former personnel.....	6,554	2,735	2,747
21.0 Travel and transportation of persons.....	27,553	32,237	32,498
22.0 Transportation of things.....	57,992	27,088	20,907
23.1 Rental payments to GSA.....	74,993	85,746	93,868
23.2 Rental payments to others.....	5,583,808	5,354,453	5,570,248
23.3 Communications, utilities, and misc.....	1,558,573	1,698,134	1,729,436
24.0 Printing and reproduction.....	9,891	6,841	6,878
25.1 Advisory and assistance services.....	6,885,620	7,195,280	7,219,132
25.2 Other services from non-Federal sources.....	53,267	49,817	57,897
25.3 Other goods and services from Federal sources.....	661,755	602,737	817,884
25.4 Operation & maintenance of facilities.....	1,340,517	1,468,395	1,497,105
25.6 Medical Care.....	0	0	0
25.7 Operation & maintenance of equip.....	289,051	304,007	305,984
25.8 Subsistence and support of persons.....	0	2	0
26.0 Supplies and materials.....	2,768,883	2,993,152	3,013,492
31.0 Equipment.....	999,514	960,214	1,012,746
32.0 Land and structures.....	625,176	1,195,533	1,234,563
33.0 Investment and loans.....	0	0	0
41.0 Grants, subsidies.....	20	50	50
42.0 Insurances claims and indemnities.....	3,443	22,377	2,591
43.0 Interest and dividends.....	153,800	140,919	126,812
44.0 Refunds.....	203	9	9
99.0 Total obligations.....	\$22,653,229	\$23,692,783	\$24,281,855
Subtotal, PC&B.....	1,559,468	1,555,792	1,539,754
Subtotal, Non-labor.....	21,093,761	22,136,992	22,742,101

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Explanation of Changes, Federal Buildings Fund

(New Obligational Authority, Dollars in Thousands)

	Construction and Acquisition	Repairs and Alterations	Installment Acquisition Payments	Rental of Space	Building Operations	Total
FY 2013 Request	50,306	288,713	127,577	5,242,084	2,365,356	8,074,036
Change in Construction for Executive Agencies	447,175					447,175
Change in Construction of Courts	31,000					31,000
Change in Construction of LPOE	287,686					287,686
Change in Basic R&A Program		109,944				109,944
Change in Line-item R&A Program		733,725				733,725
Change in Special Emphasis Programs		170,000				170,000
Decrease in Interest Payments			(14,107)			(14,107)
Project Increase due to IA expansions and other FY 2013 program changes				216,922		216,922
Adjustment for Prior Year Balances				(181,347)		(181,347)
Rental Rate Increases				56,990		56,990
Lump Sum Payment for real estates taxes and Lease buyouts				117,823		117,823
Lease Cancellations				(98,437)		(98,437)
Lease Expansions (other than indefinite)				33,074		33,074
Change in Base Building Cost					23,279	23,279
Change on Other/Miscellaneous Building Cost					(3,499)	(3,499)
Change in PBS Administrative Cost					(50,782)	(50,782)
Change in Other/Miscellaneous PBS Administrative Cost					(2,923)	(2,923)
FY 2014 Request	\$816,167	\$1,302,382	\$113,470	\$5,387,109	\$2,331,431	\$9,950,559

U.S. General Services Administration
Summary of the FY 2014 Request

Explanation of Changes, GSA Annual Appropriations Budget Authority, Dollars in Thousands

	Government-wide Policy		Operating Expenses		Electronic Government	Former Presidents	Federal Citizen Services		Office of Inspector General		Total	
	FTE	Request	FTE	Request	Request	Request	FTE	Request	FTE	Request	FTE	Request
FY 2013 Current Level ^{1/}	174.0	61,489	348.0	69,926	12,476	3,693	86.0	34,309	316.0	58,355	924.0	240,248
FY 2013 Base Adjustments												
FY 2014 Pay Increase (1.0%), effective January 2014		234		614		12		113			0.0	973
Inflation (0.5%)										270	0.0	270
Amount to fully fund FTE level										2,306	0.0	2,306
Oversight initiatives										1,197	0.0	1,197
Program Reductions												
Administrative Contracts Consolidations Savings		-209									0.0	-209
Travel Reductions				-567							0.0	-567
Communications, supplies, materials & equipment reductions				-213							0.0	-213
Goods & services reductions				-5,603							0.0	-5,603
Decreased personnel compensation and benefit costs for former Presidents Carter and GW Bush						-114					0.0	-114
Decreased travel costs for former Presidents Carter, Clinton, and GW Bush						-25					0.0	-25
Decreased rental payments to GSA for former President Clinton						-17					0.0	-17
Decreased communications, utilities and miscellaneous costs for former Presidents Carter, Clinton, and GW Bush						-28					0.0	-28
Decreased other services costs for former Presidents GHW Bush, Clinton, and GW Bush						-97					0.0	-97
Decreased supply costs for former President Carter						-2					0.0	-2
Decreased equipment costs for former Presidents Carter, GHW Bush, and Clinton						-26					0.0	-26
IT Infrastructure								-584			0.0	-584
Citizen Information and Contact Programs								-1,288			0.0	-1,288
Program Increases												
Information, Identity, and Access Management		1,984									0.0	1,984
Relocation of Kansas City, MO office (one-time cost)										520	0.0	520
Relocation of Philadelphia, PA office (one-time cost)										260	0.0	260
Innovations in Technology - Digital Strategy					1,674						0.0	1,674
Federal Risk Authorization Management Program (FedRAMP)					3,000						0.0	3,000
Performance.gov					3,000						0.0	3,000
Increased personnel benefits for former Presidents GHW Bush, and Clinton						11					0.0	11
Increased travel costs for former President GHW Bush						6					0.0	6
Increased rental payments to GSA for former Presidents Carter, GHW Bush, and GW Bush						45					0.0	45
Increased communications, utilities and miscellaneous costs for former President GHW Bush						35					0.0	35
Increased other services costs for former Presidents GHW Bush, Clinton, and GW Bush						52					0.0	52
Increased supply costs for former President Clinton						5					0.0	5
Intra-Agency Transfers												
Transfer to FCSF - OCSIT	-4.0	-950	-6.0	-1,304			10.0	2,254			0.0	0
Transfer from OGP to WCF - CIO Consolidation	-7.0										-7.0	0
Transfer from OCSIT to WCF - CIO Consolidation							-2.0				-2.0	0
Transfer from PBS to Management & Administration - Consolidation			28.0	1,600							28.0	1,600
FY 2014 Request	163.0	62,548	370.0	64,453	20,150	3,550	94.0	34,804	316.0	62,908	943.0	248,413

Note:

1/ Current Level is FY 2012 Enacted Level plus a 0.612% increase per PL 112-175.

Administrative Efficiency Initiative

In accordance with the Promoting Efficient Spending Executive Order and OMB Memorandum M-12-12, GSA will reduce administrative expenses by \$22.5 million in FY 2013 relative to FY 2010 levels. GSA achieved this goal by reducing travel costs by \$16.2 million through the use of video conferencing and online webinars; reducing printing costs by \$2.5 million through participation in the Federal Strategic Sourcing Initiative (FSSI) Print Management initiative and reduction of the printer to employee workstation ratio; and reducing IT devices by \$3.8 through the termination and sale of devices that are not being used or are duplicative.

In addition, GSA maintain a reduction of 15% below FY 2010 levels for consulting and advisory contract spending levels on GSA operations, excluding reimbursable purchases and contracts, In FY 2014, GSA will continue the strategy of replacing cost reimbursement, time and materials, and labor-hour contracts with firm fixed price contracts, and using less costly labor categories and other contract management best practices. For example, GSA will also seek further discounts from vendors, especially for awards made under the Multiple Awards Schedule program, and strengthen contract administration efforts through invoice reviews.

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CONSOLIDATION EFFORTS

Fiscal Year 2014 Budget Request

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Consolidation Efforts Overview

The General Services Administration's mission is to deliver the best value in real estate, acquisition, and technology services to the Federal Government. The GSA is structured as a central headquarters operation, two primary service lines and eleven regions that deliver services to agencies. Last April, GSA conducted an agency wide top to bottom review that examined every aspect of how the agency operates and identified reforms designed to help the agency better accomplish its mission. This review gathered comprehensive feedback from employees at every level of GSA as well as our customer agencies and real estate and procurement executives from the private sector.

The top to bottom review revealed a widespread duplication of support services throughout the agency. In response, we are consolidating several of these administrative functions to strengthen and streamline GSA. By aligning and streamlining central services, including HR, IT, and Finance, GSA will increase transparency and accountability throughout the agency. This consolidation process will also improve the quality of these services for our own employees. If we can provide the most effective and efficient services possible in our own operation this will enable us to provide our partners with the savings they need.

This plan may be referred to as the **"CxO Consolidations"**, reflecting the centralization of disparate resources with the Chief Financial Officer, Chief People Officer, Chief Information Officer, and Chief Administrative Officer. Under this plan, all FTE, contracts, and other resources related to these overhead activities in the Public Buildings Service (PBS), the Federal Acquisition Service (FAS), regional offices, and other offices would be transferred to the appropriate central office and funded through the WCF.

U.S. General Services Administration
Consolidation Efforts

The CxO Consolidations transfer 998 FTE and approximately \$209 million to the WCF. In addition, CxO Consolidations transfer 28 FTE and approximately \$1.6 million to the Operating Expenses appropriation. The tables below reflect all CxO Consolidations transfers.

FTE

Working Capital Fund										
From	CIO	CFO	CPO	OGP	OCIA	OCM	OERR	OSBU	OAS	TOTAL
PBS	75	321	92				101		24	613
FAS	175	105	57					25	14	376
OGP	7									7
OCSIT	2									2
WCF-OERR	0									0
WCF-OAS	- 2	- 6				- 1			9	0
WCF-CIO	148	- 135	- 12	- 1						0
TOTAL	405	285	137	-1	0	-1	101	25	47	998
Operating Expenses										
From	CIO	CFO	CPO	OGP	OCIA	OCM	OERR	OSBU	OAS	TOTAL
PBS					23				5	28
TOTAL	0	0	0		23	0	0	0	5	28

\$(In Thousands)

Working Capital Fund										
From	CIO	CFO	CPO	OGP	OCIA	OCM	OERR	OSBU	OAS	TOTAL
PBS	\$30,871	\$46,202	\$11,782				\$16,284		\$3,153	\$108,292
FAS	70,317	14,646	7,456					3,424	3,119	98,962
OGP	1,177									1,177
OCSIT	320									320
WCF-OERR	- 200						200			0
WCF-OAS	- 841	- 928				- 134			1,903	0
WCF-CIO	65,970	- 56,587	- 9,215	- 168						0
TOTAL	\$167,614	\$3,333	\$10,023	- \$168	0	- \$134	\$16,484	\$3,424	8,175	\$208,751
Operating Expenses										
From	CIO	CFO	CPO	OGP	OCIA	OCM	OERR	OSBU	OAS	TOTAL
PBS					\$1,600				0	\$1,600
TOTAL	0	0	0		\$1,600	0	0	0	5	\$1,600

Reasons for Consolidation

This restructuring would help achieve several important management and strategic goals. First, by consolidating these resources, we will bring the responsibility for each of the agency's overhead and indirect activities under the oversight of a single leader who will be accountable for each shared service. Second, by eliminating duplicative overhead offices we will be able to more effectively manage and direct the efforts of our employees. Intensive support tasks and IT activities currently handled differently in each region will be standardized under centralized programs. Managers in our primary business offices in PBS and FAS will devote less time to ancillary activities and more to their statutory mission.

Third, consolidation will facilitate the collection and reporting of more useful data on these activities, leading to better insight into how GSA works, and thus, better decision making. Fourth, over time the agency will save substantial amounts through economies of scale, elimination of duplicative effort, and standardized processes. In this regard, significant savings are expected through the reduction in overlapping IT efforts. Fifth, by streamlining our central services, we will be able to reallocate personnel to providing services directly to our customers. Finally, we believe these consolidations are essential to improving the agency's performance and renewing our focus on providing the highest possible quality service for the lowest possible cost. They will enable the CPO to develop and retain better talent, the CIO to produce better systems, and the CFO to implement stronger fiscal controls.

This consolidation plan is a logical extension of the reorganization begun earlier this year that moved the budget and finance activities of PBS into the OCFO. It is also an appropriate restructuring in light of the agency bringing together several offices into the same building at 1800 F Street in FY 2013.

The GSA budget request does not include any new funding to plan to implement the consolidations, nor does it reflect any additional funding related to any activities subject to the consolidations. Rather, as a result of the consolidations, the overall WCF budget for FY 2014 includes a 5 percent reduction in FTE and personnel costs and benefits, in the aggregate, for offices that receive funding through the WCF. This 5 percent reduction in personnel costs will be the first in a series of multi-year operating efficiencies generated by the consolidation. After completing the detailed mapping of resources and contracts, each central office will develop a

plan reflecting new and recurring savings, as well as improvements that will allow the allocation of resources back to GSA's core business functions.

Consolidation Efficiencies

These consolidation efforts are anticipated to result in greater efficiencies in FY 2014. Most of these will result from more effective staffing levels in the consolidating functions. To start, 2013 and 2014 staffing levels are being reduced, enabling a savings exceeding \$200 million over 10 years prior to further consolidation efforts. This is meant to be a down payment on further reforms and a focused effort to direct resources away from indirect support and towards mission fulfillment, benefitting other Federal agencies and the American people.

Consolidation Plans by Consolidating Office

Office of the Chief Information Officer Consolidation

Information technology personnel, budgets, and systems will be consolidated under GSA's Chief Information Officer. This will improve access to the agency's technology services and result in an office that has the ability to directly provide all IT services and support to the entire agency.

The IT workforce will be reorganized to address opportunities for success in enterprise architecture, capital planning, vendor management, program management and system engineering. The consolidation will lead to service improvements and cost savings that will enable GSA to realize business improvements by providing technology that helps simplify the user experience. The effort will also identify new markets and greatly improve customer service.

As a note, funding for IT systems that are solely dedicated to a particular organization will remain within that organization and will not be funded through the WCF.

Office of Administrative Services Consolidation

In the interest of improving the efficiency of operations throughout the agency, a number of administrative functions will be brought together under GSA's Office of Administrative Services. Some of these functions include executive correspondence management, records management, audit response tracking, and facilities management.

The consolidation will result in OAS bearing greater responsibility for policy, oversight, coordination, and process improvement. This will enable staff and service offices and Regional Offices to focus on delivering key services to their external customers.

Office of the Chief People Officer Consolidation

Bringing all human resource operations together under GSA's Chief People Officer (CPO) will help ensure that all GSA employees get consistent, accurate, and timely information and support for their HR needs.

Current budgetary constraints require the CPO to implement strategies that create a more efficient HR operation. The CPO consolidation team will work with PBS and FAS to identify human resource functions that are being performed across the agency, and then move all agency human resource operations under the CPO.

Office of the Chief Financial Officer

To date, the former PBS CFO and regional staff and the FAS Office of the Controller have been realigned to OCFO. By consolidating financial management responsibilities into the CFO organization, GSA will be able to provide more consistent policy and guidance implementation, promote and share best-practices among the legacy organizations, provide the best possible internal customer service, while keeping the business of GSA running smoothly.

The OCFO team will also engage FAS and PBS in a conversation about the remaining financial functions in the services, with an eye toward preserving important customer-facing relationships while ensuring appropriate financial controls and processes. The OCFO will be working to identify budget and financial management functions in staff offices and determine if those functions and/or individuals should be transferred to the OCFO. Members from the OCFO consolidation team will be working closely with the heads of staff offices to discuss this transition.

In addition, discussions are underway about the future organizational structure of the Office of the Chief Financial Officer itself. The aim is to create a structure that maximizes our ability to achieve the full benefits of consolidated financial management.

Office of Congressional and Intergovernmental Affairs Consolidation

Bringing the appropriate GSA staff, services, and support functions under the Office of Congressional and Intergovernmental Affairs (OCIA) will improve leadership roles, efficiency, and the consistency of the services we offer our stakeholders.

This will allow OCIA to streamline its decision-making and operations into a single office to serve Congressional and legislative support functions. Additionally, the consolidation will increase our transparency and allow for more effective coordination and collaboration between our staff and service organization offices, as well as with members of Congress.

Office of Emergency Response and Recovery Consolidation

Consolidation of the Office of Emergency Response and Recovery began in 2012 with the consolidation of all emergency management, security and Homeland Security Presidential Directive 12 (HSPD-12), including oversight, compliance and issuance, under the Office of Emergency Response and Recovery (OERR).

It was determined that, in order to better serve GSA's federal customers and maximize savings for the American taxpayer; we must eliminate redundancy and ensure a reporting line to a central, definitive authority. These actions will promote standardization by aligning current national and regional policies, programs, and processes related to emergency management, security and HSPD-12 under one cohesive business unit and enhance GSA's ability to meet evolving security needs and unpredictable emergencies requirements by leveraging existing personnel, process and technologies and eliminating redundancies.

Office of Small Business Utilization Consolidation

Bringing all regional small business support functions together under the Office of Small Business Utilization will lead to greater collaboration, information sharing, and coordination with the regions and help to expand opportunities for small businesses.

Prior to consolidation, regional small business offices worked independently of each other. Now, they will work more closely together also with support and resources from the Office of Small Business Utilization. This will improve efficiencies and help small business offices throughout the agency deliver more consistent services to FAS and PBS, Staff Offices, and small businesses alike, and enhance overall performance.

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U.S. General Services Administration

FEDERAL BUILDINGS FUND

Fiscal Year 2014 Budget Request

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Summary of the Request

The mission of GSA's Public Buildings Service (PBS) is to provide superior workplace solutions for Federal workers and superior value to the American taxpayer. PBS engages the best private sector architects, construction managers, and engineers to design and build award-winning courthouses, land ports of entry, Federal office buildings, laboratories, and data processing centers. PBS also repairs, alters, and renovates existing facilities. PBS is a leader in energy conservation, sustainability, and historic preservation.

The Federal Buildings Fund (FBF) finances the activities of PBS, which provides space and services for Federal agencies in a relationship similar to that of landlord and tenant. PBS meets the workspace requirements of Federal agencies and over a million Federal employees with an inventory of approximately 358 million square feet of workspace in thousands of communities across the country.

The FBF, as a quasi-revolving fund, displaces direct funding that would otherwise need to be appropriated to PBS by using income derived from rent assessments, which approximate commercial rates for comparable space and services. Funds are made available through a process of placing limitations on obligations from the FBF and allocating funds for various FBF activities.

The FY 2014 budget request provides a total NOA of \$9,950,560 thousand to be funded at the level of anticipated revenue collections. The funds requested would finance a \$2,118,549 thousand capital investment program funded from rent revenues. The requested funding includes **(1) \$816,167 thousand for New Construction and Acquisition** and **(2) \$1,302,382 thousand for Repairs and Alterations including \$378,535 thousand for Basic Repairs and Alterations** and to provide for the following projects:

U.S. General Services Administration
Federal Buildings Fund

CONSTRUCTION AND ACQUISITION Program:

(In Priority Order)

Executive Agencies:

Lakewood, CO Denver Federal Center.....	\$	13,938
Washington, DC DHS Consolidation at St. Elizabeths.....		261,531
Winchester, VA FBI Central Records Complex.....		108,726
San Juan, PR Federal Bureau of Investigation.....		94,779
Detroit, MI FBI Tactical Operations Support Facility.....		18,507
Subtotal, Executive Agencies.....	\$	497,481

Judiciary Agencies:

Newark, NJ Frank R. Lautenberg U.S. Post Office and Courthouse.....	\$	31,000
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Land Ports of Entry:

San Ysidro, CA U.S. Land Port of Entry.....	\$	226,000
Laredo, TX U.S. Land Port of Entry.....		61,686
Subtotal, Land Ports of Entry.....	\$	287,686

New Obligational Authority, CONSTRUCTION AND ACQUISITION Program **\$** **816,167**

REPAIRS AND ALTERATIONS Program:

(In Priority Order)

Major Repairs and Alterations Program:

Mobile, AL John A. Campbell U.S. Courthouse.....	\$ 41,000
Washington, DC Lafayette Building.....	54,330
Richmond, VA Lewis F. Powell Jr. U.S. Courthouse and Annex.....	3,907
Philadelphia, PA Robert N.C. Nix Sr. Federal Building and U.S. Courthouse.....	3,416
Overland, MO Charles F. Prevedel Federal Building.....	27,161
San Francisco, CA Phillip Burton Federal Building and U.S. Courthouse.....	32,125
Salt Lake City, UT Frank E. Moss U.S. Courthouse.....	15,000
St. Louis, MO Robert A. Young Federal Building.....	70,272
Denver, CO Byron White U.S. Courthouse.....	15,000
Los Angeles, CA Edward R. Roybal Federal Building and U.S. Courthouse.....	19,383
San Diego, CA Edward J. Schwartz Federal Building and U.S. Courthouse	61,136
Baltimore, MD George H. Fallon Federal Building.....	5,381
Fairbanks, AK Fairbanks Federal Building and U.S. Courthouse.....	12,357
Washington, DC Stewart Lee Udall Department of the Interior Building.....	60,110
Indianapolis, IN Major General Emmett J. Bean Federal Center.....	19,074
Little Rock, AR Federal Building.....	9,249
Washington, DC Harry S. Truman Building	58,908
Austin, TX J.J. Pickle Federal Building.....	40,261
Washington, DC Herbert C. Hoover Building.....	77,356
Baltimore, MD Edward A. Garmatz U.S. Courthouse.....	7,921
New York, NY Jacob K. Javits Federal Office Building	6,520
New Haven, CT Richard C. Lee U.S. Courthouse.....	4,799
Richland, WA Federal Building and U.S. Post Office and Courthouse.....	14,070
New York, NY James L. Watson Court of International Trade.....	25,611
Detroit, MI Theodore Levin U.S. Courthouse.....	31,000
Auburn, WA Building 7 Auburn Federal Complex.....	17,000
Chicago, IL Chicago Federal Center.....	15,000
Subtotal, Major Repairs and Alterations Program.....	\$ 747,347

Major R&A Design Program:

Philadelphia, PA William J. Green Jr. Federal Building.....	6,500
Subtotal, Major R&A Design Program.....	\$ 6,500

Special Emphasis Programs:

Fire and Life Safety Program.....	\$ 35,000
Energy and Water Retrofit and Conservation Measures.....	35,000
Consolidation Activities	100,000
Subtotal, Special Emphasis Programs.....	\$ 170,000

Non-Prospectus (Basic) Repairs and Alterations Program..... \$ 378,535

New Obligational Authority, REPAIRS AND ALTERATIONS Program..... \$ 1,302,382

- (3) **\$113,470 thousand** for **Installment Acquisition Payments** of interest for facilities constructed under borrowing authority;
- (4) **\$5,387,109 thousand** for **Rental of Space** to acquire and administer leasehold interests in privately owned buildings where Federally owned space is not available. This amount funds annual rent for current leases, tax and other one-time payments, and rent increases associated with replacement leases and expansion space. This request is 6 percent below the FY 2013 request, the reduction is a result of projected balances of prior year authority caused by reductions in the projected inventory; and
- (5) **\$2,331,432 thousand** for **Building Operations** to provide services for both Federally owned and leased facilities and administration and management of all PBS real property programs. This level funds current services and cost increases for cleaning, utilities and fuels, maintenance, and building services in new spaces; provides for the salaries and expenses of **5,459 FTE**; reduces travel obligations by 36% from the FY 2013 request; reduces IT spending; reduces overall funding for salaries and expenses by 6 percent from the FY 2013 request; and reflects the consolidation of budget, finance, IT, human resources, administrative, and security functions across GSA into the Offices of the CFO, CIO, CPO, Administrative Services, Emergency Response and Recovery, and Congressional and Intergovernmental Affairs. (The consolidations will transfer 613 FTE from PBS to GSA's Working Capital Fund and 28 FTE from PBS to GSA's Operating Expenses Fund.)

In addition to the authority requested in FY 2014, PBS projects \$2,422,177 thousand in reimbursable authority for services provided to other agencies including funding for 350 FTE. PBS also projects \$326,764 thousand in permanent indefinite authority from leased expansion space, outleasing, energy rebates, and revenue from the sale of recyclable materials.

The Federal Buildings Fund

The Federal Buildings Fund was established in 1972 and is authorized by Title 40 U.S.C 592(a). The FBF was created to be a self-sustaining, quasi-revolving fund that receives authority in annual appropriations acts to use collections of rent from other agencies to fund operating costs and capital investments. The annual appropriations process gives Congress the ability to provide funds in excess of the rent collections to accommodate agency mission expansions and accelerate the replacement or modernization of the PBS inventory. The purpose of collecting rent from other agencies instead of directly appropriating funding to the FBF to pay for both the capital and operating programs is to ensure that each agency is accurately capturing their true cost of operations. Paying rent provides an incentive for agencies to make smarter decisions related to space management balancing the priorities of the agency and the cost to the American taxpayer. Additionally, consolidation of the government-wide real property expertise and activities allows PBS to save money through economies of scale and by reducing the duplication of real property related spending across the government.

Net Budget Authority

Net Budget Authority is the amount of authority provided in annual appropriations acts, frequently in excess of offsetting collections, transfers to the Federal Financing Bank, and other changes in resources. In the 20 years between FY 1991 and FY 2010, Congress enacted a positive Net Budget Authority in 16 years and never enacted a negative Net Budget Authority level as low as either FY 2011 or FY 2012. The lack of a capital program since FY 2011 has resulted in more than \$4.2 billion in rent collections being diverted from the capital investment needs of the FBF.

FY 2014 Request

The FY 2014 budget request restores the Net Budget Authority to zero, equal to the level of anticipated collections from tenant agencies. The request includes \$495 million for two capital projects originally included in the FY 2011 request and eight projects originally included in the FY 2012 request, all of which went unfunded. The scope of several of these projects requested in prior years has been reduced to address the core requirements of prior year requested projects. In addition to the projects requested in prior years, a zero Net Budget Authority will

allow GSA to fund twenty three new Repair and Alteration projects and three New Construction projects, a full Basic Repair and Alteration program, as well as special emphasis programs focused on energy and water conservation, life and safety issues, and agency consolidation activities to reduce the total amount of space occupied by the government. Funding the requested capital program in full allows GSA to address previously identified requirements and new projects that will maintain the condition of the GSA buildings inventory, reduce operating costs, and improve the efficiency of space utilization.

Impacts of Negative Net Budget Authority

The most significant impact of a negative Net Budget Authority is the impact on the FBF capital program. Although the FY 2014 request includes the first reduction in funding for the operating program in 20 years, \$34 million in reduced Building Operations costs is not sufficient to fund the capital investment needs of the FBF. The National Research Council has developed an investment standard for maintaining a building portfolio, which has been adopted by industry. NRC recommends that in order to adequately maintain the condition of a real estate portfolio, an annual repair and alteration investment of between 2 and 4 percent of the functional replacement value of the portfolio is necessary. For the PBS inventory this would equate to a Repairs and Alterations program between \$900 million and \$1,800 million. Funding the FBF at less than the level of collections will not meet this standard and will contribute to further deterioration of the GSA buildings portfolio, increase costs of future capital projects, and reduce opportunities to achieve GSA priorities.

The lack of a capital program forces PBS to forego important projects that maintain the condition of the inventory, address health and safety issues, acquire new space, consolidate space, complete phased projects, and address many other capital needs of the inventory. Several years of enacted negative budget authority levels have provided funding for a very limited number of projects as part of a minor repair and alterations program, which in some cases improves the energy efficiency of federal buildings resulting in lower operating costs and energy consumption. Lack of funding for the capital program also reduces or eliminates the implementation of consolidation projects that increase the efficiency of space usage resulting in an increased reliance on more costly leased space and increasing in the carrying cost of underutilized and inefficient buildings. Lack of consolidation also inhibits PBS's ability to

dispose of deteriorating buildings as well as buildings that are no longer meeting the Federal need.

A failure to fund identified needs, along with standard depreciation, will reduce the value of the inventory and the health and safety of the Federal buildings. PBS is statutorily required to charge tenant agencies commercially equivalent rates for occupying GSA buildings. As the inventory deteriorates in quality and decreases in value, the revenues available to reinvest in the inventory will decrease as well.

U.S. General Services Administration
Federal Buildings Fund

Resources, New Obligational Authority, and Fund Balance

(Dollars in Thousands, excludes Indefinite Authority)

	FY 2012 Actual	FY 2013 Annualized CR	FY 2014 Request
Resources:			
Available from prior year for reauthorization	\$ 2,239,040	\$ 3,280,325	\$ 3,171,244
Redemption of Debt ¹	(79,445)	(1,819,635)	0
Reprogramming Authority	180,543	0	0
Appropriation ²	0	7,000	0
Transfer	(747)	0	0
Rescission/Lapsed Current Year Authority	0	0	0
Rescission/Lapsed Prior Year Authority	0	0	0
Revenue from operations:			
Rent	9,098,335	9,748,331	9,911,947
Miscellaneous	1,517	354	0
Outleasing	3,885	9,381	8,244
Retention of Proceeds (Sale of Real Property)	21,886	3,234	14,227
SSA/CDC/CMS Payments	13,074	16,290	16,142
Subtotal, Revenue	\$ 9,138,697	\$ 9,777,590	\$ 9,950,560
Total Resources Available	\$ 11,478,088	\$ 11,245,280	\$ 13,121,804
New Obligational Authority:			
Construction and Acquisition	58,500	50,306	816,167
Major Repairs and Alterations	192,043	20,122	923,847
Basic Repairs and Alterations	260,000	268,591	378,535
Installment Acquisition Payments	126,801	127,577	113,470
Rental of Space	5,210,198	5,242,084	5,387,109
Building Operations	2,350,968	2,365,356	2,331,432
Total New Obligational Authority	\$ 8,198,510	\$ 8,074,036	\$ 9,950,560
Fund Balance:			
Total Resources Available	\$ 11,478,088	\$11,245,280	\$13,121,804
Total New Obligational Authority	(8,198,510)	(8,074,036)	(9,950,560)
Changes to Prior Year Authority	(747)	0	0
Fund Balance (Available for Reauthorization)	\$ 3,280,325	\$ 3,171,244	\$ 3,171,244
Net Budget Authority	(\$1,041,285)	\$116,081	\$0
<i>Fund Balance w/o Redemption of Debt (Available for Reauthorization)</i>		\$ 4,904,258	
Net Budget Authority w/o Full Repayment of Debt		(\$1,616,933)	

¹ Redemption of debt repayment in FY 2013 reflects principal balances as of March 2013 and may differ from previous estimates included in Budget Appendix materials. Full repayment of principal balances is authorized by P.L. 101-136.

² Appropriation in FY 2013 does not reflect impacts of sequestration.

Crosswalk of FY 2012 New Obligational Authority

(Dollars in Thousands)

	P.L. 112-74 Enacted 12/23/2011	Approved Reprogramming	FY2012 Enacted Legislation	Indefinite Authority	FY2012 Actual Authority
New Obligational Authority:					
Construction and Acquisition	\$ 50,000	\$ 8,500	\$ 58,500	\$ 0	\$ 58,500
Repairs and Alterations	280,000	172,043	452,043	8,466	460,509
Installment Acquisition Pymts	126,801	0	126,801	0	126,801
Rental of Space	5,210,198	0	5,210,198	399,458	5,609,656
Building Operations	2,350,968		2,350,968	35,887	2,386,855
Total, New Obligational Authority	\$ 8,017,967	\$ 180,543	\$ 8,198,510	\$ 443,811	\$ 8,642,321

1. Reprogramming in Construction and Acquisition provided funding for the Lakewood, CO Denver Federal Center Remediation (\$3M) and White Oak, MD, Food and Drug Administration Consolidation (\$5.5M).

2. Reprogramming to Repairs and Alterations provided funding for the Washington, DC West and East Wing Infrastructure System Replacement (\$154M) and an emergency reprogramming to the Eagleton Courthouse (\$10M). There was an escalation for the New York, NY Thurgood Marshall US Courthouse (\$8,042.9M).

Indefinite Authority

(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Annualized CR	FY 2014 Request
Repairs and Alterations:			
Historical Outleasing	\$ 5,475	\$ 5,500	\$ 5,500
Energy Rebates	3,251	5,000	5,000
International Trade Center	1,000	1,000	1,000
Recycling	(1,260)	400	400
Total, Repairs and Alterations	\$ 8,466	\$ 11,900	\$ 11,900
Rental of Space: Leased Expansion Space	\$ 399,458	\$ 430,869	\$ 277,717
Building Operations:			
International Trade Center	\$ 28,754	\$ 30,092	\$ 30,092
Cooperative Use Act - Outleasing	4,358	4,515	4,515
National Antenna Program	2,760	2,540	2,540
Telework Centers	15	0	0
Total, Building Operations	\$ 35,887	\$ 37,147	\$ 37,147
Total Indefinite Authority	\$ 443,811	\$ 479,916	\$ 326,764

Notes:

Indefinite authorities are not included in reported resources or new obligational authority.

Recycling income in FY 2012 is negative due to the timing of recording income to the program

Appropriations Language

Amounts in the Fund, including revenues and collections deposited into the Fund shall be available for necessary expenses of real property management and related activities not otherwise provided for, including operation, maintenance, and protection of federally owned and leased buildings; rental of buildings in the District of Columbia; restoration of leased premises; moving governmental agencies (including space adjustments and telecommunications relocation expenses) in connection with the assignment, allocation and transfer of space; contractual services incident to cleaning or servicing buildings, and moving; repair and alteration of federally owned buildings including grounds, approaches and appurtenances; care and safeguarding of sites; maintenance, preservation, demolition, and equipment; acquisition of buildings and sites by purchase, condemnation, or as otherwise authorized by law; acquisition of options to purchase buildings and sites; conversion and extension of federally owned buildings; preliminary planning and design of projects by contract or otherwise; construction of new buildings (including equipment for such buildings); and payment of principal, interest, and any other obligations for public buildings acquired by installment purchase and purchase contract; in the aggregate amount of ~~[\$8,619,098,000]~~ \$9,950,560,000, of which: (1) ~~[\$56,000,000]~~ \$816,167,000 shall remain available until expended for construction and acquisition (including funds for sites and expenses, associated design and construction services, and purchase of currently leased facilities) *of additional projects at the following locations:*

New Construction

California:

San Ysidro, United States Land Port of Entry, \$226,000,000.

Colorado:

Lakewood, Denver Federal Center, \$13,938,000.

District of Columbia:

Washington, DHS Consolidation at St. Elizabeths, \$261,531,000.

Michigan:

Detroit, FBI Tactical Operations Support Facility, \$18,507,000.

New Jersey:

Newark, Frank R. Lautenberg United States Post Office and Courthouse, \$31,000,000.

Puerto Rico:

San Juan, Federal Bureau of Investigation, \$94,779,000.

Texas:

Laredo, United States Land Port of Entry, \$61,686,000.

Virginia:

Winchester, FBI Central Records Complex, \$108,726,000:

Provided, That *each of* the foregoing limits of costs on new construction and acquisition projects may be exceeded to the extent that savings are effected in other such projects, but not to exceed 10 percent of the amounts included in a transmitted prospectus, if required, unless advance notice is transmitted to the Committees on Appropriations of a greater amount:

Provided further, That all funds for direct construction projects shall expire on September 30, [2014] 2015, and remain in the Federal Buildings Fund, except for funds for projects as to which funds for design or other funds have been obligated in whole or in part prior to such date; (2) [\$494,768,000] \$1,302,382,000 shall remain available until expended for repairs and alterations, which includes associated design and construction services:

Repairs and Alterations:

Alabama:

Mobile, John A. Campbell United States Courthouse, \$41,000,000.

Alaska:

Fairbanks, Fairbanks Federal Building and United States Courthouse, \$12,357,000.

Arkansas:

Little Rock, Federal Building, \$9,249,000.

California:

Los Angeles, Edward R. Roybal Federal Building and United States Courthouse, \$19,383,000.

San Diego, Edward J. Schwartz Federal Building and United States Courthouse, \$61,136,000.

San Francisco, Phillip Burton Federal Building and United States Courthouse, \$32,125,000.

Colorado:

Denver, Byron White United States Courthouse, \$15,000,000.

Connecticut:

New Haven, Richard C. Lee United States Courthouse, \$4,799,000.

District of Columbia:

Washington, Harry S. Truman Building, \$58,908,000.

Washington, Herbert C. Hoover Building, \$77,356,000.

U.S. General Services Administration
Federal Buildings Fund

Washington, Lafayette Building, \$54,330,000.

Washington, Stewart Lee Udall Department of the Interior Building, \$60,110,000.

Illinois:

Chicago, Chicago Federal Center, \$15,000,000.

Indiana:

Indianapolis, Major General Emmett J. Bean Federal Center, \$ 19,074,000.

Maryland:

Baltimore, Edward A. Garmatz United States Courthouse, \$7,921,000.

Baltimore, George H. Fallon Federal Building, \$5,381,000.

Michigan:

Detroit, Theodore Levin United States Courthouse, \$31,000,000.

Missouri:

Overland, Charles F. Prevedel Federal Building \$27,161,000.

St. Louis, Robert A. Young Federal Building, \$70,272,000.

New York:

New York, James L. Watson Court of International Trade, \$25,611,000.

New York, Jacob K. Javits Federal Office Building, \$6,520,000.

Pennsylvania:

*Philadelphia, Robert N.C. Nix Sr. Federal Building and United States Courthouse,
\$3,416,000.*

Philadelphia, William J. Green Jr. Federal Building, \$6,500,000.

Texas:

Austin, J.J. Pickle Federal Building, \$40,261,000.

Utah:

Salt Lake City, Frank E. Moss United States Courthouse, \$15,000,000.

Virginia:

Richmond, Lewis F. Powell Jr. United States Courthouse and Annex, \$3,907,000.

Washington:

Auburn, Building 7 Auburn Federal Complex, \$17,000,000.

Richland, Federal Building and United States Post Office and Courthouse, \$14,070,000.

Special Emphasis Programs:

Energy and Water Retrofit and Conservation Measures, \$35,000,000.

Fire and Life Safety Program, \$35,000,000.

Consolidation Activities, \$100,000,000.

Basic Repairs and Alterations, \$378,535,000:

Provided further, That funds made available in this or any previous Act in the Federal Buildings Fund for Repairs and Alterations shall, for prospectus projects, be limited to the amount identified for each project, except each project in this or any previous Act may be increased by an amount not to exceed 10 percent unless advance notice is transmitted to the Committees on Appropriations of a greater amount: *Provided further,* That additional projects may be funded under this category only if advance notice, including a prospectus, is transmitted to the Committees on Appropriations: *Provided further,* That the amounts provided in this or any prior Act for "Repairs and Alterations" may be used to fund costs associated with implementing security improvements to buildings necessary to meet the minimum standards for security in accordance with current law and in compliance with the reprogramming guidelines of the appropriate Committees of the House and Senate: *Provided further,* That the difference between the funds appropriated and expended on any projects in this or any prior Act, under the heading "Repairs and Alterations", may be transferred to Basic Repairs and Alterations or used to fund authorized increases in prospectus projects: *Provided further,* That all funds for repairs and alterations prospectus projects shall expire on September 30, [2014] 2015 and remain in the Federal Buildings Fund except funds for projects as to which funds for design or other funds have been obligated in whole or in part prior to such date: *Provided further,* That the amount provided in this or any prior Act for Basic Repairs and Alterations may be used to pay claims against the Government arising from any projects under the heading "Repairs and Alterations" or used to fund authorized increases in prospectus projects; (3) [\$119,589,000] \$113,470,000 for installment acquisition payments including payments on purchase contracts which shall remain available until expended; (4) [\$5,548,538,000] \$5,387,109,000 for rental of space which shall remain available until expended; and (5) [\$2,400,158,000] \$2,331,432,000 for building operations which shall remain available until expended: *Provided further,* That funds available to the General Services Administration shall not be available for expenses of any construction, repair, alteration and acquisition project for which a prospectus, if required by 40 U.S.C. 3307(a), has not been transmitted to Congress, except that necessary funds may be expended for each project for required expenses for the development of a proposed prospectus: *Provided further,* That funds available in the Federal Buildings Fund may be expended for emergency repairs when advance notice is given to the Committees on Appropriations: *Provided further,* That amounts necessary to provide reimbursable special services to other agencies under 40 U.S.C. 592(b)(2) and amounts to provide such reimbursable fencing, lighting, guard booths, and

other facilities on private or other property not in Government ownership or control as may be appropriate to enable the United States Secret Service to perform its protective functions pursuant to 18 U.S.C. 3056, shall be available from such revenues and collections: *Provided further*, That revenues and collections and any other sums accruing to this Fund during fiscal year [2013] 2014, excluding reimbursements under 40 U.S.C. 592(b)(2) in excess of the aggregate new obligational authority authorized for Real Property Activities of the Federal Buildings Fund in this Act shall remain in the Fund and shall not be available for expenditure except as authorized in appropriations Acts. *(Note.—A full-year 2013 appropriation for this account was not enacted at the time the budget was prepared; therefore, this account is operating under a continuing resolution (P.L. 112-175). The amounts included for 2013 reflect the annualized level provided by the continuing resolution.)*

Obligations by Object Classification
(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Annualized CR	FY 2014 Request
11.1 Full-time permanent.....	\$591,909	\$579,183	\$513,932
11.5 Other personnel compensation.....	22,998	22,531	19,918
11.8 Special personnel service payments.....	188	191	192
12.1 Civilian personnel benefits.....	173,249	171,980	154,418
13.0 Benefits for former personnel.....	3,515	425	271
21.0 Travel and transportation of persons.....	14,379	14,313	14,393
22.0 Transportation of things.....	894	175	170
23.2 Rental payments to others.....	5,583,808	5,354,316	5,569,893
23.3 Communications, utilities, and misc. charges.....	432,400	466,605	476,885
24.0 Printing and reproduction.....	894	884	821
25.1 Advisory and assistance services.....	1,460,994	1,484,477	1,419,323
25.2 Other services from non federal sources.....	39,335	30,299	29,868
25.3 Other goods and services from federal sources.....	313,787	321,873	440,261
25.4 Operation and maintenance of facilities.....	1,340,144	1,467,820	1,496,538
25.7 Operation and maintenance of equipment.....	43,360	43,205	43,537
25.8 Subsistence and Support of Persons	0	0	0
26.0 Supplies and materials.....	10,670	8,484	7,938
31.0 Equipment.....	133,071	128,008	127,940
32.0 Land and structures.....	625,176	1,195,533	1,234,563
41.0 Grants, subsidies, and contributions.....	20	50	50
42.0 Insurance claims and indemnities.....	2,885	19,435	2,291
43.0 Interest and dividends.....	153,800	140,919	126,812
44.0 Refunds.....	83	9	9
99.9 Total Obligations.....	\$10,947,559	\$11,450,715	\$11,680,022
<i>Subtotal, PC&B.....</i>	<i>\$791,859</i>	<i>\$774,310</i>	<i>\$688,732</i>
<i>Subtotal, GSA Working Capital Fund Payments (OC 25.3).....</i>	<i>\$226,948</i>	<i>\$237,098</i>	<i>\$347,235</i>
<i>Subtotal, Non-Labor, Non-WCF Payment.....</i>	<i>\$9,928,752</i>	<i>\$10,439,307</i>	<i>\$10,644,055</i>

Obligations by Program

(Dollars in Thousands)

	FY 2012 Actual		FY 2013 Annualized CR		FY 2014 Request		Increase/(Decrease) For FY 2014	
	FTE	Obligations	FTE	Obligations	FTE	Obligations	FTE	Obligations
FTE and Obligations:								
1. Construction and Acquisition		302,956		707,130		495,089	0	(212,041)
2. Repairs and Alterations		397,287		498,383		749,398	0	251,015
3. Installment Acquisition Payments		125,712		127,577		113,470	0	(14,107)
4. Construction of Lease Purchase Facilities		699					0	0
5. Pennsylvania Avenue Activities							0	0
a) Repairs and Alterations		1,516		0		0	0	0
b) Building Operations		77		0		0	0	0
6. International Trade Center							0	0
a) Repairs and Alterations		389		0		0	0	0
b) Building Operations		27,639	0	0		0	0	0
7. Rental of Space		5,597,780		5,352,891		5,568,456	0	215,565
8. Building Services	0	1,191,819	0	1,139,089	0	1,161,689	0	22,600
9. Salaries and Benefits	6,192	1,112,739	6,250	1,226,267	5,459	1,169,743	(791)	(56,524)
10. Reimbursable	351	2,188,946	350	2,399,378	350	2,422,177	0	22,799
Total FTE and Obligations	6,543	10,947,559	6,600	11,450,715	5,809	11,680,022	-791	229,307
<i>Net Outlays:</i>		<i>49,225</i>		<i>(88,987)</i>		<i>(196,477)</i>		<i>(107,490)</i>

Summary of FTE by Occupation

Occupation Group	FY 2012 Actual	FY 2013 Annualized CR	Changes due to Consolidation	FY 2013 Post-Consolidation	FY 2014 Request
Accounting and Budget	427	424	(278)	146	135
General Business and Industry	1,243	1,275	(8)	1,267	1,200
Building Management	1,007	1,000	(7)	993	1,000
Contracting	718	715	-	715	684
Realty	515	515	(2)	513	525
Engineering and Architecture	956	975	(1)	974	950
Equipment, Facilities, Maintenance and Service	282	285	-	285	285
General Administrative, Clerical, and Office Services	1,253	1,250	(243)	1,007	975
Information Technology	59	76	(76)	-	-
Miscellaneous Occupations	83	85	(26)	59	55
Total FTE	6,543	6,600	(641)	5,959	5,809

FY 2014 Capital Program

Program Description – Construction and Acquisition of Facilities

This activity provides for the construction or purchase of facilities and prospectus-level extensions to existing buildings. All costs directly attributable to site acquisition, construction, and the full range of design and construction services, and management and inspection of construction projects are funded under this activity.

Construction and Acquisition of Facilities Project List
(Dollars in Thousands)
In Priority Order

	FUNDED TD DATE	ESTIMATED TOTAL PROJECT COST			FY2016 REQUEST			TOTAL				
		SITE	DESIGN	CONSTRUCTION	M&I	TOTAL	SITE		DESIGN	CONSTRUCTION	M&I	TOTAL
New Construction:												
Lakeview, CO Denver Federal Center	39,033	0	0	52,971	0	52,971	0	0	13,938	0	13,938	13,938
Washington, DC, DHS Consolidation at St. Elizabeths	910,298	11,000	199,764	2,315,936	119,587	2,646,277	231,994	17,837	231,994	11,700	261,531	261,531
Winchester, VA FBI Central Records Complex	0	7,500	0	96,048	6,178	108,726	95,048	7,500	95,048	6,178	108,726	108,726
San Juan, PR Federal Bureau of Investigation	36,934	0	12,107	88,808	6,171	106,886	88,808	0	88,808	6,171	94,779	94,779
Detroit, MI FBI Tactical Operations Support Facility	0	0	1,540	15,680	1,387	18,507	15,680	0	15,680	1,387	18,507	18,507
Subtotal, Executive Agencies	\$985,265	\$18,500	\$213,401	\$2,568,143	\$133,323	\$2,833,367	\$445,168	\$19,377	\$445,168	\$25,436	\$497,481	\$497,481
San Ysidro, CA U.S. Land Port of Entry	298,343	89,000	59,076	646,100	38,667	731,843	55,518	7,500	156,500	13,000	226,000	226,000
Laredo, TX U.S. Land Port of Entry	0	0	6,492	56,518	6,168	68,178	55,518	0	55,518	6,168	61,686	61,686
Subtotal, Land Ports of Entry	\$298,343	\$89,000	\$65,568	\$600,618	\$44,835	\$800,021	\$600,618	\$7,500	\$212,018	\$19,168	\$287,686	\$287,686
Newark, NJ Frank R. Lautenberg U.S. Post Office and Courthouse	0	23,000	2,888	37,059	3,056	66,003	37,059	2,114	4,408	1,478	31,000	31,000
Subtotal, Judiciary	\$0	\$23,000	\$2,888	\$57,059	\$3,056	\$66,003	\$57,059	\$2,114	\$4,408	\$1,478	\$31,000	\$31,000
Total Construction and Acquisition of Facilities Program	\$1,283,608	\$130,500	\$281,857	\$3,205,820	\$181,214	\$3,799,391	\$661,594	\$28,991	\$661,594	\$46,082	\$816,167	\$816,167

Notes:
Laredo, TX, U.S. LPDE was design funded by CBIP in the amount of \$6,492 thousand
San Juan, PR FBI funding to date includes \$21,563 thousand from APRA, funding for the construction of a parking garage that is not included in the estimated total project cost

Project Descriptions - Construction and Acquisition of Facilities

California:

San Ysidro, U.S. Land Port of Entry.....\$226,000,000

GSA requests \$226,000 thousand for Phase 3 of the San Ysidro LPOE project. Phase 3 creates a new southbound connection to Mexico, with inspection facilities, which will provide 17 additional northbound primary inspection booths. It involves demolition of all structures remaining on existing private and public properties being acquired west of the existing port and east of the Virginia Avenue site; realignment of the southbound roadway to enter Mexico at the newly completed El Chaparral inspection facility; construction of southbound inspection facilities including canopies; and a covered employee parking structure.

The current facility, constructed in 1973, no longer effectively supports the CBP facilitation and enforcement missions. It is unsafe, undersized, outdated, unhealthy and unsightly. It neither adequately supports CBP's unified organization or other key programs, (U.S. VISIT). Public safety needs to be addressed due to the lack of circulation separation between suspected offenders and the traveling public, while federal employee safety also needs to be addressed to relocate office space from directly above public traffic lanes. The facility is inadequate to timely process visitors as is, and will be even more so as its passenger and pedestrian volumes are projected to grow significantly during the coming years. Currently, northbound vehicle wait times are routinely 45 minutes and can reach up to two hours during peak traffic periods.

The proposed expansion and configuration will improve officer safety and through-put of pedestrian and non-commercial traffic. With its huge traffic volume and high seizure, arrest and apprehension rates, San Ysidro is CBP's highest priority for new construction funding and represents the best opportunity at an LPOE to reduce threats to the nation while facilitating legitimate travel. Since submittal of the FY2009 prospectus, local real estate values have increased significantly, customer space requirements increased, and escalation in costs over time have resulted in substantial upward revision of the project budget.

<u>Prior Authority</u>	<u>Prior Funding</u>
Fiscal Year 2004	\$34,211,000
Fiscal Year 2008	199,179,000
Fiscal Year 2009	58,910,000
<u>Fiscal Year 2009 (Recovery Act)</u>	<u>6,043,000</u>
Total	\$298,343,000

This request is for additional Site Acquisition (\$49,000 thousand), Phase III Design (\$7,500 thousand), Phase III Construction (\$156,500 thousand) and Phase III Management and Inspection (\$13,000 thousand). Phase II Design, Construction and Management and Inspection will be requested in a future year. The estimated total project cost is \$731,843 thousand.

Colorado:

Lakewood, Denver Federal Center..... \$13,938,000

GSA requests \$13,938 thousand for ongoing remediation work to multiple sites that are located at the Denver Federal Center (DFC). Under the Resource Conservation and Recovery Act (RCRA) Consent Order Program, the State of Colorado requires cleanup of these sites. RCRA is federal legislation enacted in 1976 that is aimed at protecting the environment. RCRA addresses the treatment, storage, disposal, and cleanup of hazardous waste.

GSA is required by the State of Colorado to complete this remediation in order to satisfy the three state consent orders. This remediation will ensure that future land development will be unrestricted and that future tenants and visitors of the DFC are safe from exposure to contaminated soil and water.

This remediation project has accomplished varying levels of work on all 27 different geographic areas of the facility. All parts of the facility are in some stage of investigation and cleanup under the RCRA Consent Order Program. GSA seeks funding to undertake additional environmental remediation necessary to satisfy the consent orders and prepare the land for future development.

To date, the overall remediation and cleanup program has used various types of remedial action at this facility including, but not limited to groundwater treatment by chemical oxidation.

Funding was provided for remediation (\$6,000 thousand) in FY 2004. Additional funding was provided through reprogramming action (\$1,642 thousand) in FY 2008. GSA was provided funding for continued remediation activities in FY 2009 (\$10,472 thousand), FY 2010 (\$9,962 thousand) and FY 2011 (\$7,957 thousand). Additional funding was provided through reprogramming action (\$3,000 thousand) in FY 2012. This request (\$13,938 thousand) is for continued Construction remediation. The estimated total project cost is \$52,971 thousand.

District of Columbia:

Washington, DHS Consolidation at St. Elizabeths.....\$261,531,000

GSA requests \$261,531 thousand for the development of the Department of Homeland Security (DHS) consolidated headquarters at St. Elizabeths Campus. The West Campus is a 176-acre National Historic Landmark that included 70 existing buildings containing approximately 1.2 million gsf of existing space. Several existing buildings have been demolished to make way for the USCG headquarters; as of September 30, 2012 there were 61 buildings remaining that contain approximately 1 million gross square feet (gsf). The portion of the DHS program to be housed on the East Campus requires the development of between 8 and 10 acres of land with supporting infrastructure and access to ensure the DHS Headquarters facility's operation is one secure campus.

The site will be developed in accordance with guidelines set out in the Master Plan as amended and/or as a result of continued compliance with NHPA and NEPA during specific project

designs.¹ Accordingly, CFA approved the design of the USCG headquarters on November 19, 2009 and NCPC approved it on January 7, 2010.

Committee approval and appropriations for Phase 1 of the project – construction of a new headquarters facility for the USCG – have already been obtained. Development Phase 2a includes construction of office space to consolidate DHS headquarters and the DHS Operations Center (DOC), house leadership presences of various DHS components such as Secret Service, and provide amenity space. Phase 2b proposes the construction of a new headquarters facility for FEMA plus amenity space and road improvements on site. Parking will also be included with both sub phases. Phase 3 will accommodate the remaining elements of DHS headquarters units. The project will include the rehabilitation of existing space as well as construction of new space. This request seeks appropriation for the rehabilitation of the Center Building plus related structures and infrastructure as well as historic preservation measures to house the DHS Secretary and other DHS leadership elements on the West Campus.

Construction of the US Coast Guard Headquarters is scheduled to be completed in FY 2013 and as part of GSA's FY 2014 Capital Investment and Leasing Program; GSA proposes to continue development of the St. Elizabeths Campus with renovation and adaptive reuse of the Center Building, one of approximately 61 historic buildings currently located on the St. Elizabeths Campus. When completed, the Center Building will house the DHS Secretary and other senior leadership of DHS. In addition to these renovations, Hitchcock Hall will also be renovated as originally planned in Phase 1b so DHS will have access to appropriate meeting space. Additional infrastructure work including perimeter security will be completed in order to finish the necessary site improvements included previously in Phase 1b.

Fiscal Year 2014 Requirements

Historic Preservation.....	1,000,000
Design & Review (Phase 2a)	17,837,000
Management and Inspection (Phase 1b Infrastructure & Phase 2a)	11,700,000
<u>Estimated Construction Cost (Phase 1b Infrastructure & Phase 2a).....</u>	<u>230,994,000</u>
Total Fiscal Year 2014 Appropriation Request	\$261,531,000

Washington, St Elizabeths Activities, \$201,531,000

This request is for Design Phase 2a (\$17,837 thousand), Construction Phase 2a (\$173,994 thousand) Management and Inspection Phase 2a (\$8,700 thousand), and Historic Preservation (\$1,000 thousand). The estimated total project cost for the entire St. Elizabeths Consolidation is \$2,646,277 thousand.

Washington, St. Elizabeths West Campus Infrastructure, \$60,000,000

This request is for Management and Inspection (\$3,000 thousand) and Construction (\$57,000 thousand) for Phase 1b.

¹ The Master Plan can be found at the project's web site: <http://www.stelizabethsdevelopment.com/>

Michigan:

Detroit, FBI Tactical Operations Support Facility.....\$18,507,000

GSA requests \$18,507 thousand for the design and construction of an approximately 74,290 gross square foot Tactical Operations Support Facility for the Federal Bureau of Investigation (FBI) on federally-owned land adjacent to the Patrick V. McNamara Federal Office Building (McNamara FOB) in Detroit, Michigan. Construction of this annex allows GSA to continue efforts initiated under the American Recovery and Reinvestment Act (ARRA) to deliver functional space for the FBI in the Detroit, MI area and for the government to release leased space and eliminate rental payments to the private sector of approximately \$425 thousand annually.

In 2009 GSA proposed a project to construct a 246,000 gsf annex adjacent to McNamara FOB to house all of FBI's tactical operations and FBI's Automotive Maintenance Facility. Both the House Committee on Transportation and Infrastructure and the Senate Committee on Environment and Public Works approved the design of the \$45,700 thousand annex however funding has not been appropriated.

GSA and FBI worked collaboratively to develop alternative solutions to meet the balance of FBI's requirements. As a result of this effort, the footprint necessary for the tactical operations and automotive facility was significantly reduced and can now be constructed at a much lower cost. This project, combined with an ongoing build out of currently unusable basement and mezzanine level space in McNamara FOB will house portions of FBI's tactical operations and will satisfy FBI's long-term operational needs while eliminating vacant federal space in the McNamara FOB.

This request is for Design (\$1,540 thousand), Construction (\$15,580 thousand) and Management and Inspection (\$1,387 thousand). The estimated total project cost is \$18,507 thousand.

New Jersey:

Newark, Frank R. Lautenberg U.S. Post Office and Courthouse.....\$31,000,000

GSA requests \$31,000 thousand to acquire the Frank Lautenberg U.S. Post Office and Courthouse (Lautenberg POCH) located at 2 Federal Square, in Newark, NJ. GSA seeks to acquire the building from the United States Postal Service for no more than \$23,000 thousand. In addition to the acquisition of the POCH, GSA proposes the first of two phases to modernize building systems, rehabilitate the building's infrastructure, and demolish the postal workspace for future useable office space. The project will also address critical life safety issues.

The Lautenberg POCH, located at the southern edge of the Central Business District in Newark, is part of the City's Federal Courts and Office Complex. It is sited opposite the Peter W. Rodino Federal Building, the Martin Luther King Jr. U.S. Courthouse (MLK CT) and one block North of Newark's City Hall. Built in 1936, the building is an example of Greek revival architecture. The POCH provides approximately 429,016 rentable square feet consisting of five floors above grade with an attic and one below-grade floor which contains office space, the building's power plants and a tunnel connection to the MLK CT.

This request is for Building and Site Acquisition (\$23,000 thousand), Design (\$2,114 thousand), Construction (\$4,408 thousand) and Management and Inspection (\$1,478 thousand). The estimated total project cost is \$66,003 thousand.

Puerto Rico:

San Juan, Federal Bureau of Investigation..... \$94,779,000

GSA requests \$94,779 thousand for the construction of a new facility in San Juan, PR. As part of its FY2012 Capital Investment and Leasing Program, GSA proposed the construction of a new federal complex at 150 Carlos Chardon Avenue, San Juan, PR, to consolidate the Federal Bureau of Investigation (FBI). This proposed FBI complex includes a new FBI field office, annex building for vehicle maintenance, and visitor screening facility totaling 192,794 gsf along with a secure parking garage. Design of the proposed facility and the construction of a new parking facility to support the continued need for parking at the adjacent facility were funded under the American Recovery and Reinvestment Act (ARRA) of 2009. The Senate Committee on Environment and Public Works authorized \$145,506, thousand for the purpose of constructing a new federal building, but the funds have not been appropriated.

The FBI complex will share the 27-acre Federal site in San Juan with the existing Federico Degetau Federal Building (Degetau FB), Clemente Ruiz Nazario U.S. Courthouse (FB-CT), and Rainforest Kids Child Development Center. The FB-CT will remain undisturbed during the construction of the project. The FBI is currently housed in the Degetau FB and the GSA Center in Guaynabo, PR.

The proposed project will provide the FBI with a modern, state of the art, facility that will satisfy the agency's security and long-term space requirements and meet the objectives of flexibility of space, sustainable design, seismic safety, and durability. New construction on this federally owned site maximizes use of the existing Federal land.

In the absence of construction-phase funding, FBI and GSA re-examined the project requirements and concept design, and re-scoped the project to reduce its cost. Further evaluation of the project site, based on the revised FBI requirements, led GSA to conclude that the previously planned relocation of the existing child care center was unnecessary and that only site work around the center is required. These adjustments have reduced the construction appropriation request over the previous year funding request.

Design of the facility, along with the construction of a new parking facility, (\$35,935 thousand) was funded by the American Recovery and Reinvestment Act of 2009. This request is for Construction (\$88,608 thousand) and Management and Inspection (\$6,171 thousand). The estimated total project cost is \$106,886 thousand.

Texas:

Laredo, TX U.S. Land Port of Entry.....\$61,686,000

GSA requests \$61,686 thousand to expand and modernize two of the four U.S. Land Port of Entry (LPOE) facilities at the Port of Laredo in Laredo, Texas, the Convent Street and Juarez/Lincoln facilities to increase efficiency, improve safety and security for both vehicular and pedestrian traffic.

Convent Street (Laredo I) - The current facilities at the Convent LPOE are old and have not been upgraded in many years. The proposed project will provide a total interior renovation of the historic Main Building for program areas that are dramatically undersized, outdated, or currently not being housed at all, such as pedestrian processing and permit processing. The project will address code and life safety concerns and replace systems.

The top priority for this project is to make the process of moving pedestrians faster and safer especially during extreme temperatures. Pedestrian traffic has increased substantially, with the trend expected to continue. Long-time use of this crossing has become even more important to the locals and visitors due to increased crime in Nuevo Laredo. Specifically, people are very reluctant to venture off a known route that provides a heightened sense of safety. Long pedestrian lines at peak times during the day and during the heaviest times throughout the year are also a concern. The pedestrian area does not meet handicap accessibility or life safety standards.

Juarez/Lincoln (Laredo II) - This project will improve the flow and processing of vehicle traffic through the LPOE while enhancing safety and efficiency of operations for both the inspection agencies and the traveling public. The new vehicle processing area will accommodate the increased bus traffic and enhance officer safety during inbound vehicle inspections. The current facility processes approximately 100 passenger buses each day (200 buses during holidays). The current facility was not designed to accommodate this level of bus traffic. Current port operations require POV traffic to funnel to one path between existing canopies creating backups and safety issues for staff and pedestrians, and the processing takes place in unconditioned exterior spaces. Extreme heat, which is common to this area, combined with long wait times creates uncomfortable and unsafe conditions for staff as well as travelers.

Design (\$6,492 thousand) was funded by Customs and Border Protection. This request is for Construction (\$55,518 thousand) and Management and Inspection (\$6,168 thousand). The estimated total project cost is \$68,178 thousand.

Virginia:

Winchester, FBI Central Records Complex.....\$108,726,000

PBS requests \$108,726 thousand for the site acquisition and construction of a 256,425 gross square foot (gsf) records management facility in Frederick County, Virginia for the Federal Bureau of Investigation (FBI). This facility will support the FBI's current and future critical record management space needs and will consolidate FBI's paper records currently housed within the Washington DC metropolitan area, at field offices across the country and in several national information technology centers. The facility will also provide for National Archives and Records Administration (NARA) compliant records storage for environmentally conditioned, fire-protected space in a secured facility. The proposed facility includes a record management building with office support, visitor screening center, secured service center, guard booth, and surface parking lot.

Records management is crucial to the operations of the FBI. Many of the FBI records, which are an integral part of investigations, prosecutions and intelligence analyses the agency conducts, are currently primarily in paper form and dispersed throughout hundreds of locations nationwide.

The proposed centralized facility will promote timely access of FBI records to agents and analysts around the world; support FBI's long-term goal of converting applicable files into electronic, searchable format; provide a secure environment for FBI's valuable intellectual property; reduce records space requirements at FBI Field Offices redirecting field office positions to focus on FBI's operational mission; and enable greater consistency with NARA's Archive Standards as detailed in 36 CFR 1228 Subpart K. The proposed facility will also provide long term cost savings to the government.

To help FBI efficiently achieve its mission critical record management functions, GSA proposes utilizing a more technologically advanced storage system known as an Automated Storage and Retrieval System (ASRS). ASRS, an automated and mechanized structure integral to the facility for moving files into storage locations and retrieving them when needed, is proving to be a successful system in manufacturing, archival, security, food and beverage operations as well as conventional warehousing.

GSA and FBI have been partnering on this effort for several years. As part of its FY 2006 Capital Investment and Leasing Program, GSA submitted a prospectus and received authorization to lease 947,000 rsf of space for 20 years. GSA subsequently amended that request as part of the GSA's FY 2008 Capital Investment and Leasing Program in a prospectus for 626,488 rsf that was authorized by the Senate Committee on Environment and Public Works and the House Committee on Transportation and Infrastructure on December 18, 2007 and January 16, 2008, respectively. However, due to market conditions and the specialized nature of the space, GSA was unable to successfully award a lease. In 2010, the FBI determined that the number one priority was the Central Records Complex (CRC) portion of the project. It was decided that the best way to move forward with meeting FBI's long term need for its mission critical record management operation was through federal construction of the records management portion of the originally proposed project. This project was proposed as part of GSA's FY2012 Capital Investment and Leasing Program. The Senate Committee on Environment and Public Works approved \$97,060,000 for the purpose of constructing FBI's CRC, but the funds have not been appropriated.

Design is to be funded by the FBI. This request is for Site Acquisition (\$7,500 thousand), Construction (\$95,048 thousand) and Management and Inspection (\$6,178 thousand). The estimated GSA total project cost is \$108,726 thousand.

Program Description – Repairs and Alterations

This activity provides for repairs and alterations of existing buildings as well as associated design and construction services. Protection of the Government's investment, health and safety of building occupants, transfer of agencies from leased space, and cost effectiveness are the principal criteria used in establishing priorities. Repairs to prevent deterioration and damage to buildings, their support systems, and operating equipment are given priority.

U.S. General Services Administration
Federal Buildings Fund

Repairs and Alterations Project List
(Dollars in Thousands)
In Priority Order

	FUNDED TO DATE	ESTIMATED TOTAL PROJECT COST			FY 2014 REQUEST				
		DESIGN	CONSTRUCTION	M&I	TOTAL	DESIGN	CONSTRUCTION	M&I	TOTAL
Nonprospective (Basic) Repairs and Alterations Program	\$0	\$0	\$378,535	\$0	\$378,535	\$0	\$378,535	\$0	\$378,535
Major Repairs and Alterations									
Mobile, AL John A. Campbell U.S. Courthouse	-	3,470	34,209	3,321	41,000	3,470	34,209	3,321	41,000
Washington, DC Lafayette Building	130,143	10,771	155,010	18,692	184,473	-	47,500	6,830	54,330
Richmond, VA Lewis F. Powell Jr. U.S. Courthouse and Annex	-	-	3,500	407	3,907	-	3,500	407	3,907
Philadelphia, PA Robert N. C. Nix Sr. Federal Building and U.S. Courthouse	-	-	3,163	253	3,416	-	3,163	253	3,416
Overland, MO Charles F. Prevedel Federal Building	-	2,292	23,035	1,834	27,161	2,292	23,035	1,834	27,161
San Francisco, CA Philip Burton Federal Building and U.S. Courthouse	-	2,125	27,806	2,194	32,125	2,125	27,806	2,194	32,125
Salt Lake City, UT Frank E. Moss U.S. Courthouse	-	1,000	13,000	1,000	15,000	1,000	13,000	1,000	15,000
St. Louis, MO Robert A. Young Federal Building	-	6,195	58,718	5,359	70,272	6,195	58,718	5,359	70,272
Denver, CO Byron White U.S. Courthouse	-	1,000	13,000	1,000	15,000	1,000	13,000	1,000	15,000
Los Angeles, CA Edward R. Roybal Federal Building and U.S. Courthouse	-	9,478	95,163	7,626	112,267	2,207	15,753	1,423	19,383
San Diego, CA Edward J. Schwartz Federal Building and U.S. Courthouse	-	6,292	49,127	5,717	61,136	6,292	49,127	5,717	61,136
Baltimore, MD George H. Fallon Federal Building	-	30	4,800	551	5,381	30	4,800	551	5,381
Fairbanks, AK Fairbanks Federal Building and U.S. Courthouse	-	1,182	10,052	1,083	12,357	1,182	10,052	1,083	12,357
Washington, DC Stewart Lee Udall Department of the Interior Building	222,238	16,808	242,043	23,497	282,348	3,130	51,640	5,340	60,110
Indianapolis, IN Major General Emmett J. Bean Federal Center	1,053	1,645	17,059	1,423	20,127	592	17,059	1,423	19,074
Little Rock, AR Federal Building	-	972	7,383	894	9,249	972	7,383	894	9,249
Washington, DC Harry S. Truman Building	125,703	15,166	159,273	10,172	184,611	-	55,808	3,100	58,908
Austin, TX J.J. Pickle Federal Building	-	3,452	33,154	3,655	40,261	3,452	33,154	3,655	40,261
Washington, DC Herbert C. Hoover Building	256,558	28,410	600,615	41,887	670,912	-	72,500	4,856	77,356
Baltimore, MD Edward A. Garmatz U.S. Courthouse	-	30	7,081	810	7,921	30	7,081	810	7,921
New York, NY Jacob K. Javits Federal Office Building	-	593	5,417	510	6,520	593	5,417	510	6,520
New Haven, CT Richard C. Lee U.S. Courthouse	-	453	3,975	371	4,799	453	3,975	371	4,799
Richland, WA Federal Building and U.S. Post Office and Courthouse	-	1,320	11,517	1,233	14,070	1,320	11,517	1,233	14,070
New York, NY James L. Watson Court of International Trade	-	1,957	21,671	1,963	25,611	1,957	21,671	1,963	25,611
Detroit, MI Theodore Levin U.S. Courthouse	-	10,200	110,015	8,826	129,041	10,200	110,015	8,826	129,041
Auburn, WA Building 7 Auburn Federal Complex	-	1,400	14,200	1,400	17,000	1,400	14,200	1,400	17,000
Chicago, IL Chicago Federal Center	-	1,228	12,483	1,289	15,000	1,228	12,483	1,289	15,000
Subtotal, Major Repairs & Alterations	\$ 735,695	\$127,469	1,736,509	\$146,987	\$2,010,965	\$ 51,120	\$ 636,850	\$ 59,377	\$ 747,347
Philadelphia, PA William J. Green Jr. Federal Building	-	6,500	53,400	5,400	65,300	6,500	-	-	6,500
Subtotal, Major R&A Design Program	\$ -	\$ 6,500	\$ 53,400	\$ 5,400	\$ 65,300	\$ 6,500	\$ -	\$ -	\$ 6,500
Fire and Life Safety Program	-	-	35,000	-	35,000	-	35,000	-	35,000
Energy and Water Retrofit and Conservation Measures	-	-	35,000	-	35,000	-	35,000	-	35,000
Consolidation Activities	-	-	100,000	-	100,000	-	100,000	-	100,000
Subtotal, Special Emphasis Programs	\$ -	\$ -	\$ 170,000	\$ -	\$ 170,000	\$ -	\$ 170,000	\$ -	\$ 170,000
Total Repairs and Alterations Program	\$ 735,695	\$133,969	2,338,444	\$152,387	\$2,624,800	\$ 57,620	\$ 1,185,365	\$ 59,377	\$ 1,302,382

Project Descriptions - Repair and Alterations

Alabama:

Mobile, John A. Campbell U.S. Courthouse.....\$41,000,000

GSA requests \$41,000 thousand to reconfigure the existing space within the Campbell CT to work in conjunction with the construction of a new adjoining courthouse annex to provide for the Judiciary's long-term needs in Mobile, AL. The two buildings will meet the 10-year needs of the court and the court-related agencies and the site/building design will accommodate the Courts 30 year needs, including two chambers for the Court of Appeals, four courtrooms and five chambers for the District and Senior District judges, three courtrooms and four chambers for Magistrate judges, and one courtroom and two chambers for Bankruptcy judges. The Bankruptcy Court and Clerk will be relocated from their current leased space into one of these federally-owned facilities. The space within both the Campbell CT and the annex will be configured to address the Courts' design guide standards. The renovation of the Campbell CT will address several critical building needs, including repairs and replacements to the roofing, HVAC, electrical systems and lighting, plumbing, elevators, and the fire protection systems, as well as lobby reconfiguration to accommodate the proposed connection to the new annex.

For many years, the Judiciary's Five-Year Courthouse Project Plan included a project to construct a new courthouse in Mobile. The Judiciary's Plan for FY's 2013-2017, which reflects priorities approved by the Executive Committee for the Judicial Conference of the United States in February 2012, includes Mobile as its top priority for construction appropriation. Design for this new courthouse was originally funded in FY 2002 and completed in FY 2004. However, the construction for this project was put on hold during the Judiciary's moratorium on new courthouse from 2004 through 2006, and had not received construction appropriations until FY 2010. The appropriations received in FY 2010, in the amount of \$50,000 thousand only constituted a portion of the identified construction appropriation requirement, as the appropriation for the new courthouse was estimated in FY 2010 to be approximately \$190 million. With only partial appropriations, GSA was unable to proceed with the award for the construction of this new courthouse.

Requirements for the original standalone courthouse concept were largely driven by the projected need for courtrooms and chambers for existing and incoming judges. The proposed changes in scope for the new annex and the Campbell CT renovation are based upon space reduction efforts undertaken by the Judiciary and meet Judiciary courtroom sharing policies and requirements. The US Attorney's Office (originally slated for the new courthouse) is not currently housed in the Complex, and will remain in leased space after the completion of the project, however, the USAO will be provided with trial preparation space.

This request is for Design (\$3,470 thousand), Construction (\$34,209 thousand) and Management and Inspection (\$3,321 thousand). The estimated total project cost is \$41,000 thousand.

Alaska:

Fairbanks, Fairbanks Federal Building and U.S. Courthouse.....12,357,000

GSA requests \$12,357 thousand to upgrade the heating, ventilation, and air conditioning (HVAC) system. The existing air system is not suitable for retrofit; therefore, it must be replaced with new air handling units that can deliver adequate airflow at suitable duct static pressure to all zones in the building. The upgrade will change the air system of the building from constant volume overhead delivery to variable air volume overhead delivery system. The variable air volume terminal-units will have hot water reheat capability along the perimeter of the building. The electrical upgrades are required for the new HVAC equipment to connect the device to the motor control centers.

The building cooling and heating plant will provide both hot water and chilled water to satisfy a range of temperature conditions throughout the building.

Ceiling work is required in areas of the building where the ceiling needs to be removed to install new duct work for the new HVAC system.

Fairbanks is second largest city in Alaska located in a subarctic location in the Alaskan interior. Extreme temperature ranges from a high of 80 degrees in July to lows of minus 40 degrees in January. The existing HVAC system is antiquated (built in 1975) and does not adequately provide heating, cooling, and ventilation causing significant occupant discomfort. Failure of the HVAC system in this extreme climate will significantly impact tenant agencies' ability to meet their missions, as it will render the building unoccupiable. The proposed system replacements will decrease operational costs, increase energy efficiency, increase safety of the occupants and better maintain the facility.

This request is for Design (\$1,182 thousand), Construction (\$10,092 thousand) and Management and Inspection (\$1,083 thousand). The estimated total project cost is \$12,357 thousand.

Arkansas:

Little Rock Federal Building.....\$9,249,000

GSA requests \$9,249 thousand for a repair and alteration project to upgrade and renovate building components and systems and to abate hazardous materials at the Little Rock Federal Building (FB), at 700 West Capital Avenue, Little Rock, AR. The proposed renovations include alterations to the building envelope and fire protection systems. Exterior repairs will mitigate emergency abatement and repairs of asbestos contained materials (ACM).

The existing Fire Alarm system is functionally obsolete and no longer meets Code requirements. The system needs to be replaced with a modern fire alarm system featuring voice notification, speakers and strobes providing protection for all tenants throughout the building.

The current sprinkler piping system was installed in 1996. In all concealed areas, (i.e. above 'finished' ceilings); the sprinkler pipe material is Chlorinated polyvinyl chloride (CPVC), a form of plastic. The risk of the CPVC sprinkler piping failures is believed to be increasing due to the increasing deformation/sag of the pipe which is visible and the resultant strain of adjacent pipe

connections. The sags between pipe hangers make it impossible to drain the system completely. Challenges with the current sprinkler piping system is further complicated by the increase in the list of products considered chemically incompatible with CPVC over the last five years, adding to the potential for failure.

The building exterior is composed of limestone veneer, glass, spandrel glass, and aluminum panel. The only exterior restoration work on record, (since the original construction), was a window re-caulking project in the 1990s. The existing window caulking, control joint caulking, and expansion joints appear to be in poor condition. These conditions are likely allowing water migration into the building envelope, resulting in moisture problems at window frames, and possible corrosion damage to concealed structural framing members. The risk of repeated emergency abatement and repairs of asbestos contained material (ACM) on the interior finish coat of the exterior are heightened due to potential for water-infiltration during unusually heavy rain events. During such events, rainwater breaches the exterior envelope and eventually reaches the plaster coat with the ACM. When the ACM is wet, it blisters and becomes friable prompting GSA to evacuate the area and undertake containment and abatement. In the last heavy rain event, approximately \$90,000 was expended under such an occurrence on the 1st floor.

This request is for Design (\$972 thousand), Construction (\$7,383 thousand) and Management and Inspection (\$894 thousand). The estimated total project cost is \$9,249 thousand.

California:

Los Angeles, Edward R. Roybal Federal Building and U.S. Courthouse.....\$19,383,000

GSA requests \$19,383 thousand for building system upgrades and the reconfiguration and alteration of space currently occupied by the U.S. District Courts in the Edward R. Roybal Federal Building (Roybal FB). The proposed alterations will allow for the consolidation of court operations currently housed in the Roybal FB and in 312 North Spring Street (NSS).

When the new Los Angeles courthouse (LACT) is complete in 2016, the active District judges and a portion of the senior District judges and their support functions will be consolidated in the new LACT. The remaining court operations will be consolidated in the Roybal building. The proposed Roybal alteration project provides only the minimum tenant improvements required for this consolidation. The Roybal alterations are also required so court functions currently located in 312 NSS can be relocated to Roybal. (Once vacant, the 312 NSS property can be exchanged for a new federal office building (FOB) to be constructed on the LACT site consistent with the announcement made on December 10, 2012. The Roybal alterations must occur concurrently with the completion of the new courthouse in 2016. This schedule requires design and construction appropriation in FY14 for alterations in Roybal.

This request is for Design (\$2,207 thousand), Construction (\$15,753 thousand) and Management and Inspection (\$1,423 thousand). The estimated total project cost is \$19,383 thousand.

San Diego, Edward J. Schwartz Federal Building and U.S. Courthouse.....\$61,136,000

GSA requests \$61,136 thousand to reconfigure approximately 184,000 RSF of vacated space for occupancy by the U.S. Immigration and Customs Enforcement (ICE), Executive Office of Immigration Review, US Attorneys, the U.S. Bankruptcy Court Clerk, U.S. Trustee, U.S. Magistrate Court, a and the Federal Protective Service coming from leased locations in the San Diego area. Two public restrooms will be remodeled for compliance with the Architectural Barriers Act Accessibility Standards, ABAAS. The project includes wall hardening on several facades and the installation of bollards and an anti-ram barrier at the entrance to the garage. Building system upgrades including, new automatic transfer switches, a new electric fire pump, new domestic water shutoff valves, a new emergency generator and new quick response fire sprinkler heads will be installed. Precast concrete panels on the south elevation of the building's office wing will be cleaned and sealed.

A prospectus for design was submitted in FY 2011 which included a full modernization project for the Edward J. Schwartz Federal Building and US Courthouse with an estimated total project time of \$213,056,000. The project was not fully approved at the time. In an attempt to address only the most critical life safety components of the full modernization project, the proposed project has been reduced in scope and cost.

In addition to addressing the critical life safety items necessary in the building the project will also backfill space at the Edward J. Schwartz Federal Building and U.S. Courthouse vacated by tenants moving to the new San Diego Courthouse and to collocate ICE functions in the San Diego area.

This request is for Design (\$6,292 thousand), Construction (\$49,127 thousand) and Management and Inspection (\$5,717 thousand). The estimated total project cost is \$61,136 thousand.

San Francisco, Phillip Burton Federal Building and U.S. Courthouse.....\$32,125,000

GSA requests \$32,125 thousand for a repair and alteration and space realignment project of approximately 133,826 rentable square feet (rsf) for the Federal Bureau of Investigation (FBI) at the Phillip Burton Federal Building and Courthouse (Phillip Burton) in San Francisco, California. The proposed project encompasses space realignment, and building systems work to accommodate the expanded requirements of the FBI.

The proposed project will relocate the elements of the FBI currently located on floors 12 and 13 to floors 3 and 4, which will be vacated by GSA during their move to 50 United Nations Plaza. The relocation will provide FBI with more secure space including limited access via dedicated elevator bank and dumbwaiter. This project is ranked nationally by FBI as one of their top priorities.

The Department of Education and other agencies have been identified to backfill the space vacated both on the 12th and 13th floors by FBI's relocation and by GSA's relocation from the 5th floor. These backfills may be submitted as separate, future prospectuses. The project is planned as design build with no phasing anticipated during construction.

The FBI had previously sought to locate its field offices in single tenant, stand-alone buildings in order to meet its security requirements. In FY 2008, a lease prospectus for 215,459 rsf was approved and authorized by the U.S. Congress to consolidate and expand FBI space in San Francisco, California. By late 2008, it was determined that there were no sites in the San Francisco area suitable to meet FBI's requirements. Subsequently, FBI agreed to consolidate and expand its Field Office at its existing location at Phillip Burton and a prospectus was submitted in FY2012, however, it was not fully authorized due to space utilization concerns. Since that time, the FBI has revised its program of requirements and substantially increased office space utilization, maintaining the same amount of total usable square feet as it currently occupies, while still meeting their additional mission requirements. FBI's relocation to the lower floors within the Burton Federal Building allows for ease of access among floors 3, 4 and 8 due to one elevator bank serving those floors and will allow for a new dumbwaiter and internal stairwell to move documents securely between floors.

This request is for Design (\$2,125 thousand), Construction (\$27,806 thousand) and Management and Inspection (\$2,194 thousand). The estimated total project cost is \$32,125 thousand.

Colorado:

Denver, Byron White U.S. Courthouse.....\$15,000,000

GSA requests \$15,000 thousand to address several key components including improved security, life safety and exterior deficiencies, as well as improvements to the lighting and mechanical systems that will promote energy savings. There will be a full restoration of historic windows to include the installation of ballistic glazing on the interior of the building. The original roof accesses and roof access stairs will be replaced and brought up to OSHA code requirements and where disturbed, abatement of asbestos containing roof tiles will be undertaken. The west elevated plaza stair will be restored and pavers will be removed to seal the concrete deck and to prevent leaks.

The project proposes to replace the light fixtures with improved energy efficient LED fixtures and to put the remaining parts of the building's lighting system under control of the building automation system, to replace the existing steam plant as well as the induction heating/cooling elements of the HVAC system and to replace the main electrical switch-gear and generator fuel tank. The elevators will be modernized with new mechanical components, safety features and lighting. The fire system will be upgraded with a new fire pump and fire suppression dry pipe manifold.

While the Byron White U.S. Courthouse was fully modernized in 1992, many of the building systems are becoming worn, outdated and unreliable. The fire suppression system, inspected annually, has seen performance decrease with each inspection and while currently sufficient, will likely soon fail to meet acceptable levels and is in need of component improvements. Several component parts of the system have reached the end of their useful life and at this time no longer meet the current code requirements.

The mechanical equipment supporting the two historic elevators is outdated and presents potential safety hazards. A new control and drive system for the elevators will improve the safety and performance of the elevators while also providing substantial energy savings.

The steam plant, induction system, and fuel tank for the generator are also reaching the end of their useful life. The induction system will allow better control through balancing valves for energy savings as well as the steam plant replacement. Light fixtures that were installed in 1992 have begun to experience chronic failure issues, in some cases this increases the risk of fire. This project proposes to replace the failing light fixtures with energy efficient LED fixtures and connect the remaining parts of the building's lighting system to the building automation system will help improve the building's energy usage. Window replacement will also provide the opportunity to address the buildings envelope in terms of energy savings. The windows frames are down to the bare wood in many places and are in dire need of preservation in order to preserve the original materials.

The west elevated plaza leaks water into the parking garage and has flooded into the basement of the building in the past causing extensive damage to flooring and walls.

This request is for Design (\$1,000 thousand), Construction (\$13,000 thousand) and Management and Inspection (\$1,000 thousand). The estimated total project cost is \$15,000 thousand.

Connecticut:

New Haven, Richard C. Lee U.S. Courthouse.....\$4,799,000

GSA requests \$4,799 thousand for a repair and alteration project to resolve severe wear and deterioration of the windows at the Richard C. Lee U.S. Courthouse (Lee Courthouse). The Lee Courthouse, located at Church and Court streets in downtown New Haven, Connecticut is eligible for listing on the National Register of Historic Places.

The Courthouse windows are severely deteriorated. They are up to 90 years old and require a high degree of maintenance, as they are plagued by material failures, e.g., shrinking and rotted wood sashes, crumbling sealant, etc., which periodically causes glass panes to dislodge from the units, posing a potential safety threat to pedestrians near the property. New window technology will also greatly enhance building energy efficiency.

The project consists of the repair/replacement of the windows, including the installation of tempered exterior glazing and ballistic-laminate interior glazing, and perimeter sealant; refinishing of exterior frames; replacement of the hardware; and remediation of potential hazardous materials.

This request is for Design (\$453 thousand), Construction (\$3,975 thousand) and Management and Inspection (\$371 thousand). The estimated total project cost is \$4,799 thousand.

District of Columbia:

Washington, Harry S. Truman Building.....\$58,908,000

GSA requests \$58,908 thousand for the final phase of a multi-phase modernization of approximately one-half of the Harry S. Truman (Main State) Building, located at 2201 C Street, NW, Washington, DC. Phase 5 work will include demolition and build-out of the west section of the North Court area. The build-out will include replacing all HVAC systems, electrical and plumbing systems, installing an automatic fire sprinkler system with fire pumps, replacing the

elevators, and providing all new office and support spaces. In addition, technology has become more efficient since the construction documents were finished, so HVAC and electrical systems will be modified to take advantage of new efficiencies.

The proposed project will mitigate fire and life safety risks to the building occupants by providing sprinkler protection where there currently is none and additional means of building egress.

Obsolete systems will be replaced and upgraded in order to reduce the chances of system failure, sustained outages and labor intensive maintenance and operations costs. The mechanical and electrical systems were the original equipment dating from the 1940s and were outdated, undersized, and under capacity for current demands. Maintenance of these obsolete systems was labor intensive, resulting in frequent and prolonged inconvenience to the tenants and effective mission accomplishment.

The project will also address security requirements through wall hardening, progressive collapse mitigation, and blast window installation. While these security improvements are being largely funded by the State Department rather than this request, the work must be coordinated for construction efficiency and to reduce taxpayer cost.

This request is for Phase V Construction (\$55,808 thousand) and Phase V Management and Inspection (\$3,100 thousand). The estimated total project cost is \$184,611 thousand.

Washington, Herbert C. Hoover Building.....\$77,356,000

GSA requests \$77,356 thousand for the ongoing modernization of the Herbert C. Hoover Building (HCHB), the headquarters for the Department of Commerce (DOC). HCHB, a National Historic Landmark, located at 1401 Constitution Avenue, NW, Washington, DC provides approximately 1 million usable square feet (usf) of space for the DOC. The building is being modernized in eight phases, with the first dedicated to the design of the entire modernization and the construction being addressed in equal segments throughout the remaining seven phases. The first three phases were funded in Fiscal Years 2003, 2004, 2006 and 2009. To date, approximately 238,000 usable square feet (usf) of the building has been modernized. This request for appropriations for Phase 4 allows for the modernization of approximately 1/7th of the building.

The HCHB is an important asset in GSA's inventory due to its value, prominent location and National Historic Landmark status. Aside from an HVAC upgrade in the 1960's and roofing and elevator renovations in the 1990's, the ongoing project is the first major renovation in the building's history.

The HVAC, electrical, and plumbing systems have deficiencies that affect tenant comfort, building operations, energy efficiency, and maintenance costs requiring frequent temporary repairs and replacement. The current HVAC system is plagued with poor distribution, ductwork problems, insufficient inflow of fresh air, inadequate zoning, and obsolete or non-existent temperature controls. The electrical service, distribution, and branch wiring systems have exceeded their life expectancy. Much of the plumbing can no longer be maintained and needs to be replaced. The building currently has over 120 restrooms, many of which do not meet accessibility regulations.

Existing sprinkler and fire alarm systems cover only a small percentage of the occupied space. These existing systems cannot be expanded and do not meet updated code requirements.

U.S. General Services Administration
Federal Buildings Fund

Replacement of flat roofs and their drainage systems will address leaking problems. Refurbishment of existing windows and the additional installation of thermal blast windows will enhance energy conservation, reduce outside air seepage, and improve security of the building.

<u>Prior Authority</u>	<u>Prior Funding</u>
Fiscal Year 2003	\$ 4,100,000
Fiscal Year 2004	12,800,000
Fiscal Year 2006	54,491,000
<u>Fiscal Year 2009 (Recovery Act)</u>	<u>185,169,000</u>
Total	\$256,560,000

This request is for Phase IV Construction (\$72,500 thousand) and Phase IV Management and Inspection (\$4,856 thousand). The estimated total project cost is \$670,912 thousand.

Washington, Lafayette Building.....\$54,330,000

GSA requests \$54,330 thousand for the second of two phases of renovation for the Lafayette Building located at 811 Vermont Ave, NW, Washington, D.C. The building is being modernized in two phases, the first of which was funded under the American Recovery and Reinvestment Act of 2009 (ARRA). Alterations undertaken during this phase include restoration of the lower floors and connecting the associated systems that will serve these areas with those replaced in Phase I. Upon completion, the building will house both Export-Import Bank of the United States (EX-IM) and the Department of Veteran Affairs (VA). Under this renovation, both agencies will occupy more efficient space, with increased utilization.

This project provides for the first major modernization since it was constructed in 1940. Many of the building systems are original and have long since exceeded their useful service life and are deficient under modern codes and standards, in addition to being undersized and under capacity for the demands of modern tenants. Maintenance of these obsolete systems is both costly and labor intensive, resulting in frequent and prolonged inconvenience to the tenants, and ineffective mission accomplishment.

Energy reduction features include improved lighting design, including the reduction of the ambient lighting design. Additional lighting energy savings will be realized through comprehensive lighting controls, to include dimming, on/off and day light harvesting and solar hot water for 30% of the hot water demand. Solar panels and/or tubes are planned at the Lafayette penthouse roof with piping and control connections to the already designed hot water system. Solar gain resistance will be increased through low emissivity film coatings at new thermal windows.

Design was funded in FY 2005 (\$8,470 thousand) and by the American Recovery and Reinvestment Act of 2009 (\$2,301 thousand). Construction and Management and Inspection were funded in the American Recovery and Reinvestment Act of 2009 (\$86,674 thousand and \$11,862 thousand respectively). This request is for Phase II Construction (\$47,500 thousand) and Phase II Management and Inspection (\$6,830 thousand). The estimated total project cost is \$163,637 thousand.

Washington, Stewart Lee Udall Department of the Interior Building.....\$60,110,000

GSA requests \$60,110 thousand to complete the final phase (Phase 4) of the modernization of the Stewart Lee Udall Department of the Interior (DOI) Building (Main Interior) located at 1849 C Street NW, Washington, DC. Phase 4 consists primarily of the modernization of the first wing of the building which has a considerable amount of historic space. Alterations under this phase include upgrades to the building's HVAC, electrical and plumbing systems, window repairs/replacements, fire and life safety upgrades and historic restoration.

Improvements to the Interior building's systems are required to extend the useful life of the building, maintain continuity of Government operations, for the Department of the Interior and bring the facility in line with applicable codes, public law requirements, and national policy. The mechanical, electrical and plumbing systems are outdated and do not provide enough capacity for current demand. Restoration of historically significant areas in the building is necessary in order to preserve those aspects for the future. Additional design is being requested to update the design which was completed in FY 2001 to meet more recent standards including updates to building codes and to address unforeseen conditions that were encountered in previous phases.

<u>Prior Authority</u>	<u>Prior Funding</u>
Fiscal Year 1994	\$5,764,000
Fiscal Year 2000	29,214,000
Fiscal Year 2002	22,739,000
Fiscal Year 2004	15,603,000
Fiscal Year 2006	41,399,000
Fiscal Year 2007	47,179,000
Fiscal Year 2009 (Recovery Act)	60,340,000
Total	\$ 222,238,000

This request is for Additional Design (\$3,130 thousand), Phase 4 Construction (\$51,640 thousand) and Phase 4 Management and Inspection (\$5,340 thousand). The estimated project cost is \$ 283,554 thousand.

Illinois:

Chicago, Chicago Federal Center.....\$15,000,000

GSA requests \$15,000 thousand to relocate and install a new boiler plant for the Chicago Federal Center (CFC). The CFC is comprised of three buildings totaling over 3.1 million gross square feet: Everett M. Dirksen Courthouse (EMD); John C. Kluczynski Federal Building (JCK); and U.S. Post Office Loop Station (USPO).

The Chicago Federal Center currently receives heat through a boiler plant located in mechanical space adjacent to the EMD. The boiler plant is oversized, inefficient, and approaching the end of its useful life. Operating the plant is costly and requires more utilities than a modern plant. Execution of the proposed work will reduce energy consumption and operating costs and will extend the useful life of the buildings within the CFC. Current standards no longer employ steam, using hot water is more efficient

and cost effective. Installing the boiler plant in the new location will allow the existing boiler plant to remain operational during the construction, and therefore, minimize heating downtime for the CFC. The new boiler plant will be strategically relocated and have enough capacity to provide service to any future Federal building constructed on the government owned site adjacent to EMD. The new location will also allow for the optimal use of lower level spaces within and adjacent to the EMD.

This request is for Design (\$1,228 thousand), Construction (\$12,483 thousand) and Management and Inspection (\$1,289 thousand). The estimated total project cost is \$15,000 thousand.

Indiana:

Indianapolis, Major General Emmett J. Bean Federal Center.....\$19,074,000

GSA requests \$19,074 thousand for a repair and alteration project to undertake site improvements at the Major General Emmett J. Bean Federal Center (Bean FC), located at 8899 East 56th Street in Indianapolis, IN. The site improvements involve the installation of a new storm water drainage system to correct site drainage and flooding issues affecting the parking lot.

The Bean FC is located in a suburban setting and automobile is the primary mode of transportation to work for the building's 4,800 occupants. Most of the existing storm drainage system is original to the building and due to age and degradation sustained over the years, it is unable to handle storm water runoff leading to constant flooding and the continued degradation of the parking lot. This flooding and degradation poses safety issues and routinely forces GSA to close major portions of the parking lot so that stopgap measures, such as hot patching and minor repaving/resurfacing are used to correct the damage.

In FY 2012 GSA spent over \$300 thousand on stopgap measures to temporarily address the issue but the underlying drainage deficiency remains. Improvement costs are expected to continue to increase as the parking lot falls further into disrepair due to the insufficient storm water drainage system, the age of the parking lot surface, and GSA's inability to correct the problem under the prospectus threshold. The introduction of a new storm water detention system will prevent flooding on the site and degradation of the parking lot.

Design was funded by the American Recovery and Reinvestment Act of 2009 (\$1,053 thousand). This request is for additional Design (\$592 thousand), Construction (\$17,059 thousand) and Management and Inspection (\$1,423 thousand). The estimated total project cost is \$20,127 thousand.

Maryland:

Baltimore, Edward A. Garmatz U.S. Courthouse.....\$7,921,000

GSA requests \$7,921 thousand for a repair and alteration project to provide upgrades, repairs and replacements to the electrical system in the Edward A. Garmatz Courthouse in Baltimore, MD. The proposed work is necessary to ensure future building functionality and operability and to address code issues. As the Switchgear and motor control centers are original to the 1976 construction, continued delays in upgrading the electrical system puts the Garmatz Courthouse

at risk. If the electrical systems were to fail, the building would not be operable and emergency leased space would have to be procured for customers to allow them to continue their mission. Given the security requirements of the Courthouse tenants this would prove extremely difficult in such a short amount of time. Currently, the aged system has lead to inefficiencies and tenants operations will continue to be interrupted as repairs of the electrical panels are quite intrusive.

This request is for Design (\$30 thousand), Construction (\$7,081 thousand) and Management and Inspection (\$810 thousand). The estimated total project cost is \$7,921 thousand.

Baltimore, George H. Fallon Federal Building.....\$5,381,000

GSA requests \$5,381 thousand for an alteration project to make necessary repairs the indoor parking garage located in the subfloors of the George H. Fallon Federal Building (Fallon FB), located at 31 Hopkins Plaza, Baltimore, MD.

The Fallon Building's parking garage is in poor condition which will continue to worsen unless repairs are made to mitigate the deterioration of the garage's concrete slab and steel reinforcement. In 2010, a large piece of concrete fell from the upper slab into an unoccupied parking space. This event was the catalyst for an evaluation of the entire garage including the commissioning of a study to determine its structural integrity.

The study, completed in November of 2010, found significant wear to the concrete and exposed rebar in many spots. It was concluded that the deterioration of the concrete and steel of the upper and lower slabs was the result of water and road salt infiltration, with the damage to the upper slab exacerbated by shallow placement of the upper slab's steel reinforcement. The study also suggested that the deterioration to the upper slab, if not mitigated, would worsen and remain a life safety issue. Due to the urgency of the repairs, design was undertaken immediately using minor project funds, and completed in October 2012.

The proposed project involves the complete demolition and replacement of upper concrete slab, major repair of lower concrete slab and drive ramps, replacement of selected aged fire sprinkler pipe with new piping.

Due to the required removal of some of the fire sprinkler pipes during upper slab replacement, the existing fire sprinkler pipe will be replaced with new pipes.

Other supplementary work includes the removal and reinstallation of the HVAC ductwork in the impacted area during construction and the re-installation afterward, the removal, cleaning, and re-installation of all lights, the replacement of all wiring and conduits, the repainting of parking stalls, and other interior finishes. After construction, a waterproof membrane will be applied to prevent future water and salt infiltration.

This request is for Design (\$30 thousand), Construction (\$4,800 thousand) and Management and Inspection (\$551 thousand). The estimated total project cost is \$5,381 thousand.

Michigan:

Detroit, Theodore Levin U.S. Courthouse.....\$31,000,000

GSA requests \$31,000 thousand for the first phase of a multi-phased alteration project to correct serious building deficiencies of the historic Theodore Levin Courthouse which houses

the Federal Courts for the Eastern District of Michigan, located at 231 West Lafayette Boulevard in Detroit, MI. Major building systems are beyond their useful lives, inefficient and difficult to maintain. The proposed multi-phase project will correct serious building deficiencies to ensure the long term occupancy of federal agencies by providing a safe and reliable work environment. This proposed scope (Phase 1 Construction Scope) includes the replacement of chillers, addition of fire safety stairs and shafts, addition of Ft. Street stair corridor, and basement loading improvements (required to facilitate deliveries throughout the multi-phase project).

This request is for Design (\$10,200 thousand), Construction (\$19,259 thousand) and Management and Inspection (\$1,541 thousand). The estimated total project cost is \$129,041 thousand.

Missouri:

Overland, Charles F. Prevedel Federal Building.....\$27,161,000

GSA requests \$27,161 thousand for renovations to the Prevedel FB to allow for the recapture of over 208,000 rentable square feet of vacant space at the building. The project would provide interior space alterations and building systems upgrades to allow Veterans Benefits Administration (VBA) to consolidate operations at the Prevedel FB, releasing both leased space and space in the Robert A Young federal Building in St Louis, MO.

The Prevedel FB remains nearly two thirds vacant after the recent relocations of the U.S. Army Personnel Center (Army) and the National Archives and Records Administration (NARA). Structurally, the asset is in very good condition, however interior alterations and systems upgrades are necessary in order to backfill the vacant space. Currently, VBA is largely housed in leased space that is projected to cost over \$3.3 million per year. This request affords an opportunity to satisfy a long term housing requirement of the VBA in Federally owned space and to improve the utilization of an asset that is in good condition. Execution of this project will result in vacant space at the Robert A Young Federal Building, with numerous tenant agencies currently in leased space in the St. Louis, MO area that will be available to backfill this space.

The project scope includes replacement of an obsolete HVAC system that has reached the end of its useful life and the installation of an energy management control system (EMCS). The EMCS will automate and monitor the FB's mechanical and lighting systems reducing energy consumption. The HVAC upgrades will include the relocation and replacement of outdoor air intakes on the roof to meet current security requirements. Minimal seismic upgrades will also be implemented.

The proposed EMS system will provide new utilities metering functionality, ultimately reducing energy usage and the building systems upgrades will meet High Performance Green Building standards.

This request is for Design (\$2,292 thousand), Construction (\$23,035 thousand) and Management and Inspection (\$1,834 thousand). The estimated total project cost is \$27,161 thousand.

St. Louis, Robert A. Young Federal Building.....\$70,272,000

GSA requests \$70,272 thousand for an interior shear wall strategy encompassing both structural and non-structural components for improving the seismic performance of the Robert A. Young Federal Building (RAY FB) to provide both shelter in place opportunities during and safe exit from the building following a seismic event. The non-structural component of the project scope includes bracing of demountable partitions and systems along egress paths; bracing of items interstitial above the ceiling such as light fixture support, piping, ducts, gas lines, ceiling tile grids; and bracing selected masonry walls, parapets, and unsupported exterior walls. The structural component is a full structural seismic retrofit renovation utilizing interior shear wall strategy intended to fully address the seismic deficiencies at RAY FB. The project also includes asbestos remediation in the tower floors 11-20.

The RAY FB is located within 150 miles of two seismic zones, the Wabash Valley and the New Madrid, which is considered among the largest known earthquake centers in North America. Built in 1933, the building has limited ability to withstand forces occurring with seismic activity. The building is located in the CBD of St Louis, MO and structural failure would not only cause catastrophic loss of life for those in and around the building, but it would impede the ability of first responders located in the CBD to carry out their mission in the event of a disaster.

GSA has been analyzing the seismic performance of the building over the past decade and due to an upsurge in frequency and intensity of seismic activity in the area it is critical for GSA to fund the seismic renovations at this time to provide shelter in place opportunities and provide a safer exit from the building following a seismic event.

This request is for Design (\$6,195 thousand), Construction (\$58,718 thousand) and Management and Inspection (\$5,359 thousand). The estimated total project cost is \$70,272 thousand.

New York:

New York, James L. Watson Court of International Trade.....\$25,611,000

GSA requests \$25,611 thousand for exterior alterations and system upgrades to the U.S. Court of International Trade at the James L. Watson U.S. Court of International Trade (CIT) building located in the 26 Federal Plaza Complex, New York, New York to bring the building into compliance with the Interagency Security Council's (ISC's) Security Criteria.

The project consists of the construction of alterations to strengthen the curtain wall connecting anchors, install blast-resistant window film, and replace the induction heating units, including associated work involving the demolition of existing construction, abatement of hazardous materials, replacement of window gaskets and fireproofing, and restoration of interior and exterior construction. The work will comply with a "medium level of protection" as defined by the U.S. Government Interagency Security Committee's (ISC) criteria. The upgrade will be designed so that the USCIT can remain in occupancy throughout the construction of the project.

This request is for Design (\$1,957 thousand), Construction (\$21,671 thousand) and Management and Inspection (\$1,983 thousand). The estimated total project cost is \$25,611 thousand.

New York, Jacob K. Javits Federal Office Building.....\$6,520,000

GSA requests \$6,520 thousand for a repair and alterations project for the reconfiguration and alteration of approximately 55,000 rentable square feet (rsf) of space for the Federal Bureau of Investigation at the Jacob K. Javits Federal Office Building (Javits FOB) at 26 Federal Plaza in downtown New York, New York.

The space occupied by the FBI has not been improved since it was originally built-out for the agency in the early 1990's. The finishes are dated and the plumbing and lighting fixtures use excessive water and energy due to their obsolete designs. This project will meet water reduction, energy efficiency and performance requirements in effect during design. Improved water usage will result from the restroom upgrades and reductions in energy usage will be yielded from the installation of high efficiency lighting. This project will be done in concert with Smart Building Technology installation in 26 Federal Plaza Complex.

This request is for Design (\$593 thousand), Construction (\$5,417 thousand) and Management and Inspection (\$510 thousand). The estimated total project cost is \$6,520 thousand.

Pennsylvania:

Philadelphia, Robert N. C. Nix Sr. Federal Building and U.S. Courthouse..... \$3,416,000

GSA requests \$3,416 thousand for an exterior alteration project to repair and restore the deteriorated façade and windows at the Robert N.C. Nix Federal Building and Courthouse (Nix FBCT) located at 900 Market Street, Philadelphia, PA. The Nix FBCT is listed on the National Register of Historic Places and the potential for additional deterioration of the façade and windows and the life safety hazards associated falling debris require urgent attention.

A building envelope survey and report completed in 2009 identified extensive deficiencies. Based on the results of the study and observable conditions at the site (pieces of the façade fell to ground level), a design was completed to address the deficiencies. Temporary patchwork on the façade has proven to be insufficient to maintain the condition of the façade. Due to the potential of falling masonry debris, and to as well prevent further degradation of the façade, this project needs to be addressed. The building envelope survey and report also identified several window deficiencies that need to be addressed to avoid further rusting, cracking and water infiltration around the façade of the building. Steps should be taken to remove and replace the damaged windows and window frames to prevent future recurrence.

The proposed project includes the repair and restoration of the building's façade and repairs to the windows at the historic Nix FBCT. Repair of the façade includes significant masonry work to prevent further cracking and falling debris. This project addresses the North, South, and East elevations. The West elevation has experienced more substantial deterioration than the other three elevations and is in urgent need to repair to address safety risks associated with falling debris and is therefore scheduled to be addressed in FY 2013 as part of the minor repair and alterations program. The window repairs portion of the proposed project includes replacement of cracked and failing glazing, repairing and replacement of the bronze window frames and sash, cleaning debris from aluminum windows, priming and coating of the bronze windows, replacing areaway aluminum windows and removing rust from steel windows.

This request is for Construction (\$3,163 thousand) and Management and Inspection (\$253 thousand). The estimated total project cost is \$3,416 thousand.

Philadelphia, William J. Green Jr. Federal Building.....\$6,500,000

GSA requests \$6,500 thousand for a repair and alteration project for the William J. Green Jr. Federal Building located at 600 Arch Street in Philadelphia, PA. The project includes building system repairs, security upgrades, and shell work with tenant improvements for floors three through ten.

The alteration project will provide an effective long term housing solution for the Federal Bureau of Investigation Field Office, the Drug Enforcement Administration Field Division Office, and the Internal Revenue Service Field Office. The renovation will significantly improve the building's current utilization to allow local private sector leases to consolidate into the federally owned space. All involved agencies will more efficiently occupy their space through a variety of economical workplace solutions. By maximizing existing federal space through the modernization of the workspace, GSA will be able to terminate several costly leases that have a current annual cost of \$2,900 thousand.

This request is for Design (\$6,500 thousand. The estimated total project cost is \$65,300 thousand.

Texas:

Austin, J.J. Pickle Federal Building.....\$40,261,000

GSA requests \$40,261 thousand for a repair and alteration project to modernize the J. J. Pickle Federal Building (Pickle FB), located at 300 East 8th Street, in Austin, TX. Alterations include modernizing outdated HVAC, fire alarm, electrical and plumbing systems as well as exterior improvements such as roof and window system replacements and plaza repairs.

The building systems are outdated and have reached the end of their useful life. Outdated HVAC control system and related electronic components need frequent repairs and parts are no longer available. The majority of the components of the facility's central plant are approaching the end of their useful life, thereby requiring the removal and replacement of boilers, cooling towers, and a chiller. Upgrades to the building's exterior include roof replacement as well as work on the windows and the plaza. The fire alarm is outdated and needs to be replaced to ensure life safety. The windows have been leaking at the Pickle building for some time, causing damage to plaster in tenant space. In addition, window glazing is extremely stained and window gaskets are near the end of their useful lives. Installation of a waterproof membrane is needed in the plaza between the Pickle and Thornberry Buildings to prevent further water infiltration. This will prevent leakage into Pickle FB office space beneath the plaza.

Additionally, replacement of the emergency generator's aging underground storage tank used for the storage of fuel is a critical part of the project to prevent leak or tank failure which would be very costly and environmentally hazardous.

This project includes modernizing a number of outdated internal building systems as well as some exterior work. HVAC work includes replacement of the entire distribution system and replacing the restroom exhaust system. The window systems will be replaced with an energy efficient insulated glass that will be sensitive to the historical aspect of the building's façade. Damaged plaster caused by window leaks will be corrected. The roof will be replaced with a more energy efficient roof system with a davit and fall protection system. The entire existing fire alarm system will be replaced. Electrical system components will be replaced. The

underground storage tank for the emergency generator is over 20 years old and must be replaced. Exterior cleaning and replacement of exterior caulking, and correction of cracks in the plaza slab are also part of the project. Swing space needed to accommodate tenant moves during construction is included in the project.

This request is for Design (\$3,452 thousand), Construction (\$33,154 thousand) and Management and Inspection (\$3,655 thousand). The estimated total project cost is \$40,261 thousand.

Utah:

Salt Lake City, Frank E. Moss U.S. Courthouse.....\$15,000,000

GSA requests \$15,000 thousand for a repair and alteration project for the reconfiguration and alteration of existing space of the Frank E. Moss U.S. Courthouse, at 350 South Main Street, in Salt Lake City, UT.

When the US District Court vacates the Moss Courthouse in the spring of 2014 to relocate to the new Courthouse Annex, the Moss Courthouse will be approximately 2/3 vacant. This project provides for the backfill of the vacant space with agencies located in leased space. As a result, GSA retains a historic asset and eliminates approximately \$2.2 million in annual payments for private sector leases.

The current domestic water lines are over 100 years old and significantly past their anticipated useful life. Main sections that are deteriorating will be replaced. The roof is weather damaged and in poor condition with roof drains that are rusted and clogged. Water is leaking into the building in various locations causing water damage to ceilings and walls.

The project proposes alterations to the courthouse to replace the domestic water lines as needed. There will be a partial roof replacement including replacement of a section in front of the east penthouse windows and the cornices of the north, east and south edges. Additional patch work for leaks and replacement of portions of the roof drain system will be completed. Interior upgrades including moving walls for reconfiguration of space, and relocating light fixtures.

The reconfiguration of space will provide a more efficient layout of the space. By removing walls a more open floor plan will result in increased capacity.. Reconfiguration and re-occupancy of the Moss Courthouse is a lower cost and more secure option than disposal of this historic asset. The existing tunnel between the Moss Courthouse and the New Annex would create a security concern for the courts in the event that it was occupied by a non-Federal entity. Elimination of the tunnel would be a costly undertaken and would limit disposal options for this building.

This request is for Design (\$1,000 thousand), Construction (\$13,000 thousand) and Management and Inspection (\$1,000). The estimated total project cost is \$15,000 thousand.

Virginia:

Richmond, Lewis F. Powell Jr. U.S. Courthouse and Annex.....\$3,907,000

GSA requests \$3,907 thousand for a repair and alteration project for the reconfiguration and alteration of approximately 18,000 usable square feet (usf) of vacant space in the Lewis F Powell Jr. U.S. Courthouse (USCH) Complex at 1100 E. Main Street in Richmond, VA. The U.S. Court of Appeals Office of Staff Council (OSC), currently in leased space in Richmond, will relocate to the USCH when their lease expires. Relocating OSC from leased space will allow the Government to reduce costly lease space reducing the Government's rental payment to the private sector by approximately \$500,000 annually.

The OSC fit out is primarily private offices, with conference rooms, training rooms and other support space. Interior renovations, mainly consisting of tenant improvement work, are the primary focus of this project. In addition to the tenant fit out, the project requires demolition, HVAC upgrades and electrical distribution system upgrades.

Design funded by minor program funds. This request is for Construction (\$3,500 thousand) and Management and Inspection (\$407 thousand). The estimated total project cost is \$3,907 thousand.

Washington:

Auburn, Building 7 Auburn Federal Complex.....\$17,000,000

GSA requests \$17,000 thousand to upgrade the structural system of Building 7 in the Auburn Federal Complex, Auburn, WA. The proposed project will bring the building in compliance with both current structural and seismic codes.

In January 2012, a significant snowfall resulted in damage to the roof's truss structure. Interim repairs have been undertaken using minor repair and alteration funds to mitigate observable damage and reduce life-safety risks. A full analysis of the truss structure revealed significant weaknesses. This structural deficiency must be mitigated to bring building into compliance with current building code mandated snow loads and to prevent further structural damage. In addition to the upgrade of the roof structure, it is necessary to upgrade the seismic resistance system on the two southern bays.

The major scope items include upgrading structural members to current code (and undertaking seismic upgrades for bays 3 and 4. Once these bays are upgraded, the seismic needs of the entire structure will be met as bays 1 and 2 were previously upgraded. Upon completion, the entire building will be in compliance with GSA Seismic Compliance Guidelines.

This request is for Design (\$1,400 thousand), Construction (\$14,200 thousand) and Management and Inspection (\$1,400 thousand). The estimated total project cost is \$17,000 thousand.

Richland, Federal Building and U.S. Post Office and Courthouse.....\$14,070,000

GSA requests \$14,070 thousand a repair and alteration project to upgrade the electrical and elevator systems in the Federal Building, U.S. Post Office and U.S. Courthouse located at 825 Jadwin Avenue in Richland, WA. The proposed project consists of upgrades to the electrical systems and the elevators in the Tower building.

The electrical systems components are original to the 1965 construction of the building and are near the end of their useful life. The components targeted under this project serve the electrical power distribution systems and the emergency power distribution system. This will improve servicing and increase electrical capacity loads to meet current standards.

The Elevator systems cabs, parts, and components are original to the building and need upgrades. Parts have to be custom fabricated whenever elevator repairs are done. These repairs take the cabs out of service for extended time periods. Upgrades to the elevator system will improve serviceability as replacements parts are obsolete and no longer available.

The proposed upgrades will result in building operations, maintenance and energy savings for the Federal Building.

This request is for Design (\$1,320 thousand), Construction (\$11,517 thousand) and Management and Inspection (\$1,233 thousand). The estimated total project cost is \$14,070 thousand.

Special Emphasis Programs:

Energy and Water Retrofit and Conservation Measures..... \$35,000,000

GSA proposes \$35,000 thousand for the implementation of energy and water retrofit and conservation measures, as well as high performance energy projects, in Government-owned buildings during fiscal year 2014. The program is designed to reduce on-site energy consumption through building alteration projects or retrofits of existing buildings systems. These projects are an important part of GSA's approach to reducing energy consumption in the existing inventory to reach mandated percentage reduction goals through 2015

Projects in Federal buildings throughout the country are currently being identified through surveys and studies. The projects to be funded will have positive savings-to-investment ratios, will provide reasonable payback periods that reflect GSA's priority of being a green proving ground of next generation technologies, and may generate rebates and saving from utility companies and incentives from grid operators. Projects will vary in size, by location, and by delivery method. Typical projects include but are not limited to the following:

- Upgrading heating, ventilating, and air-conditioning (HVAC) systems with new, high efficiency systems including the installation of energy management control systems.
- Installing automatic occupancy light controls, lighting fixture modifications, and associated wiring to reduce the electrical consumption per square foot through the use of higher efficiency lamps and use of non-uniform task lighting design.
- Installing new or modifying existing temperature control systems.
- Installing and caulking storm windows and doors to prevent the passage of air and moisture into the building envelope.
- Providing advanced metering projects which enable building managers to better monitor and optimize energy performance.

The Energy Policy Act of 2005 (Public Law 109-58) required a 2 percent energy usage reduction as measured in BTU/GSF per year from 2006 through 2015 over a 2003 baseline. Guidance issued by the Department of Energy pursuant to this requirement states that savings anticipated from advanced metering can range from 2 to 45 percent annually when used in combination with continuous commissioning efforts. Executive Order 13423, Strengthening Federal Environmental, Energy, and Transportation Management concerning energy consumption reduction, was incorporated into law as the Energy Independence and Security Act of 2007 (EISA). Both increased the energy reduction mandates to 3 percent per year, and the Executive Order also established a water reduction mandate of 2 percent per year based on a 2007 baseline as measured in gallons/gsf.

By the year 2015, all Federal agencies are directed to reduce overall energy use in buildings they operate by 30 percent from 2003 levels and reduce overall water use by 16 percent from 2007 levels.

Approval of this FY 2014 request will enable GSA to continue to provide leadership in energy/water conservation and efficiency to both the public and private sectors.

Fire and Life Safety Program..... \$35,000,000

GSA proposes \$35,000 thousand for alterations to upgrade, replace, and improve fire protection systems and life safety features in government-owned buildings during FY 2014. These projects will vary in size, location, and delivery method. Typical projects include the following:

- Replacing antiquated fire alarm and detection systems that are in need of repair or for which parts are no longer available.
- Installing emergency voice communication systems to facilitate occupant notification and/or evacuation in Federal buildings during an emergency.
- Installing and/or expanding fire sprinkler systems to provide a reasonable degree of protection for life and property from fire in Federal buildings.
- Constructing additional exit stairs or enclosing existing exit stairs to ensure safe and timely evacuation of building occupants in the event of an emergency.

GSA periodically assesses all facilities using technical professionals to identify hazards and initiate correction or risk-reduction protection strategies to assure that no aspect of our buildings' design or operation presents an unreasonable risk to GSA personnel, occupant agencies, or the general public. Completion of these proposed projects will improve the overall level of safety from fire and similar risks in GSA-controlled Federal buildings nationwide.

Consolidation Activities..... \$100,000,000

GSA proposes \$100,000 thousand for the reconfiguration and renovation of space within government-owned buildings during fiscal year 2014 to support the General Services Administration's (GSA's) ongoing consolidation efforts to improve space utilization, optimize inventory, decrease reliance on leased space, and reduce the government's environmental footprint.

As part of its ongoing effort to improve space utilization, optimize inventory, decrease reliance on leased space, and reduce the government's environmental footprint, GSA is identifying consolidation opportunities within its inventory of real property assets. These opportunities are presented through surveys and studies, partnering with client agencies, and through agency initiatives such as Client Portfolio Planning (CPP) and Transforming Real Property Information and Management (TRIM). Projects will vary in size by location and agency mission/operations, however, no single project will be more than \$10M in costs or exceed a 5 year Estimated Economic Payback. All projects will aim for a typical Office Utilization Rate of 130 usf/per person or less.

Typical projects include the following:

- Reconfiguration and alteration of existing federal space to accommodate incoming agency relocation/consolidation. (Note: May include reconfigurations of existing occupied federal tenant space)
- Incidental alterations and system upgrades such as fire sprinklers or HVAC, needed as part of relocation and consolidation

Consistent with Administration initiatives such as the June 2010 Presidential Memorandum, *Disposing of Unneeded Federal Real Estate* and the Office of Management and Budget (OMB) Memorandum M-12-12, *Promoting Efficient Spending to Support Agency Operations*, as well as Congressional efforts to dispose of excess and underutilized properties, GSA is continually analyzing opportunities to improve space utilization and realize long-term cost savings for the government. Funding for space consolidations is essential to ensuring that GSA can execute those opportunities.

Projects funded under this authorization will enable agencies to relocate from either leased or federally-owned space to federally-owned space that more efficiently meets mission needs. These relocations will result in improved space utilization, cost savings for the American taxpayers, and a reduced environmental impact.

Basic Repairs and Alterations Projects under \$2,850,000.....\$378,535,000

GSA requests \$378,535 thousand for all non-recurring repairs and alterations projects are under the prospectus threshold (currently \$2,850 thousand). Projects included in this category are short-term in nature, and funds can normally be obligated within a one-year period. This category also includes projects that are recurring in nature, such as cyclic painting and the minor repair of defective building systems (e.g. mechanical, plumbing, electrical, and elevator system components). After initial build-out, any post-government occupancy alterations in leased space require a prospectus when the estimated cost of the project exceeds the prospectus threshold of \$1,425 thousand for alterations in leased space.

The basic (non-line item) repairs and alterations program is the source of funds to ensure the operational continuity in over 1,500 Government-owned buildings. These buildings provide approximately 182 million rentable square feet of space to support tenant agency mission requirements. GSA buildings are an average of 47 years old and require constant attention and significant funding to maintain and operate. Without necessary reinvestment in a building, its condition will deteriorate and service delivery to customer Federal agencies will degrade. In addition, taxpayer investments in these properties will not be adequately protected, resulting in more costly renovations in the future. The amount provided for the basic program may also be used to pay claims against the government arising from any projects under the heading "Repairs and Alterations."

This request (\$378,535 thousand) is for Design, Construction, and Management and Inspection.

Leasing

(Dollars in Thousands)

Program Description – Leasing

This activity provides for the leasing of privately-owned buildings. Including space occupied by Federal agencies in U.S. Postal Service facilities, GSA provided 193 million square feet of rental space in FY 2012. GSA expects to provide 197 million square feet of rental space in FY 2013 and 194 million in FY 2014.

FY 2012 Actual	FY 2013 Full Year CR	FY 2014 Request
\$ 5,210,198	\$5,242,084	\$5,387,109

Note: Figures do not include indefinite authority for leased space.

The FY 2014 Rental of Space request consists of the following:

- \$ 5,459,006 thousand for annual rent for leases already in the inventory;
- \$56,990 thousand for rent increases, usually associated with replacement leases;
- \$117,823 thousand for tax and one-time payments, such as claims and buyouts;
- \$(98,437) thousand for cancellations, the amount of space leaving the inventory; and
- \$33,074 thousand for expansion space, the amount of space entering the inventory for temporary leases in support of major repair and alteration projects and relocations due to forced moves or health and safety conditions.
- \$(181,347) thousand reduction to the request for projected unobligated balances carried into FY 2014 and recoveries of prior year obligations

Leasing Inventory

Note: Figures include indefinite authority and unbilled space.

FY 2014 estimated Rentable Square Feet (RSF) in thousands: 193,801

FY 2013 estimated RSF in thousand: 196,642

Projected annual decrease in RSF from FY 2013 to FY 2014: 1.5%

4,755 thousand RSF Expansion Space

(7,596) thousand RSF Cancellations

(2,841) thousand RSF net decrease

Rental of Space, Explanation of Changes

(Dollars in Thousands)

	New Obligational Authority (NOA)
Fiscal Year 2013 Annualized CR	\$ 5,242,084
Projected increase due to IA lease expansions and other FY 2013 program changes	216,922
Fiscal Year 2014 Base	\$ 5,459,006
Downward adjustments for prior year balances and recoveries	(181,347)
Rental Rate Increases	56,990
Lump Sum Payments for real estate taxes and lease buyouts	117,823
Lease Cancellations	(98,437)
Lease Expansions	33,074
Fiscal Year 2014 Request	\$ 5,387,109

Note: The FY 2014 request excludes expansions acquired through Indefinite Authority (IA) in FY 2013 and FY 2014.

Rental of Space, Delegation Obligations

(Dollars in Thousands)

	FY 2012 Enacted	FY 2013 Annualized CR	FY 2014 Request
Department of Commerce.....	\$ 37,464	\$ 37,994	\$ 38,755

Obligations reported here reflect activities of the Administrative Contracting Officer (ACO) Delegation Program. Currently, only the Department of Commerce has this authority, and it is not anticipated that any additional lease administration delegations will be granted. Delegated agencies bear the primary responsibility for making rental payments to lessors in accordance with the provisions of the delegation agreements.

Building Operations

Program Description – Building Operations

Building Services - This activity provides services for Government-owned and leased facilities, including cleaning, utilities and fuel, maintenance, security, and miscellaneous services (such as moving, evaluation of new materials and equipment, and field supervision). *Salaries and Expenses* - This activity provides general management and administration of all real property related programs including salaries and benefits paid from the FBF, administrative costs funded directly by the FBF, and contributions to the GSA Working Capital Fund.

Building Operations, Explanation of Changes

(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Annualized CR	FY 2014 Request
BASE BUILDING	1,024,714	1,031,076	1,054,356
Utilities	300,621	342,974	352,944
Maintenance	324,478	318,700	302,703
Cleaning	318,897	292,434	318,904
Security	80,718	76,969	79,805
OTHER / MISC BUILDING	103,534	108,013	104,514
Fire & Life Safety	9,204	7,006	7,576
Space Alterations / Changes	3,153	3,677	3,816
Misc Bldg Support	28,007	55,228	56,291
Building Moves	3,572	4,230	4,571
Recycling	2,858	2,247	2,239
Metering	2,083	1,660	1,654
Contract Services	38,557	18,615	14,731
Studies	16,100	15,349	13,636
TOTAL BUILDING SERVICES	1,128,248	1,139,089	1,158,869
PBS ADMINISTRATIVE	1,124,798	1,185,059	1,134,277
PBS IT Services	88,752	107,937	59,702
Personnel Compensation and Benefits	730,095	731,960	646,382
GSA Working Capital Fund	147,941	151,348	238,232
GSA IT Services	79,007	85,750	109,003
Management Support	79,003	108,064	80,958
OTHER / MISC PBS ADMINISTRATIVE	51,512	41,208	38,285
Transportation	110	193	169
Telephones	8,176	8,770	7,790
Printing	876	563	500
Training	2,729	5,870	5,286
Supplies	9,348	4,027	3,463
Equipment	16,494	8,072	7,268
Travel	13,779	13,712	13,809
TOTAL SALARIES AND EXPENSES	1,176,310	1,226,267	1,172,563
TOTAL BUILDING OPERATIONS	2,304,558	2,365,356	2,331,432

Justification of Building Operations Program

(Dollars in Thousands)

Building Services

Cleaning: The cleaning budget consists of the interior cleaning, exterior cleaning, trash removal, landscaping, and snow removal operations of the buildings within GSA's control. The FY 2014 request includes buildings that will come into PBS's inventory between FY 2012 and FY 2014 either as a new building or an existing building with a completed renovation.

Utilities: The utility budget consists of the cost of energy needed to heat, cool, and power the operations of the buildings and the cost of water and sewerage. The annual costs of Energy Saving Performance Contracts (ESPC), Utility Savings Performance Contracts (USPC) are also paid out of the utilities budget. The FY 2014 request includes buildings that will come into PBS's inventory between FY 2012 and FY 2014 either as a new building or an existing building with a completed renovation.

Maintenance: The mechanical budget consists of the electrical, plumbing, HVAC, elevator/escalator operations, minor repairs and labor in support of the operations of the buildings within GSA's control. The FY 2014 request includes buildings that will come into PBS's inventory between FY 2012 and FY 2014 either as a new building or an existing building with a completed renovation.

Security: The security budget provides funding for the work the Federal Protective Service performs for GSA, including building security and clearances. A portion of the security functions, including 101 FTE and \$16,284 thousand, related to clearances and other GSA-wide activities will transfer to the Office of Emergency Response and Recovery (OERR) in FY 2014. Funding for the OERR activities will be paid for through the Working Capital Fund.

Fire Protection and Life Safety: The fire protection and life safety budget funds identified hazards that present a fire risk to GSA personnel, occupant agencies, or the general public that need to be addressed in order to improve the overall level of fire protection and life safety in the GSA-controlled buildings nationwide.

Space Alterations/Changes: This category funds space requirements development, expansion space, and alterations work in federal space.

Miscellaneous Building Support: This activity funds various building support functions not chargeable elsewhere, including escort services, key making, fitness centers, signage, renting operating equipment and tools, design, site acquisition, management and inspection, and cafeteria equipment.

Building Moves: This category funds costs associated with moving an agency into or out of space, or moving GSA assigned space.

Recycling: This activity includes costs for supporting and maintaining the recycling program, including labor, services, and supplies (i.e., containers, equipment, advertising, brochures).

Metering: This category funds costs associated with GSA's building automation systems, advanced controls, and smart / advanced metering programs. Re-programming the meters and diagnostic work as well as energy audits and studies and lighting work are also included.

Contract Services: Contract Services provides funding for contract support related to building support, including appraisals, claims, environmental remediation, and one-time consultant services, as well as various PBS administrative costs, such as funding for conferences, memberships, and credit card and travel voucher fees. PBS is planning to reduce funding in Contract Services in FY 2014 as the agency continues to focus on establishing stronger fiscal controls over various activities, such as conferences and travel.

Studies: This category includes various building studies such as environmental studies and assessments, project development studies, building engineering reports, and planning studies. Energy audits are not included in this category.

Salaries and Expenses

Personnel Compensation and Benefits: PC&B funds PBS's salaries and benefits. The FY 2014 request funds 5,809 FTE in PBS, which reflects a reduction of 613 FTE and \$74,677 thousand for consolidations into the Working Capital Fund, 28 FTE and \$2,201 thousand for consolidations into the Operating Expenses fund, and 150 FTE from reductions in the FBF.

PBS IT Services: This category provides funding for PBS-specific IT investments, including operation, maintenance, and enhancements of national applications. The Office of the PBS CIO has been dedicated to consolidating IT functions and reducing spending. The FY 2014 is a reduction of 75 FTE and \$30,871 thousand due to the consolidation of IT functions into the GSA Working Capital Fund and GSA IT Services.

GSA Working Capital Fund: This category provides funding for GSA's overhead costs, such as legal and human resources. In this request, PBS has transferred 613 FTE associated with Budget, Finance, Human Resources, Administrative Services and IT services to the Working Capital Fund. The transfer results in an \$87,455 thousand shift in FY 2014 between the various functional categories associated with the transferred offices to the Working Capital Fund payment.

GSA IT Services: The GSA IT Services provides funding for the MOU between GSA and PBS, which provides application, hardware, and support that benefit GSA as a whole or is maintained centrally. In this request PBS has shifted \$20,837 thousand from PBS specific IT system to GSA IT services.

Management Support: Management Support refers to PBS functions that are contracted out rather than maintained in-house, including administrative functions as well as subject matter expertise in other core areas of PBS's business, such as leasing and building support. This category does not include IT funded management support functions.

Other/Miscellaneous PBS Administrative: This category provides funding for PBS's administrative costs, such as transportation, telephones, printing, training, supplies, equipment, and travel. In support of the FTE consolidated into other GSA organizations, these categories reflect a reduction of \$4,074 thousand.

U.S. General Services Administration
Federal Buildings Fund

Consolidations by Function and Organization
(Dollars in Thousands)

Changes By Function	Working Capital Fund						Operating Expenses		PBS Adjustments	Total Impact of Consolidations FY 2014
	OCFO	OCIO	OCPO	OERR	OAS		OAS	OCIA		
Salaries & Benefits	39,483	9,202	10,762	12,344	2,886		601	1,600	-	76,879
Security	-	-	-	2,820	-	-	-	-	-	2,820
Management Support	3,159	-	-	-	-	-	-	-	524	3,683
IT - PBS Specific Systems	-	20,837	-	-	-	-	-	-	-	20,837
Transportation	9	2	3	3	1		0	-	-	18
Telephones	431	101	123	135	32		7	-	-	829
Printing	28	6	8	9	2		0	-	-	53
Training	292	68	84	92	22		5	-	-	562
Supplies	191	45	55	60	14		3	-	-	368
Equipment	402	94	115	126	30		6	-	-	773
Travel	763	178	219	240	57		12	-	-	1,469
Rent	1,445	338	414	455	108		23	-	(2,781)	-
Total Reductions	46,203	30,871	11,782	16,284	3,153		657	1,600	(2,257)	108,292
Reassigned FTE	321	75	92	101	24		5	23	-	641

Adjustments include the application of reductions to Management Support and savings from the transfer of 28 FTE and their functions to the Operating Expenses appropriation to the increases PBS will receive to WCF bills to pay rent costs for transferred functions.

Redemption of Debt
(Dollars in thousands)

	Budget Authority Scoring Impact	
	Without Prepayment	With Prepayment
FY 2012 Actual	\$ 79,445	\$ 79,445
Increase for Scheduled Principal Payments	7,176	7,176
Increase for Prepayment of Principal Balances	-	1,733,014
FY 2013 Annualized CR	\$ 86,621	\$ 1,819,635
Increase for Scheduled Principal Payments	5,903	-
Decrease from FY 2013 Prepayment of Principal Balances	-	(1,819,635)
FY 2014 Request	\$ 92,524	\$ 0

In fiscal years 1987 through 1990, Congress authorized funding for the General Services Administration (GSA) to enter into lease purchase agreements for 12 buildings using the Federal Buildings Fund (FBF) managed by the Public Buildings Service (PBS). The authority allows PBS to enter into contracts that provide, by lease or installment payments over a period of not to exceed 30 years, for the payment of the purchase price and reasonable interest, and shall provide for the title to the building to vest in the United States on or before the expiration of the contract term upon fulfillment of the terms and conditions of the agreement. Originally the agreements were made with private financing, but were later refinanced through the Federal Financing Bank (FFB). PBS repays the principal portion of the FFB debt using the Redemption of Debt line in the budget and repays the interest portion using the Installment Acquisition Payments (IAP) account. Currently, pay-off dates for the individual transactions range from FY 2021 to FY 2036.

Redemption of debt payments are made by non-expenditure transfer from the balances of the FBF to the FFB. By agreement dating back to the original refinancing, the non-expenditure transfers to the FFB score as budget authority but not outlays. GSA will repay all outstanding principal balances in FY 2013 from the balances in the FBF as authorized by Public Law 101-136. The repayment of principal balances will reduce scored budget authority in FY 2014 by \$92,524 thousand. At the end of FY 2012, PBS had \$3,280,325 thousand in balances in the Fund and an additional \$1,616,933 thousand at the annualized CR funding level in FY 2013 that could be applied to the repayment of the \$1,819,635 thousand principal balance.

Installment Acquisition Payments

(Dollars in Thousands)

	New Obligational Authority (NOA)
FY 2013 Full Year CR	\$ 127,577
Decrease in Baseline Program Requirements	(7,988)
Decrease in Capitalized Interest Payments	0
Decrease in Interest Payments	(6,119)
FY 2014 Request	\$ 113,470

Program Description – Installment Acquisition Payments

This activity provides for payments for liabilities incurred under purchase contract authority and lease purchase arrangements. GSA makes periodic payments to cover interest and other requirements on the debt incurred for construction of Federal buildings.

Reimbursable Program

(Dollars in Thousands)

	FTE	New Obligational Authority (NOA)
FY 2013 Annualized CR	350	\$2,399,378
Workload Increases		22,799
FY 2014 Request	350	\$2,422,177

Program Description – Reimbursable Program

When requested by other Federal agencies, the Public Buildings Service provides building services, such as tenant alterations, cleaning and other operations, and protection services which are in excess of those services provided under the commercial rental charges.

Although GSA is projecting a small increase for FY 2014, GSA anticipates fewer tenant agency requests given the current budgetary environment.

Administration Management Priorities

PBS supports the three new GSA strategic goals of Savings, Efficiency and Service as well as the President's Management Priorities. The FY 2014 budget request includes reductions to travel, conferences, rentable square feet in the leased inventory, management support contracts, and IT duplication.

Savings

Travel and Conferences

The May 2012 Memorandum on Promoting Efficient Spending to Support Agency Operations requires that all agencies reduce their travel budgets by 30% from the FY 2010 baseline by FY 2013 and maintain that level of travel through FY 2016. The Memo also requires senior level review of large conferences, restrictions on the total funding available for any one conference, and additional reporting requirements on large conferences.

In accordance with the Presidential Memo, the PBS budget request for travel in FY 2014 of \$15,880 thousand is a 47% reduction from the FY 2010 obligations of \$29,904 thousand. To achieve and maintain this level of funding for travel GSA and PBS instituted policies and procedures in April of FY 2011 to ensure that travel is restricted to essential mission functions and priority activities. These policies require that only travelers essential to the performance of the relevant function are permitted to travel, travel for routine management meetings is considered after other options such as video teleconferencing are considered, and travel for training is limited to essential job related skills and development.

The GSA policies instituted in April of FY 2012 also limit the types of conferences allowed and alter the approval process for GSA sponsored conferences. Conferences are restricted to those with the primary purpose of expanding or advancing the services of GSA or GSA customers, and client-related or project-related functions. For any PBS conferences, PBS must submit the business justification and conference budget for review and approval by the PBS Commissioner, GSA Regional Administrator, GSA Chief Administrative Services Officer, and the GSA Chief Financial Officer.

Leased and Owned Space Utilization

Where it is advantageous to the Federal government, PBS works to house tenants in federally owned space, rather than leasing from the private sector. In addition, housing strategies aim to minimize the amount of vacant space in the inventory and increase the utilization of existing space. PBS has been working collaboratively with Federal agencies to improve space utilization in both owned and leased space leading to lower space costs.

Efficiency

Real Property

The June 2010 Memorandum on Disposing of Unneeded Federal Real Estate requires all agencies to accelerate efforts to identify and eliminate excess properties; take immediate steps to make better use of remaining real property assets as measured by utilization and occupancy rates, annual operating cost, energy efficiency and sustainability. To the extent permitted by law, agency actions shall include accelerating cycle times for identifying excess assets and disposing of surplus assets; eliminating lease arrangements that are not cost effective. In addition the May 2012 Memorandum on Promoting Efficient Spending to Support Agency Operations requires any increases in an agency's square footage to be offset by reductions in space by co-locations, consolidations, and disposals. PBS is leading by example, with increased use of telework and hoteling, and providing lessons learned to other Federal agencies which are exploring alternative space configurations.

Reducing IT Duplication

The August 2011 OMB Memorandum on Chief Information Officer Authorities changed the role of agency Chief Information Officers (CIOs). Traditionally federal CIOs were responsible for policymaking and infrastructure maintenance. The OMB Memo adds true portfolio management for all agency IT to the CIO role, including IT governance, program management and information security.

The PBS CIO established the Information Technology (IT) Governance Program to consolidate and reduce IT spending and ensure alignment with the PBS strategic direction. The IT Governance Program has helped PBS make better investment decisions, reducing IT spending while aligning with users' needs. The governance process has helped the organization gain more insight into the IT portfolio, strengthened the IT budget formulation process, provided a cross-agency forum for proposing and selecting IT investments, and reduced costs and redundancy of IT investments. The outcome is overall improvement in the management of IT Investments.

The PBS Strategic Goal to "Create a High Performing Workforce" supports the OMB Memo by eliminating redundant or contradictory data across databases and systems, architecturally recombining functionally similar capabilities, separating the data management from the user interface and business process (and middleware) layers of the investments, and continuing the build out of a PBS data taxonomy that will underlie all of the IT investments.

As a result of the IT governance budget review process in FY 2012, PBS has realized significant savings. The program identified 10 systems that will be eliminated from the IT portfolio. The governance reviews and prioritization processes helped to better allocate approximately \$6.5 million towards investments that were more in line with PBS business needs and priorities. In FY 2012, the governance process identified a reduction target of \$10 million from the IT budget.

Service

Customer Portfolio Plans

In FY 2013, GSA will engage each of the three Customer Portfolio Plan (CPP) client agencies (SBA, SEC, and DOC) to define and explore portfolio opportunities that meet specific outcomes. The GSA CPP team will collaborate with the client agency to further define the scope and discuss level of effort required to implement opportunities.

The three portfolio plans completed in FY 2011 identified future real estate opportunities which will result in millions of dollars in savings. By September 30, 2013, GSA will complete and begin implementation of Customer Portfolio Plans (CPPs) with six agencies to identify opportunities and develop action plans to optimize their real estate portfolios' through reducing space,

improving utilization and leveraging market opportunities to reduce costs. In FY 2014, PBS will continue to pursue CPP with other client agencies.

Workplace Initiative

The PBS Workplace program consists of a team of national Workplace Strategists, Regional Workplace Executives, and regional project resources focused on helping federal users develop and transition to new ways of working and design efficient, effective, and sustainable workplaces that support the user's mission and the administration's space and cost savings goals. The program will assist agency space planners reduce and optimize the usage of their occupied space.

The long term budget strategy is to continue to meet the PBS pricing policy commitments with respect to developing space requirements, instill innovative workplace solutions in those requirements, and to transition ownership of the workplace strategies to the client agency at the time of implementation. This would allow GSA to leverage contracts and strategies and to control/manage to the greatest extent possible independent agency actions that repeat themselves in various agencies across the federal government. Additionally, as we potentially move toward more 'joint-use' space with multiple federal users within a single space and moving away from individual agency space (a per seat model vs. a per square foot model).

Schedule of Indefinite Authorities

Program	Source	Explanation
Recycling and Energy Rebates	40 USC 592	The Administrator may obligate amounts received and deposited in the Federal Buildings Fund for energy management improvement and recycling programs.
Historic Properties	16 USC 470h-3(b)	The proceeds of any outlease for a historic property under Section 111 of the National Historic Preservation Act may, notwithstanding any other provision of law, be retained by the agency entering into such lease and used to defray costs incurred by the agency with respect to such property or other properties under the control of the agency which are on the National Register of Historic Places.
Pennsylvania Avenue Activities	40 USC 6701(b)(1)	The Administrator may use amounts transferred from the Pennsylvania Avenue Development Corporation (PADC) or income earned on PADC property for activities associated with carrying out the responsibilities of the PADC transferred to the Administrator. Any income earned after October 1, 1998, shall be deposited to the Federal Buildings Fund to be available for the purposes authorized under this subchapter, notwithstanding 40 USC 592(c)(1).
International Trade Center	40 USC 6701(a)(1)	The Administrator may make and perform transactions as necessary to carry out the trade center plan at the Federal Triangle Project. <u>See also</u> 40 USC 6701(b)(1), noted above.
Cooperative Use Act and National Antenna Program	40 USC 581(h)(3)	GSA may deposit into the FBF amounts received under Coop Use Act leases or rentals, and amounts deposited shall be credited to the appropriation from the Fund applicable to the operation of the building.
Telecommuting	40 USC 587(b)(4)	The Administrator may deposit into the FBF user fees related to telecommuting centers, and use the fees to pay costs incurred in establishing and operating telecommuting centers. GSA may accept and retain income received from Federal agencies and non-Federal sources to defray costs directly associated with the functions of telecommuting centers.

U.S. General Services Administration

GOVERNMENT-WIDE POLICY

Fiscal Year 2014 Budget Request

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Appropriations Language

For expenses authorized by law, not otherwise provided for, for Government-wide policy and evaluation activities associated with the management of real and personal property assets and certain administrative services; Government-wide policy support responsibilities relating to acquisition, telecommunications, information technology management, and related technology activities; **the collection and evaluation of data from departments and agencies relating to activities described herein;** and services as authorized by 5 U.S.C. 3109; [\$84,182,000] **\$62,548,000.**

Analysis of Language Provisions and Changes

The appropriations language inserts language to establish the expectation that departments and agencies will provide data to the General Services Administration (GSA). Because the Office of Government-wide Policy (OGP) is responsible for developing evidence-based policies that are designed to lead to more effective and efficient federal mission delivery, OGP seeks data from other agencies. However, agencies and departments are not always forthcoming or timely with the necessary data/evidence to conduct evaluation and establish respective policies.

Amounts Available for Obligation

(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Annualized C.R.	FY 2014 Request
Unobligated Balance, Start of Year.....	\$ 0	\$ 4,336	\$ 4,336
Annual appropriation.....	\$ 61,115	\$ 61,489	\$ 62,548
Reimbursable Authority:			
New Authority.....	\$ 2,254	\$ 11,500	\$ 17,700
Transfers in for Inter-Agency Councils.....	16,836	17,000	17,000
Change in uncollected payments.....	411	0	0
Subtotal, new reimbursable authority.....	\$ 19,501	\$ 28,500	\$ 34,700
Unobligated Balance, Annual Expiring.....	\$ 173	\$ 0	\$ 0
Unobligated Balance, Reimbursable Expiring.....	90	0	0
Unobligated Balance, End of Year.....	4,336	4,336	4,336
Total, obligations.....	\$ 76,017	\$ 85,653	\$ 92,912
Obligations, appropriated.....	\$ 60,942	\$ 61,489	\$ 62,548
Obligations, reimbursable.....	15,075	28,500	34,700
 <i>Net Outlays</i>	 <i>\$ 59,394</i>	 <i>\$ 69,866</i>	 <i>\$ 57,379</i>

Program Description

This appropriation provides for the activities of the Office of Government-wide Policy (OGP). OGP works cooperatively with other agencies to provide the leadership needed to develop and evaluate policies associated with high-performing green buildings and real property, acquisition policy, personal property, travel, and transportation management, vehicles and aircraft, committee and regulations management, and management of Federal spending data. OGP collaborates with partner agencies and other stakeholders to improve public access to policy information and support data, and improve transparency throughout the Government.

Explanation of Changes, Appropriated Dollars and FTE

(Dollars in Thousands)

	FTE	FY 2012 Actual	FTE	FY 2013 Annualized C.R.	FTE	FY 2014 Request
	159.0	\$61,115	174.0	\$61,489	163.0	\$62,548
Maintaining Current Levels:						
FY 2014 Pay Increase (1.0%), Effective January 2014						\$234
Program Decreases:						
Administrative Contracts Consolidations Savings						-209
Subtotal, Program Decreases.....						-209
Program Increases:						
Information , Identity, and Access Management						1,984
Subtotal, Program Increases.....						1,984
Intra-Agency Transfers:						
Transfer from OGP to FCSF - OCSIT					-4.0	-950
Transfer from OGP to WCF - CIO Consolidation					-7.0	
Subtotal, Intra-Agency Transfers.....					-11.0	-950
Total Adjustments.....					-11.0	\$1,059

Summary of the Request

The FY 2014 proposed budget provides a total of **\$62,548 thousand** and **163 FTE** for the Office of Government-wide Policy (OGP). This budget reflects a net increase of \$1,059 thousand and a decrease of 11 FTE from FY 2013. With the requested funding, OGP will provide government-wide policy management base operations such as policy collaboration, and data collection.

The request reflects increases for \$1,984 thousand for the governmentwide Information, Identity, and Access Management program, as well as \$234 thousand for a 1% pay increase.

These requested increases are offset by \$209 thousand for administrative contracts consolidations savings and the transfer of \$950 thousand and 4 FTE from OGP to the Office of Citizen Services and Innovative Technologies (OCSIT) to better align personnel and the programs they support. OGP also transfers 7 FTE to the Office of the Chief Information Officer in support of the **CxO Consolidation**. These 7 FTE will be billed to OGP through the Working Capital Fund.

Program Financing

The OGP is financed from annual appropriations to pay for the salaries and expenses of OGP staff and government-wide policy programs. Additionally, OGP receives reimbursement authority allowing Federal agencies to pay for the cost of services OGP provides for them. OGP also receives reimbursable funding from other agencies to support the administration and operation of various inter-agency councils. These reimbursable costs include the Federal Acquisition Institute's (FAI) governance boards, policy coordination efforts, multi-agency training development and maintenance, and the ability to acquire training services from pre-qualified vendors.

Reimbursable Programs: In FY 2014, OGP anticipates providing reimbursable services to other Federal agencies and councils in the amount of **\$34,700 thousand** and **32 FTE**, an increase of \$6,200 thousand and seven FTE from FY 2013.

The Federal Acquisition Institute (FAI) is requesting an increase of \$6,200 thousand and 2 FTE, for a total of \$15,000 thousand and 12 FTE, to support implementation of the FAI Improvement Act (41 U.S.C. § 1201, PL 112-81). The FAI deploys a civilian agency training consortium board that will reduce redundancies, leverage resources, and align training objectives across federal agencies.

Government-wide Executive Councils - \$17,000 thousand and 20 FTE, of which no more than 15 FTE supports the intergovernmental Federal Management Councils in the planning, development, and distribution of improvement results. In addition, OGP is requesting an additional 5 FTE for the new OMB driven government-wide initiative for Presidential Innovation Fellows (PIFs).

The remaining reimbursable resources of \$2,700 thousand support multi-level supply chain activities (FedFleet), Federal Advisory Committee Act (FACA) Training, and several OMB-driven government-wide initiatives.

FY 2014 Budget Impacts

The FY 2014 proposed budget requests a total of **\$62,548 thousand** and **163 FTE** for the Office of Government-wide Policy (OGP). At this level, OGP will provide government-wide policy management of base operations.

OGP's Office of Information, Integrity, and Access role and responsibility has grown substantially over the last two years. OGP is requesting funding of \$1,984 thousand for expanded policy analysis, testing and standards setting in support of the National Cyber and Information Sharing priorities and Executive Office of the President's National Security Staff (NSS) cybersecurity responsibilities. As part of our responsibilities, OGP works in partnership with the NSS, the Department of Homeland Security, the Director of National Intelligence, and the Department of Defense (DoD) along with international standards setting bodies, allied countries, state and local governments and federal vendor community to advance capabilities for increasingly secure information, access and sharing.

Program Reductions

The OGP realizes efficiencies by:

- Collaborating with partner agencies and other stakeholders;
- Extensively utilizing Information Technology (IT) systems, such as webinars, teleconferencing, telepresence, and videotaping of training; and,
- Approving all travel at the Associate Administrator level in order to meet the 30 percent reduction in travel from FY2010 levels as directed in Executive Order 13589 and OMB Memorandum M-12-12.

OGP has consolidated internal administrative support functions resulting in a reduction of \$209 thousand for contractual administrative support.

Obligations by Object Classification

(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Annualized C.R.	FY 2014 Request
11.1 Full-time, permanent.....	\$ 19,875	\$ 20,530	\$ 19,862
11.3 Other than full-time permanent.....	372	421	425
11.5 Other personnel compensation.....	304	304	307
12.1 Civilian personnel benefits.....	4,972	4,941	4,654
13.0 Benefits to former personnel.....	525	525	530
21.0 Travel and transportation of persons.....	232	295	241
23.1 Rental payments to GSA.....	1,413	1,460	1,388
23.3 Communications and utilities.....	62	45	45
24.0 Printing and reproduction.....	405	493	495
25.1 Advisory and assistance services.....	21,439	19,527	22,176
25.2 Other services from non-Federal sources.....	252	0	0
25.3 Other goods & services from Federal sources..	10,301	11,676	12,127
25.7 Operation and maintenance of equipment.....	5	0	0
26.0 Supplies and materials.....	29	55	55
31.0 Equipment.....	385	242	243
42.0 Insurance claims & indemnities.....	252	975	0
44.0 Refunds.....	120	0	0
99.0 Obligations, Appropriated (annual).....	\$ 60,942	\$ 61,489	\$ 62,548
<i>Subtotal, PC&B.....</i>	<i>26,048</i>	<i>26,721</i>	<i>25,778</i>
<i>Subtotal, Non-labor.....</i>	<i>34,894</i>	<i>34,768</i>	<i>36,770</i>
99.0 Obligations, reimbursable.....	15,075	28,500	34,700
99.0 Total obligations.....	\$ 76,017	\$ 89,989	\$ 97,248
<i>Total Full Time Equivalent (FTE)</i>	<i>170.0</i>	<i>199.0</i>	<i>195.0</i>
<i>Direct</i>	<i>159.0</i>	<i>174.0</i>	<i>163.0</i>
<i>Reimbursable</i>	<i>11.0</i>	<i>25.0</i>	<i>32.0</i>

Office of Government-wide Policy

The Office of Government-wide Policy (OGP) develops and analyzes administrative policies for the Federal government in multiple functional areas, including real and personal property; aircraft and motor vehicles; travel and transportation of goods and people; acquisition of goods and services; information sharing, integrity and access policy; and economically and environmentally high performance federal buildings, among others. Through the development of evidence-based policies, return on investment analysis, standards setting, and certifications, OGP strives to improve the effectiveness (mission delivery) and efficiency (cost savings) of federal government operations, while increasing government information sharing, accountability, and transparency.

Through its evidence-based policies, OGP has helped Federal customers achieve considerable savings and advance the effectiveness of government operations. OGP identified over \$300 million in cost savings opportunities governmentwide and enhanced several key processes to improve government-wide effectiveness. Highlights include:

- \$240 million in projected savings through FY 2015 by assisting in the implementation of the Vehicle Allocation Methodology – designed to optimize federal motor vehicle fleet operations;
- \$23.7 million in projected savings for FY 2013 through the freeze of lodging per diem rates at FY 2012 levels;
- \$16 million in savings in FY 2012 through the freeze of personally owned vehicle reimbursement rates at FY 2011 levels;
- \$6.43 million in exchange/sale proceeds of aircraft and aircraft parts for agencies in FY 2012 through the cancellation of an outdated policy that had previously required agencies to obtain waiver requests from GSA;
- Lead Administration's National Strategy for Trusted Identities in Cyberspace (NSTIC) by developing a business case, requirement specifications, project plan, and governance support to enable agencies and citizens to secure online access to services using standardized, externally issued credentials;
- Transformed the Federal acquisition regulation process to be more efficient and effective by clearing the case backlog from 2008 and earlier, while reducing the cycle time of

Federal Acquisition Regulation cases by 5 weeks and public regulatory burden by \$80 million;

- Helped make 2.3 million schedule orders available for small business set-aside competitions;
- Helped to identify \$15 million in annual savings and 20-65 percent energy efficiency increases through implementation of the President's Energy Savings Performance Contract Challenge; and
- Established the government-wide Transforming Real Property Information and Management (TRIM) initiative to help drive real property goals established in the 2010 Presidential Memorandum "Disposing of Unneeded Federal Real Estate" and the 2012 OMB Memorandum "Promoting Efficient Spending".

OGP is made up of five policy offices, described below:

Asset and Transportation Management (MA)

The Office of Asset and Transportation Policy (MA) develops government-wide policies and guidance for agencies to implement economical and effective management processes for government assets. Policy program areas include aircraft and motor vehicles, personal property, real property, transportation, mail, passenger travel, relocation allowances and entitlements, and Federal Advisory Committees. It also manages the Federal Real Property Database of all Federal Government real property assets and supports the Federal Real Property Management Council in its efforts to promote effective government-wide asset management.

Information, Integrity, & Access (ME)

The Office of Information, Integrity, and Access (ME) develops and defines information sharing and cybersecurity strategies. OGP is the executive agent/designated authority for:

- Federal Identity, Credentials and Access Management (FICAM) program - FICAM program forms the basis from which policies are advanced, tested and implemented to improve the security posture of the federal information systems against threats by increasing the use of strong multi-factor authentication technologies.

- National Strategy for Trusted Identities in Cyberspace (NSTIC) program – in conjunction with FICAM, we facilitate secure government to citizen on-line information access and exchange.
- Homeland Security Priority Directive 12 (HSPD-12) program – we develop program guidance for logical (systems) and physical (buildings) access for federal agencies.
- Federal Public Key Infrastructure (PKI) program – as the policy authority, we continually develop and work to strengthen more secure technology and encryption authorities for federal agencies.
- DOT GOV Domain program – as the policy authority and government-wide domain program manager, we are responsible for ensuring a highly secure federal eco-system environment for federal financial and program information.

Office of Federal High-Performance Green Buildings (MG)

The Office of Federal High-Performance Green Buildings works to reduce the economic and environmental footprint of federal buildings through evidence-based guidance and best practices identified through collaborative research, expert input, and consultation. The Office coordinates with a full range of partners to identify and implement technologies and strategies that create a transformative change to sustainability across the building life cycle. The Office's staff of experts assists GSA and customer agencies in developing strategies and practices to:

- Reduce energy and water use and their associated operating costs
- Increase operational effectiveness by making work spaces healthier and more productive while simultaneously reducing environmental impacts
- Identify key leverage points to transform building systems to sustainability
- Transform the culture of the Federal government toward more sustainable building practices, including through enhanced training, operational standards, guidance, measurement, and reporting.

Office of Acquisition Policy (MV)

The Office of Acquisition Policy (MV) is responsible for carrying out GSA's acquisition policy role within the federal government. Along with the Department of Defense (DoD) and National Aeronautics and Space Administration (NASA), GSA, represented by MV, is a member of the Federal Acquisition Regulatory Council. The Office's Federal Acquisition Policy Division is one

of the architects of the Federal Acquisition Regulation (FAR) – the acquisition rulebook governing more than \$500 billion annually in procurement spending, and responsible for balancing a wide array of issues, including small business participation, competition, labor policy, cost control, risk management, integrity, and ethics. The Division coordinates with the Office of Federal Procurement Policy within the Office of Management and Budget and other agencies, through its role as the Chair of the Civilian Acquisition Council, in a collaborative and deliberative process to implement laws, executive orders, agency regulations, and other initiatives to support the federal government's acquisition system. In addition, we manage the section 508 IT accessibility tools and training activities.

The Regulatory Secretariat Division prepares regulatory and policy guidance for the publication of all GSA government-wide and agency specific regulations, including the FAR, Federal Travel Regulations (FTR), Federal Management Regulations (FMR), GSA Acquisition Regulation (GSAR), and other GSA Federal Register documents (including the Unified Agendas, Regulatory Plan, and various notices).

The Federal Acquisition Institute (FAI) has been charged with fostering and promoting the development of a government-wide acquisition workforce. FAI facilitates and promotes career development and strategic human capital management. In coordination with the Office of Federal Procurement Policy, FAI implements strategies to meet the needs of the current and future civilian agencies' acquisition workforce by ensuring the availability of exceptional training, providing compelling research, promoting professionalism, and improving acquisition workforce management.

The Regulatory Information Systems Center (RISC) Division provides cost effective regulatory planning services for more than 60 federal agencies. ROCIS (the RISC/OIRA Consolidated Information System) supports public transparency of government-wide regulations and coordinates the regulatory activities of federal agencies and OMB's Office of Information and Regulatory Affairs. ROCIS enables the public to better understand and participate effectively in the regulatory process. RISC coordinates the Unified Agenda and the Regulatory Plans for all federal agencies on their regulatory missions.

Office of Executive Councils (MX)

The Office of Executive Councils collaborates with Office of Management and Budget (OMB) and federal management councils to identify government-wide performance improvement initiatives to pursue across agencies, lead working groups to drive these initiatives, establish performance goals, and facilitate adoption of new processes by Federal agencies. The office analyzes data and diagnoses challenges, identifies best practices, and documents the benefits delivered by the improvement initiatives. The Office of Executive Councils provides both technical and management services to the following Federal management councils:

- Chief Acquisition Officers Council (CAOC)
- Chief Financial Officers Council (CFOC)
- Chief Information Officers Council (CIOOC)
- Performance Improvement Council (PIC)
- President's Management Council (PMC)

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U.S. General Services Administration

OPERATING EXPENSES

Fiscal Year 2014 Budget Request

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Appropriations Language

For expenses authorized by law, not otherwise provided for, for Government-wide activities associated with utilization and donation of surplus personal property; disposal of real property; agency-wide policy direction, management, and communications; the Civilian Board of Contract Appeals; services as authorized by 5 U.S.C. 3109; and not to exceed \$7,500 for official reception and representation expenses, [\$67,388,000] **\$64,453,000**.

Program Description

This appropriation supports a variety of operational activities which are not feasible or appropriate for a user fee arrangement. Major programs include the personal property utilization and donation activities of the Federal Acquisition Service; the real property utilization and disposal activities of the Public Buildings Service; the activities of the Civilian Board of Contract Appeals; and Management and Administration activities, including support of Government-wide emergency response and recovery activities; and top-level, agency-wide management communications activities.

U.S. General Services Administration
Operating Expenses

Amounts Available for Obligation

(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Annualized C.R.	FY 2014 Request
<i>Unobligated balance, start of year.....</i>	\$ 5,372	\$ 772	\$ 772
Discretionary authority:			
Annual appropriation.....	\$ 69,500	\$ 69,926	\$ 64,453
Reimbursable authority:			
New authority.....	\$ 2,537	\$ 16,665	\$ 16,665
Change in uncollected payments.....	1,077	0	0
Subtotal, reimbursable authority.....	\$ 3,614	\$ 16,665	\$ 16,665
Unobligated balance, expiring.....	-\$ 6,285	\$ 0	\$ 0
Unobligated balance, reimbursable.....	-\$ 29	\$ 0	\$ 0
Unobligated balance, rescinded.....	-\$ 4,600	\$ 0	\$ 0
Unobligated balance, end of year.....	-\$ 772	-\$ 772	-\$ 772
Total, obligations.....	\$ 66,800	\$ 86,591	\$ 81,118
Obligations, appropriated (annual).....	\$ 63,215	\$ 69,926	\$ 64,453
Obligations, appropriated (no year).....	\$ 0	\$ 0	\$ 0
Obligations, reimbursable.....	\$ 3,585	\$ 16,665	\$ 16,665
<i>Net Outlays</i>	<i>\$ 62,090</i>	<i>\$ 64,736</i>	<i>\$ 63,659</i>

U.S. General Services Administration
 Operating Expenses

Explanation of Changes, Appropriated Dollars and FTE
 (Dollars in Thousands)

	FTE	FY 2012 Actual	FTE	FY 2013 Annualized C.R.	FTE	FY 2014 Request
	310.8	\$69,500	348.0	\$69,926	370.0	\$64,453
Maintaining Current Levels:						
FY 2014 Pay Increase (1.0%), Effective January 2014						\$614
Program Decreases:						
Travel reductions						-567
Communications, Supplies, Materials & Equipment reductions						-213
Goods & services reductions						-5,603
Subtotal, Program Decreases.....						-6,383
Intra-Agency Transfers:						
Transfer from OE to OCSIT					-6.0	-1,304
Transfer from PBS to Management & Administration (Consolidations)					28.0	1,600
Subtotal, Intra-Agency Transfers.....					22.0	296
Total Adjustments.....					22.0	-\$5,473

Summary of the Request

The FY 2014 proposed budget provides a total of **\$64,453 thousand** and **370 FTE** for Operating Expenses (OE), a decrease of **-\$5,473 thousand** and an increase of 22 FTE from the FY 2013 annualized CR amount. With the requested funding, OE will conduct the personal property utilization and donation activities of the Federal Acquisition Service; the real property utilization and disposal activities of the Public Buildings Service; the activities of the Civilian Board of Contract Appeals; Management and Administration activities; and top-level, agency-wide management communications activities. In accordance with Administration priorities, OE will reduce travel, communications, supplies, equipment, advisory services levels, and goods and services from Federal sources.

In addition, this request reflects the transfer of -\$1,304 thousand and -6 FTE from the Office of Communications and Marketing, to the Office of Citizen Services and Innovative Technologies (OCSIT), to better align personnel and the programs they support.

This request also reflects a transfer of \$1,600 thousand and 28 FTE from the Public Buildings Service in support of the **CxO Consolidations**. The *CxO Consolidations* realign regional functions into Central Office in order to gain efficiencies. To this end, 23 FTE and \$1,600 thousand are for the Office of Congressional and Intergovernmental Affairs. The remaining 5 FTE are for the Office of Administrative Services.

Explanation of FY 2014 Budget Changes

The FY 2014 budget provides a total of **\$64,453 thousand** and **370 FTE** to fund OE personnel, programs, and activities. Specifically, the following adjustments are made:

- Net reduction of **-\$5,473 thousand** and an increase of **22 FTE** include:
 - **\$614 thousand** increase for FY 2014 annualized one percent pay raise
 - **-\$1,304 thousand** decrease for the transfer of 6 FTE to the Federal Citizen Services Fund (FCSF)
 - **\$1,600 thousand** increase for the transfer of 28 FTE from the Public Buildings Service in support of the **CxO Consolidations** of regional functions into the Office of Congressional and Intergovernmental Affairs and the Office of Administrative Services
 - **-\$567 thousand** decrease for a thirty five percent reduction to travel costs
 - **-\$213 thousand** decrease for reduced communications, supplies and equipment costs
 - **-\$5,603 thousand** decrease for reduced operational support and goods and services.

U.S. General Services Administration
Operating Expenses

Obligations by Object Classification

(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Annualized C.R.	FY 2014 Request
11.1 Full-time, permanent.....	\$ 28,621	\$ 32,199	\$ 35,234
11.3 Other than full-time permanent.....	2,959	2,304	101
11.5 Other personnel compensation.....	579	922	864
11.8 Special personnel services payments.....	202	12	0
12.1 Civilian personnel benefits.....	8,223	8,424	8,524
13.0 Benefits for former personnel	50	0	0
21.0 Motor Pool.....	0	0	15
21.0 Travel and transportation of persons.....	893	1,640	1,073
22.0 Transportation of things.....	0	13	4
23.1 Rental payments to GSA.....	4,072	3,909	3,924
23.2 Rental payments to others.....	0	10	228
23.3 Communications and utilities.....	264	331	325
24.0 Printing and reproduction.....	14	67	88
25.1 Advisory and assistance services.....	3,294	3,968	3,030
25.2 Other services from non-Federal sources.....	79	4,652	3,256
25.3 Other goods & services from Federal sources..	13,077	10,750	7,229
25.4 Operation and maintenance of facilities.....	6	0	0
25.7 Operation and maintenance of equipment.....	16	37	77
26.0 Supplies and materials.....	367	439	321
31.0 Equipment.....	498	249	160
99.0 Obligations, Appropriated (annual).....	\$ 63,215	\$ 69,926	\$ 64,453
<i>Subtotal, PC&B.....</i>	<i>40,635</i>	<i>43,861</i>	<i>44,723</i>
<i>Subtotal, Non-labor.....</i>	<i>22,580</i>	<i>26,065</i>	<i>19,730</i>
99.0 Obligations, reimbursable.....	3,585	16,665	16,665
99.0 Total obligations.....	\$ 66,800	\$ 86,591	\$ 81,118

U.S. General Services Administration
Operating Expenses

Obligations by Program

(Dollars in Thousands)

	FY 2012		FY 2013		FY 2014	
	FTE	Actual obligations	FTE	Annualized C.R. authority	FTE	Request authority
1. Personal Property Management						
Annual appropriation	72.0	\$11,523	76.0	\$12,877	76.0	\$11,432
Reimbursable authority	<u>9.0</u>	<u>\$1,862</u>	<u>10.0</u>	<u>\$3,165</u>	<u>10.0</u>	<u>\$3,165</u>
Subtotal, PPM	81.0	\$13,385	86.0	\$16,042	86.0	\$14,597
2. Real Property Disposal						
Annual appropriation	90.0	\$16,611	101.0	\$17,332	101.0	\$16,598
Reimbursable authority	<u>1.0</u>	<u>\$1,686</u>	<u>7.0</u>	<u>\$11,500</u>	<u>7.0</u>	<u>\$11,500</u>
Subtotal, RPD	91.0	\$18,297	108.0	\$28,832	108.0	\$28,098
3. Office of Communications & Marketing						
Annual appropriation	<u>31.0</u>	<u>\$7,236</u>	<u>42.0</u>	<u>\$8,934</u>	<u>36.0</u>	<u>\$6,393</u>
Subtotal, OCM	31.0	\$7,236	42.0	\$8,934	36.0	\$6,393
4. Management & Administration						
Annual appropriation	<u>80.0</u>	<u>\$18,310</u>	<u>88.0</u>	<u>\$21,204</u>	<u>116.0</u>	<u>\$20,985</u>
Subtotal, M&A	80.0	\$18,310	88.0	\$21,204	116.0	\$20,985
5. Civilian Board of Contract Appeals						
Annual appropriation	37.0	\$9,535	41.0	\$9,579	41.0	\$9,045
Reimbursable authority	<u>0.0</u>	<u>\$41</u>	<u>0.0</u>	<u>\$2,000</u>	<u>0.0</u>	<u>\$2,000</u>
Subtotal, CBCA	37.0	\$9,576	41.0	\$11,579	41.0	\$11,045
Total, Annual appropriated	310.0	\$63,215	348.0	\$69,926	370.0	\$64,453
Total, Reimbursable	10.0	\$3,589	17.0	\$16,665	17.0	\$16,665
Total, Budget Authority	320.0	\$66,804	365.0	\$86,591	387.0	\$81,118

The Operating Expenses appropriation supports the following programs:

- The Personal Property Utilization and Donation program, which transfers personal property no longer needed by a Federal agency to other Federal agencies, State and local governments, and nonprofit organizations;
- The Office of Real Property Utilization and Disposal, which transfers or sells unneeded real property assets to benefit the Federal government and surrounding communities;

- The Office of Communications, which provides a full array of marketing products and services and represents GSA externally via the national and international media;
- Management and Administration, which provides top-level, agency-wide direction and support activities and supports government-wide emergency response and recovery activities; and
- The Civilian Board of Contract Appeals, which adjudicates contract claims between government contractors and most civilian Federal agencies.

Reimbursable Program: In FY 2014, the programs of the Operating Expenses appropriation anticipate to provide reimbursable services to other Federal agencies in the amount of \$16,665 thousand and 17 FTE. This amount includes:

- (1) \$3,165 thousand and 10 FTE to store excess personal property during the required disposal screening process, when requested by the donating agency; and
- (2) \$11,500 thousand and 7 FTE for real estate disposal services for: (a) specialized properties outside the purview of the Federal Property and Administrative Services Act of 1949; and (b) real property seized, forfeited, or foreclosed on by other agencies.
- (3) \$2,000 thousand for arbitration services the Civilian Board of Contract Appeals (CBCA) provides to external customers on a reimbursable basis in accordance with 5 U.S.C. 573. Prior to FY 2012, funding for arbitration services was collected through the Working Capital Fund.

Federal Acquisition Service, Personal Property Program

Program Description

The Federal Acquisition Service (FAS) Personal Property program facilitates the transfer and reutilization of excess Federal personal property. Personal property no longer needed by a Federal agency may be offered at no cost to other Federal agencies, State and local governments, and eligible nonprofit organizations. These functions are managed and operated

by the Utilization and Donation program, which is funded through the Operating Expenses appropriation.

Utilization and Donation: All Federal agencies must use excess personal property as the first source of supply. When an item is determined to be “excess,” it is first offered to other Federal agencies and will be transferred at no cost, if it can be used. If the property is not needed by any Federal agency, it is declared “surplus” and is offered to non-Federal government organizations on an “as is, where is” basis, with no warranty. Agencies are encouraged to report excess personal property to GSA through the use of GSAXcess®, to expedite the disposal process.

The Utilization and Donation program saves money for recipient organizations and promotes the efficient use of government resources. The program includes the Computers for Learning (CFL) program, which transfers excess Federal computer equipment to eligible schools and non-profit educational organizations, giving special consideration to those with the greatest financial need. In FY 2012, an estimated \$83 million in CFL property was redistributed for continued use.

Sales: When excess personal property cannot be disposed of through re-utilization or donation, the FAS Personal Property Sales Program provides sales services to Federal agencies for sale of property directly to the public. GSA sells agency surplus property through GSA Auctions® to ensure quick disposal of assets, reduced administrative costs, and maximum return on investment. Expenses incurred to operate this segment of the Personal Property program are financed by the Acquisition Services Fund through a portion of the proceeds realized from the sale of surplus personal property and exchange/sale property.

FY 2014 Proposed Budget

The FY 2014 budget request provides **\$11,432 thousand** for the Personal Property Utilization and Donation program, an 11 percent reduction from FY 2013.

Public Buildings Service, Office of Real Property Utilization and Disposal

Program Description

The Office of Real Property Utilization and Disposal (RPUD) works with all Federal landholding agencies to develop real estate strategies (conveyances, exchanges, relocations, and sales) to identify and better manage under-utilized assets. The RPUD program offers Federal clients a wide range of realty services, expert guidance and analytical tools. Services include: transaction support, due diligence analysis, targeted asset reviews, highest and best use studies, appraisals, marketing strategies, environmental assessments and historic evaluations. This program leverages its services, tools and expertise to drive optimal real estate outcomes that are tailored to an agency's unique mission requirements. These outcomes result in more efficient operation of the Federal real property portfolio. To complement its expertise and to enhance service offerings, RPUD provides a variety of contractual vehicles that offer Federal clients access to realty and environmental firms. RPUD services are available to all Federal landholding agencies.

RPUD employs the following programs/tools:

Public Benefit Conveyances (PBCs): When property is no longer needed by the Federal Government, RPUD partners with Federal sponsoring agencies to make surplus real property available to eligible entities for certain public purposes such as public health, homeless assistance, education, law enforcement, emergency management and recreation, as authorized by statute. RPUD conducts compliance inspections to ensure properties are used as intended. In FY 2012, RPUD conducted 40 compliance inspections.

Early Transfer Authority: Early Transfer Authority (ETA) allows the Federal government to transfer property to non-Federal entities before the completion of environmental cleanup as long as safeguards are in place to protect human health and the environment.

Lighthouse Program: The National Historic Lighthouse Preservation Act (NHLPA) authorizes RPUD to divest of historic lighthouses in partnership with the Coast Guard and the National Park Service. NHLPA recognizes the cultural, recreational, and educational value associated with these historic resources by allowing lighthouses to be conveyed at no cost to Federal agencies, state and local governments, and non-profit organizations that have the resources

and expertise to preserve and manage the asset. In the event a suitable steward is not identified, RPUD is authorized to divest of the property through a competitive public sale. In FY 2012, RPUD conveyed seven lighthouses, three via public sale and four no cost transfers.

Utilization Studies: RPUD provides objective real property reviews for landholding agencies. These asset reviews can be targeted toward an individual asset or a portfolio of assets depending on the needs of the landholding agency. These studies provide the critical information to drive viable realty strategies. In FY 2012, RPUD completed 14 Targeted Asset Reviews for four agencies.

Online Auctions: As an innovator in the field of online auctions, marketing real estate through this method is a standard business practice for RPUD. For over a decade RPUD has been efficiently selling surplus properties via a dedicated auction website (realestatesales.gov). This sales method maximizes the sale price because it reaches a larger base of buyers at a lower cost than traditional outcry auctions. In FY 2012, 81 auctions were posted on realestatesales.gov. Of these, 72 auctions were awarded with a total of \$28,321,983 in winning bids.

Reimbursable Services: Certain federal landholding agencies have their own realty authority, but utilize RPUD to perform realty services on their behalf. RPUD provides these services through inter-agency agreements, on a reimbursable basis. Services range from the management and execution of all aspects of a disposition project to specific tasks to inform a utilization decision or implement a disposition strategy.

FY 2014 Proposed Budget

The FY 2014 budget request provides **\$16,598 thousand** for the Office of Real Property Utilization and Disposal (RPUD), a more than four percent reduction from FY 2013. This program's activities are especially important in light of the June 10, 2010, Presidential memorandum "Disposing of Unneeded Federal Real Estate," and Executive Order 13327 of February 4, 2004, and the Federal Real Property Council's efforts that require further reductions to the federal footprint. With the Administration's "Freeze the Footprint" policy for Federal space, it is expected that RPUD workload will increase. RPUD will strive to increase efficiencies in order to meet the additional demands with the same level of funding.

Office of Communications and Marketing

Program Description

The Office of Communications and Marketing elevates the profile of the agency, its products, and initiatives to GSA's stakeholders: customers, employees, and the American public.

- The Public Affairs Division is the agency's official contact point and coordination portal for all agency media relations about GSA. The Public Affairs Division fields all media inquiries regarding GSA programs, products, initiatives, people, policies, and success stories.
- The Enterprise Marketing Division plans and executes major communications and strategic events for the agency. The organization develops and implements enterprise-wide marketing strategies and information campaigns across technology platforms, including web, video, creative services and new media.
- The Electronic Communications Division works in concert with the Public Affairs and Enterprise Marketing Divisions to produce web, video, graphics, and related New Media representations of GSA programs, initiatives, and activities.

FY 2014 Proposed Budget

The FY 2014 proposed budget provides **\$6,393 thousand** for the Office of Communications and Marketing (OCM), a more than 28 percent reduction from FY 2013 after a transfer of 6 FTE and \$1,304 to OCSIT. OCM will focus their resources on core activities that will be managed as efficiently as possible.

Management and Administration

Program Description

This program area supports a variety of general management and administrative activities associated with GSA internal operations. These activities include: (1) the Office of the Administrator and the Regional Administrators, (2) the Office of Congressional and Intergovernmental Affairs, and (3) the Office of Emergency Response and Recovery.

The Administrator and Regional Administrators are responsible for the execution of all functions assigned to GSA by law and regulation.

Office of Congressional and Intergovernmental Affairs (OCIA) is the GSA liaison with Congress and other Federal agencies. OCIA coordinates meetings and testimony before Congressional Committees, helps Congressional offices resolve issues related to GSA programs and services, supports the GSA legislative program through Congress, and coordinates services to over 1,400 House-district and Senate-state offices for the Congress.

The Office of Emergency Response and Recovery (OERR) executes GSA responsibilities during domestic and national security emergencies to aid Federal agencies and State and local governments, support client agency needs, and restore GSA operations. OERR ensures a state of resilience supporting the continuation of the agency's critical business processes by integrating and coordinating activities across all domains of security (physical, cyber, personnel, and industrial), HSPD-12 credentialing, emergency management, and contingency and continuity planning. The OERR continuity mission is authorized by the National Continuity Policy (NSPD-51/HSPD-20) and directly supports GSA responsibilities to recover and perform primary mission essential functions during a continuity event. OERR also supports the agency continuity mission by developing agency-wide guidance, policies, plans and procedures as well as tests, training and exercises to ensure readiness. OERR is also funded from the Working Capital Fund to assure the safety, privacy, and security of GSA facilities, people, and IT assets nationwide.

FY 2014 Proposed Budget

The FY 2014 proposed budget provides **\$20,985 thousand** for Management and Administration activities. This funding level is \$219 thousand below the FY 2013 level. This funding level includes a ten percent reduction from the FY 2013 request before an increase of \$1,600 thousand for the transfer of the Regional Congressional Affairs functions from the Public Buildings Service to the Office of Congressional and Intergovernmental Affairs.

Civilian Board of Contract Appeals

Program Description

The Civilian Board of Contract Appeals (CBCA) hears and decides contract disputes between Government contractors and all civilian Executive agencies (other than the National Aeronautics and Space Administration, the United States Postal Service, the Postal Rate Commission, and the Tennessee Valley Authority) under the provisions of the Contract Disputes Act of 1978 and associated regulations and rulings. Additionally, CBCA provides alternative dispute resolution services to Executive agencies, both in contract disputes that are the subject of a contracting officer's decision and in other contract-related disputes. CBCA also provides arbitration services to external customers including the Department of Energy and the Federal Emergency Management Agency on a reimbursable basis.

The CBCA hears and decides other cases, including Contract Disputes Act appeals relating to Indian Self-Determination and Education Assistance Act contracts and appeals from disallowance by the Secretary of the Interior of costs payable under that Act; appeals of final administrative determinations of the Federal Crop Insurance Corporation pertaining to standard reinsurance agreements; claims involving transportation rate determinations; and travel and relocation expense claims by Federal civilian employees.

FY 2014 Proposed Budget

The FY 2014 budget provides **\$9,045 thousand** for the Civilian Board of Contract Appeals, a six percent reduction from the FY 2013 level.

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U.S. General Services Administration

OFFICE OF INSPECTOR GENERAL

Fiscal Year 2014 Budget Request

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Appropriations Language

For necessary expenses of the Office of Inspector General and service authorized by 5 U.S.C. 3109, **\$62,908,000**: Provided, that not to exceed **\$50,000** shall be available for payment for information and detection of fraud against the Government, including payment for recovery of stolen Government property: *Provided further*, that not to exceed **\$2,500** shall be available for awards to employees of other Federal agencies and private citizens in recognition of efforts and initiatives resulting in enhanced Office of Inspector General effectiveness.

Program Description

This appropriation provides agency-wide audit and investigative functions to identify and correct management and administrative deficiencies within the General Services Administration (GSA), including conditions for existing or potential instances of fraud, waste and mismanagement. This audit function provides internal audit and contract audit services. Contract audits provide professional advice to GSA contracting officials on accounting and financial matters relative to the negotiation, award, administration, repricing, and settlement of contracts. Internal audits review and evaluate all facets of GSA operations and programs, test internal control systems, and develop information to improve operating efficiencies and enhance customer services. The investigative function provides for the detection and investigation of improper and illegal activities involving GSA programs, personnel, and operations. The 2014 budget provides \$600,000 in reimbursable authority.

Amounts Available for Obligation
(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Annualized CR	FY 2014 Request
<i>Discretionary authority:</i>			
Unobligated balance ¹ , start of year.....	\$2,954	\$768	\$0
Annual appropriation.....	\$58,000	\$58,355	\$62,908
American Recovery and Reinvestment Act	0	0	0
<i>Reimbursable authority:</i>			
Offsetting collections.....	\$600	\$600	\$600
Subtotal amount available for obligation	\$61,554	\$59,723	\$63,508
<i>Discretionary authority:</i>			
Unobligated balance, expiring.....	\$0	\$0	\$0
Unobligated balance end of year.....	\$768	\$0	\$0
<i>Reimbursable authority:</i>			
Unobligated balance, expiring.....	0	0	0
Total obligations	\$60,786	\$59,723	\$63,508
Obligations, Appropriated (Direct).....	\$57,795	\$58,355	\$63,508
Obligations, Recovery Act.....	\$2,186	\$768	\$0
Obligations, Reimbursable.....	\$346	\$600	\$600
<hr/>			
Net Outlays, Appropriated.....	\$57,828	\$58,890	\$63,508
Net Outlays, ARRA.....	\$2,315	\$899	\$0

¹ FY 2012 and FY 2013 unobligated balance reflects Recovery Act Funds available through December 2012.

Explanation of Changes, Appropriated Dollars, and FTE *
(Dollars in Thousands)

	<u>FTE</u>	<u>Budget Authority</u>
FY 2013 Annualized CR.....	316	\$58,355
FY 2014 Request.....	316	\$62,908
Net Change	0	\$4,553

	<u>FTE</u>	<u>Budget Authority</u>
Maintaining Current Levels:		
Inflation (0.5%)		\$270
Amount needed to fully fund FTE level		\$2,306
Oversight Initiatives		\$1,197
One Time Costs:		
Relocation of Kansas City, MO office		\$520
Relocation of Philadelphia, PA office		\$260
Net Change.....		\$4,553

Reimbursable Resources	3	\$600
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**Amounts do not reflect American Recovery and Reinvestment Act funds or FTE associated with Recovery Act.*

Summary of Request

The FY 2014 budget requests a total of **\$62,908 thousand** for the Office of Inspector General. This represents a net increase of **\$4,553 thousand** from the FY 2013 annualized CR, and includes the following:

\$270 thousand for inflation

\$1,197 thousand for expanded oversight initiatives such as the collaborative effort of the Office of Forensic Auditing, Evaluation, and Analysis with the Office of Investigations that led to the GSA 2010 Western Regions Conference Management Deficiency Report.

\$2,306 thousand to fully fund current FTE levels

An in-depth analysis was conducted and a new cost model developed which revealed that the cost of our FTEs is higher than previously estimated. The previous OIG model did not adequately take into account a full accounting of all costs associated with the pay and benefits of an auditor and special agent workforce (such as availability pay for agents). At the FY 2012 funding level, we are unable to support the identified full complement of 316 FTE. This level of FTE is crucial to the completion of our mission.

\$520 thousand one-time cost for relocation in Kansas City, MO

\$260 thousand one-time cost for relocation in Philadelphia, PA

Reimbursable Programs: The FY 2014 OIG reimbursable request includes **\$600 thousand** for the following reimbursable work: 1) \$350 thousand for the GSA Fleet Program; and 2) \$250 thousand for on-going reimbursable work with other agencies and independent commissions.

FY 2014 Annual CIGIE Assessment	\$216 Thousand
FY 2014 Annual Training Request: Certified by the Inspector General	\$323 Thousand

Management Challenges

In Fiscal Year 2012, OIG issued the 2010 Western Regions Conference (WRC) Management Deficiency Report, which had immediate consequences for the agency's senior leadership, agency practices, and conference practices government-wide. The events reported have been the subject of numerous congressional hearings and public comment. Other investigations have arisen out of the Report. The value of this for the agency and Congress was expressed clearly to this Office and the agency by Congress.

GSA OIG's WRC investigation provides a strong indicator of what could be accomplished if OIG was staffed fully. Our WRC Team brought together some of our finest special agents, forensic auditors, and attorneys. The result of their efforts speaks well about what can be done with an experienced, high quality professional staff.

Our professional staff represents the primary cost associated with the oversight this Office performs. Their expertise and knowledge of GSA's programs and operations represent our most important investment. To recruit and retain highly qualified agents and auditors, GSA OIG must be competitive. Their specialized construction contract and claims training and experience make our audit and investigative professionals invaluable for OIG's oversight of Recovery Act projects – work we anticipate will continue to be a high priority for years ahead as projects go forward, are completed, and claims litigated.

Preserving the integrity of GSA contracting also must remain a high priority and protects the entire federal community which funds GSA operations through rents and fees, as well as return money to the Treasury. The recovery of \$199.5 million in the Oracle false claims action the same year as the WRC report depended heavily on GSA OIG auditors who were schooled in the intricacies of GSA's contracting rules and activities. Securing return of taxpayer dollars obtained through fraud is a primary mission of our auditors and investigators.

The WRC investigation had led to even greater demand on our resources to address integrity issues with GSA operations and programs. Current OIG staffing is approximately ten percent below the full staffing level. Fully staffing to the desired level of 316 FTE would require funding in the amount of \$2.3 million above the enacted FY 2012 level. This need reflects a reappraisal of the costs associated with maintaining a highly skilled professional staff of agents and auditors.

Without additional funding, our challenge is meeting the oversight expectations placed on OIG with a reduced staff; we are dedicated to doing all we can to meet that challenge and accomplish as much as we can.

Obligations by Object Classification
(Dollars in Thousands)

		FY 2012 Actual	FY 2013 Annualized CR	FY 2014 Request
11.1	Full-time permanent	\$28,752	\$30,059	\$32,365
11.3	Other than full-time permanent	\$794	\$185	\$188
11.5	Other personnel compensation	\$2,030	\$2,206	\$2,496
11.8	Special personal services payments	\$40	\$0	\$0
11.9	Total personnel compensation	\$31,616	\$32,440	\$35,049
12.1	Civilian personnel benefits	\$9,843	\$10,381	\$11,494
21.0	Travel and transportation of persons	\$1,505	\$1,258	\$1,200
22.0	Transportation of things	\$0	\$0	\$0
23.1	Rental payments to GSA	\$3,744	\$3,911	\$3,895
23.2	Rental payments to others	\$0	\$0	\$0
23.3	Communications, utilities and miscellaneous charges	\$325	\$316	\$316
24.0	Printing and reproduction	\$15	\$16	\$16
25.1	Advisory and assistance services	\$2,899	\$2,023	\$2,544
25.2	Other services	\$8	\$8	\$8
25.3	Purchases of goods and services from government accounts	\$6,323	\$6,747	\$7,126
25.7	Operation and maintenance of equipment	\$614	\$755	\$760
26.0	Supplies and materials	\$176	\$200	\$200
31.0	Equipment	\$726	\$300	\$300
42.0	Insurance claims and indemnities	\$1	\$0	\$0
99.0	Subtotal	\$57,795	\$58,355	\$62,908
99.0	Reimbursable obligations	\$346	\$600	\$600
99.9	Total Obligations	\$58,141	\$58,955	\$63,508

Obligations by Object Classification²
The American Recovery and Reinvestment Act of 2009
(Dollars in Thousands)

		FY 2012 Actual	FY 2013 Estimates	FY 2014 Estimates
1.1	Full-time permanent	\$1,253	\$400	\$0
11.3	Other than full-time permanent	\$116	\$40	\$0
11.5	Other personnel compensation	\$37	\$6	\$0
11.8	Special personal services payments	\$0	\$0	\$0
11.9	Total personnel compensation	\$1,406	\$446	\$0
12.1	Civilian personnel benefits	\$371	\$100	\$0
21.0	Travel and transportation of persons	\$336	\$85	\$0
21.0	Motor pool	\$0	\$0	\$0
22.0	Transportation of things	\$0	\$0	\$0
23.1	Rental payments to GSA	\$0	\$0	\$0
23.2	Rental payments to others	\$0	\$0	\$0
23.3	Communications, utilities and miscellaneous charges	\$0	\$0	\$0
24.0	Printing and reproduction	\$0	\$0	\$0
25.1	Advisory and assistance services	\$24	\$91	\$0
25.2	Other services	\$0	\$0	\$0
25.3	Purchases of goods and services from government accounts	\$0	\$0	\$0
25.7	Operation and maintenance of equipment	\$6	\$0	\$0
26.0	Supplies and materials	\$3	\$11	\$0
31.0	Equipment	\$40	\$35	\$0
42.0	Insurance claims and indemnities	\$0	\$0	\$0
99.0	Subtotal	\$2,186	\$768	\$0
99.0	Reimbursable obligations	\$0	\$0	\$0
99.9	Total Obligations	\$2,186	\$768	\$0

² In accordance with Recovery Act provisions, no funds provided under this Act shall be used to pay for either space rent or working capital fund assessments.

Business Component Justifications

Our major operational components, the Office of Audits and Office of Investigations, share primary responsibility for overseeing GSA programs and operations. Additional oversight is provided by the Office of Forensic Auditing, Evaluation, and Analysis, which has matured to become a significant force multiplier in OIG's efforts to combat fraud, waste, and abuse. This Office's value was seen in the 2010 Western Regions Conference Management Deficiency Report, produced by a team of special agents, forensic auditors, and attorneys. Increasingly, coordinated and joint efforts by OIG offices are producing results that lead to program correction, savings, and successful prosecutions, some of which are noted below. While each component's own activities well justify its cost, we are finding that often the combined efforts of our professional staffs add an important dimension to OIG's arsenal against misconduct and inefficiency. The appropriations for the OIG reflect a prudent investment in oversight of GSA activities.

Office of Audits

Program Description

The Office of Audits is an organization dedicated to the oversight of taxpayer dollars used in the execution of GSA programs and operations. To that end, we balance our audit coverage between contract and internal audits to meet a number of needs and requirements:

- Comprehensive Program Audits which produce formal audit reports that provide GSA management with independent assessments and input on potential solutions to issues when appropriate.
- Information Technology and Systems Audits to identify risks and vulnerabilities in GSA's systems and fulfills the responsibilities described in the Federal Information Security management Act.
- Financial and Regulatory Requirements in accordance with the 1990 Chief Financial Officer's Act and the annual financial audit.
- Management Control Audits to test the controls built into program and systems to ensure they function as intended and provide reasonable safeguards over assets.
- Attestation Engagements to examine selected vendors' records and develop the financial information necessary for GSA contracting officers to negotiate favorable pricing arrangements on contract awards and administer existing contracts.

The goal of our audits is to support GSA's primary business lines - acquisition services and real property - while ensuring their integrity, economy, and efficiency. As we strive to monitor the Agency, we maintain a keen awareness of both the value and necessity of our audit products for the American taxpayer, elected representatives, OMB, Agency

management, and other key stakeholders.

To ensure the most effective and efficient use of resources, the Office of Audits solicits information from internal and external stakeholders, including Agency management and OMB, as part of our annual audit planning process. This information is then discussed at the OIG regional and headquarters levels, and an assessment of the most significant challenges and risks is made. These issues are subsequently targeted for review by our internal and contract audit staff. Results are provided to GSA officials, Congress and our other stakeholders through audit reports, memorandums, and the Semiannual Reports to Congress.

Three recent audit reports demonstrate the significant benefits of our internal audit work. First, in February 2012 we issued a report on the Federal Acquisition Service's (FAS) Industrial Funding Fee (IFF). We found that this fee is set at a level that consistently generates excess revenues. These revenues flow into FAS's reserve accounts, which grew to \$687.5 million as of September 2009 (with no funds returned to the Treasury since 2006, when \$92 million was returned). The reserves are used for purposes that while not expressly prohibited, diverge from the purpose of the fee communicated to customers. We recommended that, among other things, FAS should evaluate the current fee rate, make any necessary adjustments, and inform customer agencies that the IFF may be used to fund other initiatives.

Second, in March 2012 we reported that the Public Buildings Service (PBS) improperly awarded an \$8.3 million contract modification without establishing specific scope or pricing information. As a result, the obligation did not meet the specificity requirement established under the Recording Statute. Due to our finding, PBS took action to de-obligate the invalid obligation.

In addition to our internal audit workload, our contract auditors provide extensive oversight of billions of dollars in contracts awarded by the Agency for products, services and real property. For instance, between October 1, 2011 and September 30, 2012, our audits of GSA's Multiple Award Schedule program recommended over \$537 million in avoidances and recoveries in excess of \$15 million. During this period, construction contract audits resulted in savings and recoveries of more than \$20 million. Contract auditors also provide key assistance to the Department of Justice in settlements with vendors, such as the October 2011 settlement reached with Oracle for \$199.5 million. This settlement resulted from a qui tam complaint alleging that Oracle defrauded the government by intentionally failing to disclose discounts offered to commercial customers for its software products.

The audit work described above represents only a portion of our overall contribution to the effective oversight of GSA. What stands out from these examples, however, is that the Office of Audits is an integral component of the GSA OIG. Absent the work we perform, our stakeholders, including the American taxpayer, would lack an effective tool to monitor the public resources used by the Agency in executing its programs and

operations.

FY 2014 Budget Request

The FY 2014 Budget Request for the Office of Audits restores several unfunded personnel positions.

The American Recovery and Reinvestment Act of 2009

Additionally, the Office of Audits continues to perform oversight of GSA's spending of stimulus funds as mandated by the Recovery Act. This is expected to continue as a high priority for several years. The Recovery Act provided GSA with \$5.85 billion to renovate, repair, and improve the energy efficiency of Federal buildings, to construct land ports of entry, and to acquire fuel-efficient vehicles. The Recovery Act also provided funding to the GSA OIG for oversight activities through December 31, 2012. Although that funding expired, the OIG will continue oversight of Recovery Act activities with our regular funding.

Office of Investigations

Program Description

The Office of Investigations is comprised of special agents with full statutory law enforcement authority; they make arrests, execute search warrants, serve subpoenas, and carry weapons. Allegations investigated by OIG special agents include bribery, kickbacks, extortion, public corruption, false claims, credit card fraud, theft, diversion of excess government property, counterfeit products, product substitution, false statements, and a variety of other fraud related crimes.

Office of Investigations has developed and implemented an investigative action plan which contains the following elements:

- Investigations of alleged criminal violations and civil fraud by contractors, employees, and others relating to GSA acquisition programs;
- Criminal investigations relating to the integrity of GSA programs, operations, and personnel;
- The development and implementation of proactive investigations which address systemic investigative issues that cross GSA regional boundaries;
- Investigations of allegations into serious misconduct by high-ranking GSA officials.

During the preceding two-year period, the Office of Investigations has directed its investigative efforts toward the growing threat of fraud against and within the General Services Administration. The importance of OIG's investigations is exemplified by the Western Regions Conference investigation discussed previously and the success that has been achieved with the increased emphasis on complex fraud schemes, particularly

those that involve GSA contracting activities where OIG special agents have unique expertise.

First, an OIG Government Infrastructure Protection Initiative (GIPI) investigation in October 2011 led to the incarceration of a Vision Tech Components' employee for selling counterfeit integrated circuits from China and Hong Kong to the U.S. Navy. Another GIPI investigation led to the conviction and incarceration in May 2011 of Chun Yu Zhao, a Chinese national who obtained citizenship through fraudulent means, and Donald Cone, for misleading and selling government consumer's counterfeit networking equipment for deployment in government infrastructures. Seven bank accounts containing more than \$1.6 million and seven real properties with a combined value of nearly \$2.6 million also were forfeited. In a more routine fraud scheme uncovered by an OIG joint investigation, the former president of Red River Computer Company, Breck Taylor, was sentenced in December 2011 to imprisonment for fraud relating to dealings with the GSA Federal Supply Schedule program and competitively-bid, sole-sourced, and open-market transactions.

Second, GSA OIG investigations have resulted in convictions for fraud in government building operations. This year, a joint investigation in which GSA OIG significantly participated led to the conviction of James Abadie, the head of the New York office of the Bovis Lend-Lease Corporation, for federal conspiracy to commit mail and wire fraud violations. The conviction stemmed from his role in systemically overbilling government agencies for approximately \$19 million in labor that were never worked and bilking American taxpayers of funds. In conjunction with Abadie's plea, Bovis Lend-Lease Corporation agreed to pay \$56 million in fines to the government to defer prosecution of the corporation. In another fraud scheme, a former GSA Customer Service Manager, Eric Minor, was sentenced in December 2011 to incarceration in connection with accepting cash bribes in return for maintenance at GSA facilities. In all, that investigation netted 11 individuals who were convicted.

Third, OIG investigations reveal unexpected schemes to defraud the government and the public. By example, in an OIG federal-state joint investigation, earlier this year Jerry Weaver joined three others in being sentenced for conspiring to file fraudulent paperwork for damaged vehicles and GSA Fleet and vehicles had been sold for salvage in order to obtain clean Texas vehicle titles so the vehicles could be sold to an unsuspecting public. In another uncommon OIG investigation, convictions also were obtained in investigations that targeted payphone fraud scams that victimized GSA and other agencies.

The impact of such investigations has resonated throughout the agency, as well as all of government, and served to drive significant improvements in the way agencies spend the public's money. The impact has been a greater demand for agent resources that comes with an increased public awareness of the OIG's efforts to reduce waste, fraud and abuse and reports of allegations of criminal and administrative misconduct to the Office of Investigations' Hotline.

At the same time the Office of Investigations must continue its efforts in other core programs. In 2008, OIG refocused efforts to more effectively address its civil enforcement and recovery efforts stemming from the growing number of mandatory self-disclosures and legal filings related to Federal Acquisition Regulation (FAR) violations, Trade Agreement Act violation and qui tam filings. Investigative focus also was redirected to address a growing number of threats to the integrity of the General Services Administration. The investigations of the Office of Investigations additionally are important for GSA to undertake employee actions needed to preserve the integrity of the agency.

The above examples illustrate the important work of the Office of Investigations, and the variety and complexity of the schemes that must be investigated to address fraud, waste, and abuse in GSA's multi-billion dollar activities. Without the work our special agents perform in all these areas, the integrity of GSA programs, operations, and staff would be undermined, to the detriment of the agency, the federal agencies who invest their taxpayer dollars in GSA's building and acquisition services, and the public interest in good governance and justice.

FY 2014 Budget Request

The FY 2014 Budget Request for Investigations restores several unfunded personnel positions..

The American Recovery and Reinvestment Act of 2009

This office will continue to investigate, through proactive and reactive measures, allegations of fraud relating to the ARRA. This is expected to remain a high priority for several years.

Office of Forensic Auditing, Evaluation and Analysis

Program Description

The Office of Forensic Auditing, Evaluation & Analysis uses cutting edge technology and a unique blend of staffing that leverages coordinated efforts across OIG components resulting in both agency-wide and government-wide impact. Examples include:

- 2010 WRC investigation leveraged both forensic auditing and investigative resources that resulted in massive changes to GSA's management structure and culture, and was the impetus for government-wide change to ensure the transparency of Federal dollars spent on conferences and training.
- Success of cross-component WRC investigation has led to numerous follow-on joint initiatives by our special agents and forensic auditors.
- Forensic auditing data mining efforts, initiated as a result of a successful investigation and prosecution of a vendor selling counterfeit CISCO parts, led to the discovery of a potential counterfeit part in the GSA supply chain sold to the Department of the Air Force.
- Operational assessments have led to changes in physical security of OIG space.
- Data mining support to State Department OIG for ongoing investigation.

Engaging in projects that have direct OIG, GSA, and Federal Government impact, this office utilizes proactive and innovative methodologies that bolster traditional audit and investigative practices and procedures, producing significant accomplishments.

A fully funded Office of Forensic Auditing, Evaluation & Analysis is an OIG force multiplier with the ability to focus on potentially fraudulent, improper, wasteful and/or abusive activities related to GSA operations, while fostering cooperative and professional working relationships, both internally and within the OIG community nationwide. In addition, this office plans, directs, and coordinates the OIG internal evaluation and analysis program which provides quality assurance for the organization. As part of the program, reviews of OIG Central Office functions and the OIG audit and investigative field offices are conducted to impartially assess: 1) administrative, managerial, and organizational culture in support of the OIG mission; 2) compliance with quality standards adopted by the Federal IGs, as well as OIG policies and procedures; and 3) efficiency and effectiveness in meeting mission responsibilities. Evaluation and Analysis reports its findings to the IG. In addition, this office formulates, directs, and coordinates the OIG's Federal Managers' Financial Integrity Act program.

FY 2014 Budget Request

The FY 2014 Budget Request for Forensic Auditing, Evaluation & Analysis restores several funded personnel positions.

Executive Direction and Business Support Offices

Program Descriptions

Office of the Inspector General: The Inspector General (IG), Deputy Inspector General, and their support staff supervise, coordinate, and provide policy and programmatic direction for all activities within the OIG, including audit and investigation activities, Congressional affairs, and media relations. The IG recommends policies for and coordinates activities to promote economy and efficiency in the administration of and the prevention and detection of fraud and abuse in the programs and operations of GSA. The IG co-chairs the Public and Private Sector Outreach Committee and chairs the Legislation Committee of the Financial Fraud Enforcement Task Force's Recovery Act, Procurement, and Grant Fraud Working Group. The goal of these collaborative efforts is to prevent, detect, and prosecute financial fraud.

Office of Counsel: This office: 1) provides legal advice and assistance to all OIG components nationwide; 2) represents the interests of the OIG in connection with audits and investigations and in litigation arising out of or affecting OIG operations; and 3) advises on statutes and regulations and assists with legislative concerns. Counsel represents the OIG in personnel matters before administrative tribunals and provides support to U.S. Attorneys' Offices and the Department of Justice in False Claims Act and other litigation. The Office of Counsel also is responsible for the OIG's ethics and disclosure programs.

Office of Administration: This office consists of a multidisciplinary staff that provides budgetary, human resources, IT, facilities, space, and other administrative support and services to all OIG offices. The Office of Administration is responsible for providing the technical, financial, and administrative infrastructure to the OIG.

FY 2014 Budget Request

The Office of Inspector General requests funds to relocate and build out new space in Kansas City, MO. GSA has made the decision to close the Bannister Complex and relocate all tenants to leased space in Kansas City. In order to allow GSA time to complete the procurement process, the current occupancy agreement will be extended with an anticipated move in date in the fall of 2014 (FY 2015). The location with the best value will be selected, taking into consideration many factors including, the cost to build out, moving and IT costs.

Anticipated costs for this relocation are \$520 thousand.

The Office of Inspector General requests funds to relocate and build out new space in Philadelphia, PA. The current lease expired December 15, 2012 with no lease options available. Under the Competition in Contracting Act (CICA) GSA must compete all leasing actions. In order to allow GSA time to complete the procurement process the

current lease will be extended with an anticipated move-in date in the spring of 2014. The location with the best value will be selected, taking into consideration many factors including cost to build out, moving and IT costs.

Anticipated costs for this relocation are \$260 thousand.

If the OIG were not provided additional funds for relocation we would be unable to fill six potential vacancies.

THE FY 2014 PERFORMANCE PLAN

GSA, as the Federal Government's acquisition agency, leverages approximately \$66 billion in annual spending for products, services and facilities. One of its activities, the Multiple Award Schedule (MAS) program, accounts for more than half (\$39 billion) of the annual spending figure by putting in place government-wide contracts to be used by agencies that acquire goods and services.

The Office of Inspector General (OIG) ensures the effectiveness and integrity of GSA's business through audit and investigative oversight. In fiscal year 2012, we issued a management deficiency report concerning GSA's 2010 Western Regions Conference, which became the subject of numerous congressional hearings and the impetus for significant changes in GSA. In fiscal year 2012, we issued internal audit reports and attestation engagements that identified over \$663 million in avoidances and recoveries. Additional efforts have resulted in over \$298 million in savings from civil and criminal judicial resolutions and more than \$547 million in management decisions agreeing with audit recommendations largely in conjunction with the MAS program.

We will continue to focus our efforts in areas intended to enhance the management and overall performance of GSA and we will align our activities so that they directly support the strategic goals and business objectives of GSA. We will allocate a substantial portion of our audit and investigation resources to address GSA's management challenges and vulnerabilities.

Strategic Goal No. 1: *Promote the economy, efficiency, and effectiveness of GSA programs and operations, and ensure optimum value for the taxpayer.*

Discussion

GSA is a 12,000 person agency that manages Federal buildings, major supply and procurement programs, a fleet of 190,000 vehicles worldwide, telecommunications systems, and child-care facilities. It also provides policy leadership in areas such as acquisition, travel, real property, and other administrative services for the entire Federal sector.

GSA realizes that changes in today's environment require it to be flexible in its business approaches and innovative in developing integrated solutions to longstanding and new challenges. Its current goals and initiatives, continuing government reform, high-risk areas defined by GAO, and management challenges identified by our office remain areas that must be addressed. These areas include consolidation of central office personnel to 1800 F Street NW, acquisition programs, GSA's organizational structure, sustainable environmental stewardship (green initiatives), protection of Federal facilities, personnel, and information, the Recovery Act, financial reporting, and information technology.

Our audits and investigations assist GSA in its dual roles of policy leadership and provider of space, products, and services to the Federal workforce, while also supporting GSA's commitment to effective and efficient operations. We will devote our resources to areas where focused management attention can bring about greater efficiencies for both GSA and the taxpayers. We will continue to evaluate and bring to GSA's attention serious vulnerabilities and management challenges while making constructive recommendations. Lastly, we will work with GSA leadership on key initiatives to promote more effective government operations. By focusing on these core areas, we will strive to cut waste, reform contracting, and promote accountability and innovation.

Anticipated Results

We will perform annual risk assessments of GSA operations to identify the most significant management challenges, high-risk areas, and opportunities for improvement in programs, operations, and related activities. We will target the most significant issues facing GSA by planning and conducting audits and investigations in those areas. In addition, we will continue to provide oversight related to Recovery Act activities and to work with GSA management on key initiatives. Finally, we will leverage our expertise by providing comments on legislative and policy initiatives before they become program requirements.

Performance Goal: This measure reflects OIG management’s decision to allocate audit resources to major programmatic, internal control, compliance/regulatory, systems, and other efforts which are aimed at helping GSA management achieve more positive outcomes in their operations. While some of these types of audits require significant resources, and their immediate impact is not always quantifiable, their long-term benefits offer the potential for significant improvements in GSA performance and increased benefits to customers and taxpayers. Results from these efforts are based on actual reports issued and the resulting recommended avoidances, recoveries, and resolved management decisions.

Performance Measure	Performance Indicators		
	FY 2012 Actual	FY 2013 Target	FY 2014 Target
Total reports/products	123	125	120
Internal audit reports*	33	20	15
Assessment products*	24	15	15
Attestation Engagements	66	90	90
Value of results			
Avoidances & recoveries	\$663M	\$466M	\$460M
Management decisions	\$547M	\$410M	\$405M

* Due to the need for real time oversight required by the American Recovery and Reinvestment Act of 2009, we issued memorandums in addition to audit reports.

Note: FY 2014 Targets are subject to revision.

Performance Goal: The OIG will direct its resources to help GSA achieve its strategic goals and address management challenges. In identifying key program issues, the OIG will consider its past work, the President’s Management Agenda initiatives, GSA’s Strategic Plan, and areas of vulnerability identified by the OIG, GSA management, or GAO. The following issues represent the key management challenges and vulnerabilities that the OIG currently believes merit attention—consolidation of central office personnel to 1800 F Street NW, acquisition programs, GSA’s organizational structure, sustainable environmental stewardship (green initiatives), protection of Federal facilities, personnel, and information, the Recovery Act, financial reporting, and information technology.

The following table reflects the proportion of certain OIG products that have an identifiable positive impact on improving Agency performance. The OIG measures the positive impact of internal audits based on input we receive from GSA managers through customer surveys. For attestation engagements, the OIG measures the positive impact based on savings resulting from these engagements.

Performance Measure	Performance Indicators		
	FY 2012 Actual	FY 2013 Target	FY 2014 Target
Percentage of programmatic audits and attestation engagements with a positive impact	60%	74%	74%

Strategic Goal No. 2: Protect the integrity of GSA programs and operations.

Discussion

One of the OIG's fundamental responsibilities is combating and preventing waste and criminal and civil wrongdoing in GSA programs and operations. We are committed to using resources to ensure the integrity of GSA operations and programs by focusing on areas that have vulnerabilities and control deficiencies.

The OIG works as a team in developing new approaches to protect the integrity of Agency programs, both from external fraud and internal corruption. Both audits and investigations are used to pursue legal remedies against contractors who violate Federal laws, regulations, and/or contract terms. Our organization works closely with the Department of Justice in False Claims Act and other cases. Further, our forensic audits and evaluations group has become a key player in identifying and mitigating fraud. We also developed and implemented a process to facilitate federal contractor self-reporting required by FAR 9.406-2, 9.407-2 and 52.203-13 where contractors have credible evidence of a violation of the federal civil False Claims Act or a criminal violation under title 18 of the United States Code involving fraud, bribery, conflicts of interest or gratuities. We also review GSA programs and operations for internal corruption, such as bribery.

Anticipated Results

During FY 2014, our Office of Audits, Office of Investigations and Office of Forensic Auditing, Evaluation, and Analysis will concentrate OIG resources on achieving meaningful performance improvement in GSA by focusing on GSA's top priorities, as well as cutting waste and promoting accountability and innovation. We will direct our efforts to protect the integrity of GSA operations by identifying and assessing vulnerabilities associated with its rapidly changing environment. The OIG intends to take a risk-based approach and focus its expertise in areas that have vulnerabilities and control deficiencies. We will perform various types of audits to ensure programs operate within legal and regulatory limits. In addition, we will seek to detect systemic vulnerabilities with the assistance of the forensic audit group to help us focus our investigation resources. Our efforts will be directed towards preventing waste and wrongdoing in GSA, increasing the awareness of GSA managers regarding the prevention of fraud and waste, improving the detection of and the response to corruption, and increasing the public trust in GSA's programs and operations.

Performance Goal: The OIG intends to focus its resources and expertise on areas that are susceptible to waste, fraud, and wrongdoing. It intends to prevent waste and wrongdoing within GSA by increasing awareness of the potential for wrongdoing, identify and mitigate program and operational vulnerabilities and control deficiencies, and pursue potential wrongdoing to the fullest extent of our ability. These areas include acquisition programs, GSA’s organizational structure, the protection of Federal facilities, personnel, and information, and the Recovery Act.

The percentages shown for each outcome reflect the proportion of OIG products that have an identifiable positive impact on protecting the integrity of the Agency’s programs and operations. The OIG measures the positive impact of internal audits based on input we receive from GSA managers through our customer surveys. For attestation engagements, we measure the positive impact based on the actual savings resulting from these engagements. Performance measures under this goal are reflected in the next three charts.

Performance Measure	Performance Indicators		
	FY 2012 Actual	FY 2013 Target	FY 2014 Target
Impacted program integrity in the following areas:			
Compliance/Regulatory and attestation engagements, and accountability issues	88%	73%	74%

The following table reflects the planned allocation of the Office of Audits' resources between attestation engagement issues, as well as internal audits of GSA programs and operations. (OIG Strategic Goals #1 and #2)

Type of Audit	Workload Indicators					
	FY 2012 Actual		FY 2013 Target		FY 2014 Target	
	%	Dollars	%	Dollars	%	Dollars
Attestation Engagements:						
Appropriated	56%	\$10.6M	55%	\$10.3M	55%	\$10.4M
Internal Audits:						
Appropriated	35%	\$6.6M	42%	\$8.2M	45%	\$8.5M
Recovery Act Audits:						
Appropriated	9%	\$1.8M	3%	\$0.5M	0%	\$ --
Total	100%	\$19M	100%	\$19M	100%	\$18.9M

The following table reflects the Office of Audits' plan to focus internal audit resources on reviews that assist GSA in achieving its program and operational goals. (OIG Strategic Goals #1 and #2)

Internal Audit Types	Workload Indicators					
	FY 2012 Actual		FY 2013 Target		FY 2014 Target	
	%	Dollars	%	Dollars	%	Dollars
Performance:						
Programmatic*	79%	\$6.7M	77%	\$6.7M	77%	\$6.5M
Internal Control	0%	\$0.0M	2%	\$0.2M	2%	\$0.2M
Compliance/Regulatory	15%	\$1.2M	15%	\$1.3M	15%	\$1.3M
System	2%	\$0.2M	2%	\$0.2M	2%	\$0.2M
Financial	4%	\$0.3M	4%	\$0.3M	4%	\$0.3M
Total	100%	\$8.4M	100%	\$8.7M	100%	\$8.5M

**Includes American Recovery and Reinvestment Act of 2009 Memorandums.*

OIG Strategic Goal No. 3: *Develop new and better ways of conducting business to enhance organizational performance and provide a healthy environment for the workforce.*

Discussion

We will improve and integrate administrative activities and processes to support the OIG's strategic planning and business goals. Our efforts will emphasize both technology and people in conducting our business to promote more efficient services and a healthier environment. Timely, cost effective, and quality products and services are critical in today's fast paced and changing environment. Our work products must be responsive to GSA and customer needs. Continued improvements in timeliness and operating efficiency will be achieved by reassessing existing business processes, employing technology to the extent possible, and improving management coordination efforts. Management improvements already have been implemented and that process continues to ensure that quality services are delivered to our workforce through collaborative planning and sound fiscal management. To assist in achieving these results, the OIG's Office of Administration was placed under executive leadership in FY 2011.

Anticipated Results

We expect greater workforce and technology planning through improved financial management practices. Efforts will continue to enhance the working environment of Regional and Central Office locations. A priority has been set on providing helpful information to our workforce in a timely manner to ensure they are aware of the various benefits and resources available to them as OIG employees.

Performance Goal: This performance measure reflects how customers perceive available products and services. The Office of Audits uses customer surveys to gauge the level of customer satisfaction. The areas that are covered by the surveys are: meeting customer needs, clarity of information provided, relevancy, timeliness, and added value. Activity is evaluated against a “standard” that reflects “expected average performance.”

Performance Measure	Performance Indicators			
	Standard	FY 2012 Actual	FY 2013 Target	FY 2014 Target
Effectiveness- Customer Surveys	Scale: 1-5 (5 high)			
Audit and attestation engagement reports	4.0 ³	80%	90%	90%

³ Each customer survey has an average score of 4.0 or higher on a scale from 1 to 5, where 1 indicates the individual strongly disagrees and 5 indicates that the individual strongly agrees.

Performance Goal: This performance measure demonstrates the timeliness and effectiveness of products and services. OIG products and services are evaluated against a standard that reflects “expected average performance.” For example, if a performance standard for completion of a particular type of work product is 30 days, it means that the product will be completed in 30 days or less. If the target is 65 percent, that means that 65 percent of the OIG products will meet the standard.

The Office of Audits establishes two unique targets for attestation engagements and internal audits—one measures the direct work hours (cost effectiveness) and the other measures the days (timeliness) it takes to complete a work product. The performance standards listed below reflect the percentage of time that the office performs attestation engagements or internal audits from beginning to end within the established standards, absent a need to address emergent or higher priorities that impact our resource allocation planning.

Performance Measure	Performance Indicators			
	Standard ⁴	FY 2012 Actual	FY 2013 Target	FY 2014 Target
<u>Audits and Attestation Engagements:</u>				
Cost effectiveness	Direct hours to perform audits and attestation engagements based on a unique performance standard for each type.			
Attestation Engagements	Example hours: Preawards – 1100 hours	68%	67%	68%
Internal	Programmatic – 2500 hours Compliance/Regulatory – 900 hours	58%	70%	72%
Timeliness	Days to perform audits and attestation engagements based on a unique performance standard for each type.			

⁴ We perform both attestation engagements and internal audits. We have identified different performance standards in terms of days and hours for each type. The performance and target goals represent the composite result, in terms of percentage of time, that the office meets various product standards measured in direct hours and days estimated to accomplish work products.

*U.S. General Services Administration
Office of Inspector General*

Attestation Engagements	<u>Example days:</u> Preawards – 110 days	44%	62%	62%
Internal	Programmatic – 250 days Compliance/Regulatory – 180 days	42%	70%	72%

The Office of Investigations established a set of standards that govern investigative activities.				
Performance Measure	Performance Indicators			
	Standard	FY 2012 Actual	FY 2013 Target	FY 2014 Target
Fraud/ Other Crime ⁵	Ensure investigative resources are focused on quality cases, ensure that criminal cases referred to prosecuting authorities are appropriately substantiated to support judicial action.	91%	60%	60%
Investigative Recoveries	Ensure effectiveness of investigative activities ensure monetary results are achieved from investigative cases in the form of civil settlements, criminal case fines, and restitution and other monetary recoveries.	\$297.2 Million	\$40 Million	\$40 Million
Priority I Investigative Cases	Assure investigative cases are addressing issues significant in nature which have impact of agency operations, ensure that the investigative workload involves priority one investigative cases.	72%	70%	70%
Integrity Awareness Briefings	Ensure agency officials are aware of criminal trends and program issues vulnerable to fraud, Office of Investigations will conduct fraud integrity awareness briefings for agency personnel.	59 Integrity Awareness Briefings	40 Integrity Awareness Briefings	40 Integrity Awareness Briefings

⁵ Following a review of the Fraud/Other Crime performance measure, how performance is measured was changed to provide a better gauge of success, with the result that the percentage for FY 2012 represents a composite result.

Judicial Actions	Assure effectiveness of investigative activities, ensure results are achieved from investigative cases in the form of judicial actions; that being the filing of criminal or civil cases, interventions in qui tam actions, and verdicts, settlements, and pleas in criminal and civil actions.	149 judicial actions	130 judicial actions	130 judicial actions
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Note: Investigation descriptions:

Priority I – Involves allegations concerning GSA programs, operations, and/or personnel that have one or more of the following characteristics:

- *Criminal or civil violation with a loss to the government of \$250,000 or more;*
- *GSA contractor integrity issue (suspension/debarment) involving potential or actual contracts with a value of \$250,000 or more;*
- *Significant health or safety issue;*
- *Corruption of GSA official/employee; and/or*
- *Serious integrity issue involving GS-15 or above.*

Priority II – Involves allegations concerning GSA programs, operations, and/or personnel that have one or more of the following characteristics:

- *Criminal or civil violation with a loss to the government of less than \$250,000;*
- *GSA contractor integrity issue (suspension/debarment) involving potential or actual contracts with a value of less than \$250,000; and/or*
- *Serious integrity issue involving GS-14 or below.*

The Office of Administration and Office of Counsel to the IG developed the following performance standards in specific targeted areas.

Performance Measure	Performance Indicators			
	Standard	FY 2012 Actual	FY 2013 Target	FY 2014 Target
FOIA/PA Requests	Meets statutory timeframes for FOIA/PA requests sent directly to the OIG.	96%	85%	85%
System Availability	Systems are available to all OIG users 97 percent of the time.	99%	97%	97%
Provide Information Resources	Requests to review hardware/software applications are responded to within 5 days.	100%	95%	95%
Budget & Management Reports	Reports are completed within required timeframes within 5 days of a reporting period.	100%	99%	99%

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U.S. General Services Administration

ELECTRONIC GOVERNMENT FUND

Fiscal Year 2014 Budget Request

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Appropriations Language

For necessary expenses in support of interagency projects that enable the Federal Government to expand its ability to conduct activities electronically, through the development and implementation of innovative uses of the Internet and other electronic methods, [\$16,665,000] **\$20,150,000**, to remain available until expended: *Provided*, That these funds may be transferred to Federal agencies to carry out the purpose of the Fund: *Provided further*, That this transfer authority shall be in addition to any other transfer authority provided in this Act: *Provided further*, That such transfers may not be made until 10 days after a proposed spending plan and explanation for each project to be undertaken has been submitted to the Committees on Appropriations of the House of Representatives and the Senate.

Program Description

This appropriation, authorized by the E-Government Act of 2002, provides for inter-agency electronic government, or E-Gov, initiatives and projects, which use the Internet or other electronic methods to provide individuals, businesses, and other government agencies with simpler and timelier access to Federal information, benefits, services, and business opportunities. The appropriation also furthers the implementation of the Federal Financial Accountability and Transparency Act (FFATA), the Government Performance and Results and Modernization Act of 2010 (GPRA/MA) and Government Paperwork Elimination Act (GPEA) of 1998, which calls upon agencies to provide the public with optional use and acceptance of electronic information, services, and signatures, when practicable. The E-Gov program is designed to establish an efficient set of service providers for civilian agencies to access key strategic information technology (IT) services, developing pilots and ultimately supporting the implementation of developed projects.

The Office of Management and Budget's (OMB) Office of E-Government and Information Technology, headed by the Federal Government's Chief Information Officer, provides vision and policy direction on E-Gov projects and investments to make it easier for citizens and businesses

to interact with the Federal Government, save taxpayer dollars, and streamline citizen participation. GSA, through its Office of Citizen Services and Innovative Technologies (OCSIT), as a Managing Partner in E-Gov initiatives, coordinates mutually agreed upon funding models and project plans with GSA partners. OCSIT then informs OMB of the budgetary requirements and agency milestones required to implement the plan. OMB and OCSIT work together on E-Gov executive priorities. New OCSIT FY 2014 investments will be compliant with the goals of the White House Digital Government Strategy:

- Access high-quality, digital government information and services anywhere, anytime, on any device;
- Procure and manage devices, applications, and data in smart, secure and affordable ways; and
- Spur innovation across our Nation and improve the quality of services for the American people.

Explanation of Changes

(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Annualized C.R.	FY 2014 Request
	\$ 12,400	\$ 12,476	\$ 20,150
			<u>Budget Authority</u>
FY 2013 Annualized Continuing Resolution.....			\$12,476
FY 2014 Request.....			<u>20,150</u>
Net Change.....			7,674

Summary of the Request

The FY 2014 budget requests a total of **\$20,150 thousand** for interagency Electronic Government, or E-Gov, projects, pilots and initiatives, an increase of \$7,674 thousand from the FY 2013 annualized Continuing Resolution level.

The E-Gov program oversees efforts to support the adoption of emerging technologies, and transparent, accessible Government, through projects that drive innovation, performance, and accountability throughout the Federal Government. As part of the Digital Government Strategy, projects include government-wide collaboration platforms and tools; key government services and information delivered to mobile devices; innovative technology platforms that enable citizens to easily and more cost-effectively obtain information and services from the government than through other channels; and Data.gov, the central data repository providing access to high value public data. E-Gov projects substantially increase transparency and accountability for performance through critical systems, such as Performance.gov, which has significantly improved visibility into Federal agency operations, and USAspending.gov and FFATA Sub-award Reporting System (FSRS) for grants, both of which are mandated by the Federal Funding Accountability and Transparency Act (FFATA).

Projects that are ready may transition to funding from other sources, such as inclusion in agency budgets or a fee-for-service funding model. For example, the IT Dashboard transitioned in FY 2012 to Office of Management and Budget (OMB) funding in the Integrated, Efficient, and Effective Uses of Information Technology Fund (IEEUIT).

The FY 2014 budget requests funding for E-Gov project areas that will continue to drive innovation, performance, and accountability throughout the Federal Government through the use of information technology, increase transparency of Federal operations, and enhance citizen participation in their government. These investments enable agencies across the government to be more productive, deliver better results through adoption of innovative technologies, or break down barriers or challenges that would be difficult for a single agency to tackle. It is also more efficient for the Government to build one IT capability to address functionality than to have each agency build and manage separate capabilities – thus reducing redundancy.

Program and project details are provided below, organized by the investment areas.

1. *Cloud Computing*: Identifies technologies, practices, and procurement opportunities to enable secure, easy to use, on-demand, Federal cloud computing services that are efficient, cost-effective, and sustainable. The Cloud program includes projects that facilitate government-wide adoption of cloud solutions and others that offer cost savings to Federal agencies while promoting innovation, transparency, open government, and citizen engagement.

The Cloud program also developed and is implementing FedRAMP, a centralized, government-wide cloud security assessment, authorization and risk monitoring program to enable secure adoption and use of cloud computing. FedRAMP reached Initial Operating Capability (IOC) in June, 2012. Established by OMB memorandum on December 8, 2011, FedRAMP supports OMB initiatives such as the 25 Point Implementation Plan to Reform Federal Information Technology Management, which established the Cloud First policy. FedRAMP enables the government-wide leverage essential to accelerate the adoption of secure cloud computing and will provide overall cost savings and operational efficiencies.

2. *Federal Funding Accountability and Transparency Act (FFATA))for grants*: The FFATA Subaward Reporting System is the reporting tool that Federal prime awardees (i.e. prime contractors and prime grants recipients) use to capture and report subaward and executive compensation data regarding their first-tier subawards to meet the FFATA reporting requirements. Prime contract awardees will report against sub-contracts awarded and prime grant awardees will report against sub-grants awarded. The subaward information entered in FSRS will then be displayed on www.USASpending.gov associated with the prime award, providing agencies and the public with online access to details and progress of Federal IT investments, furthering Federal spending transparency. GSA and OMB are considering the best placement of USASpending for a long-term operational home.
3. *Open Government and Transparency*: Maintains and improves Data.gov, providing citizens, businesses, state and local governments, and the media access to over 445,000 datasets from 180 agencies and sub-agencies. Using the data provided, the public has developed 236 applications. Data.gov is the centerpiece of the global open democracy partnership, as described in the Administration's Open Government U.S. National Action Plan (September 2011), and has been emulated by over 30 countries, along with many state and local

governments, seeking to increase transparency and accountability, while fostering innovation.

Descriptions of the Federal datasets, information on how to access the datasets, contact mechanisms, metadata information, and links to publicly accessible applications that leverage the datasets all enable valuable use of government data and drive development of innovative products and services. End users are provided with opportunities to provide information feedback and ratings. The Digital Analytics Program and Toolkit will provide federal agencies with best practices, guidance, training and a no-cost automated tool to measure effectiveness and customer satisfaction of government websites. This solution will enable effective, consistent government-wide measurement and analysis of Federal website effectiveness in FY 2014 and drive improvement in public-facing websites. MyUSA will develop a prototype virtual environment that will enable citizens to much more easily and effectively access information and services across government, transforming the way they interact with government.

4. *Performance Dashboards*: Performance dashboards enable the public, Congress, Federal executives, executive branch leadership, and others to monitor progress being made by the Government in cutting waste, streamlining government, and improving performance. Specifically, Performance.gov provides agency performance information related to eight key areas of focus including acquisition, financial management, human resources, technology, performance improvement, open government, customer service and sustainability. Additionally, in accordance with the GPRA Modernization Act, tracking is included for agency strategic goals, objectives, and priorities. The additional effort is to provide more access and granularity of information and frequency of reporting. The site will be expanded with additional performance information and will allow agencies to provide updates to performance indicators on the dashboard on a regular basis.
5. *National Priority Items*: Provides resources and expertise to consider the root causes of problems and visibility to identify solutions to those problems. This focuses on key issue areas from inside the Federal Government and will strengthen existing policies, processes, and procedures where appropriate, and also funds Innovations in Technologies projects.

Program Financing

The Electronic Government Fund is financed through appropriations to maintain a centralized, Federal agency development environment supporting the use of the Internet or other electronic methods to provide individuals, businesses, other government agencies, and the media with simpler and timelier access to Federal information, benefits, services, and business opportunities. The Office of Citizen Services and Innovative Technologies (OCSIT) coordinates with the Office of Management and Budget to manage Electronic Government Fund activities. E-Gov funds are spread across multiple, complicated projects which are intended to create and incubate, but not maintain, an information technology capability.

Amounts Available for Obligation

(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Annualized C.R.	FY 2014 Request
Unobligated balance, start of year.....	\$ 1,662	\$ 4,860	\$ 0
Recovery of prior-year obligations.....	17	0	0
Discretionary authority:			
Annual appropriation	12,400	12,476	20,150
Unobligated balance, end of year.....	-4,860	0	0
Total obligations	9,219	17,336	20,150
<i>Net Outlays</i>	<i>7,567</i>	<i>15,330</i>	<i>19,632</i>

Obligations by Object Classification

(Dollars in Thousands)

U.S. General Services Administration
Electronic Government

	FY 2012 Actual	FY 2013 Annualized C.R.	FY 2014 Request
24.0 Printing and reproduction.....	\$ 1	\$ 0	\$ 0
25.1 Advisory and assistance services.....	8,658	13,318	19,000
25.2 Other services.....	3	0	0
25.3 Other goods & services from Federal sources	<u>557</u>	<u>4,018</u>	<u>1,150</u>
99.0 Total obligations.....	9,219	17,336	20,150

U.S. General Services Administration
ALLOWANCES AND OFFICE STAFF FOR FORMER PRESIDENTS
Fiscal Year 2014 Budget Request

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Appropriations Language

For carrying out the provisions of the Act of August 25, 1958 (3 U.S.C. 102 note), and Public Law 95-138, **\$3,550,000**.

Program Description

This appropriation provides pensions, office staffs, and related expenses for former Presidents Jimmy Carter, George H.W. Bush, William Clinton, and George W. Bush, and for postal franking privileges for the widow of former President Ronald Reagan.

*U.S. General Services Administration
Allowances and Office Staff for the Former Presidents*

Explanation of Changes

(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Annualized C.R.	FY 2014 Request
	\$3,671	\$3,693	\$3,550

Maintaining Current Levels:

FY 2014 Increase in Pensions (1%), Effective January 2014		\$12
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Program Reductions:

Decreased personnel compensation and benefit costs for former Presidents Carter and GW Bush		-114
Decreased travel costs for former Presidents Carter, Clinton, and GW Bush		-25
Decreased rental payments to GSA for former President Clinton		-17
Decreased communications, utilities and miscellaneous costs for former Presidents Carter, Clinton, and GW Bush		-28
Decreased other services costs for former Presidents GHW Bush, Clinton, and GW Bush		-97
Decreased supply costs for former President Carter		-2
Decreased equipment costs for former Presidents Carter, GHW Bush, and Clinton		-26
Subtotal, Program Reductions.....		-\$309

Program Increases:

Increased personnel benefits for former Presidents GHW Bush, and		11
Increased travel costs for former President GHW Bush		6
Increased rental payments to GSA for former Presidents Carter, GHW Bush, and GW Bush		45
Increased communications, utilities and miscellaneous costs for former President GHW Bush		35
Increased other services costs for former Presidents GHW Bush, Clinton, and GW Bush		52
Increased supply costs for former President Clinton		5
Subtotal, Program Increases.....		\$154

Total Adjustments		-\$143
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Summary of the Request

The FY 2014 proposed budget provides a total of **\$3,550 thousand** for the annual pensions of the former Presidents and compensation of their office staffs and related expenses.

- Net decrease of **\$143 thousand** as follows:
 - **\$12 thousand** for increased pension costs for all former Presidents.
 - **-\$112 thousand** for decreased personnel compensation costs for former Presidents Carter and GW Bush.
 - **\$9 thousand** for increased personnel benefit costs which includes an \$11 thousand increase for former Presidents GHW Bush and Clinton, offset by a \$2 thousand decrease for former President Carter.
 - **-\$19 thousand** for decreased travel costs which includes a \$6 thousand increase for former President GHW Bush, offset by a \$25 thousand decrease for former Presidents Carter, Clinton, and GW Bush.
 - **\$28 thousand** for increased rental payments to GSA which includes a \$45 thousand increase for former Presidents Carter, GHW Bush, and GW Bush, offset by a \$17 thousand decrease for former President Clinton.
 - **\$7 thousand** for increased communications, utilities and miscellaneous costs which includes a \$35 thousand increase for former President GHW Bush, offset by a \$28 thousand decrease for former Presidents Clinton, Carter, and GW Bush, as well as the widow for Former President Ford.
 - **-\$45 thousand** for decreased other services costs which includes a \$52 thousand increase for former President Carter, offset by a \$97 thousand decrease for former Presidents GHW Bush, Clinton, and GW Bush.

*U.S. General Services Administration
Allowances and Office Staff for the Former Presidents*

- **\$3 thousand** for increased supplies and materials costs that includes a \$5 thousand increase for former President Clinton, offset by a \$2 thousand decrease for former President Carter.

- **-\$26 thousand** for decreased equipment costs for former Presidents Carter, GHW Bush, and Clinton.

- Program increases and decreases by former President:
 - **For former President George W. Bush, -\$38 thousand:** The FY 2014 proposed budget provides decreases of -\$16 thousand for personnel compensation to reduce annual personnel compensation to \$96 thousand, -\$18 thousand for travel, -\$10 thousand for communications, utilities, and miscellaneous charges, -\$26 thousand for other services; and increases of \$3 thousand for pension and \$29 thousand for rental payments to GSA.
 - **For former President Clinton, -\$33 thousand:** The FY 2014 proposed budget provides decreases of -\$5 thousand for travel, -\$17 thousand for rental payments to GSA, -\$6 thousand for communications, utilities, and miscellaneous charges, -\$13 thousand for other services, and -\$10 thousand for equipment; and increases of \$3 thousand for pensions, \$10 thousand for personnel benefits, and \$5 thousand for supplies and materials.
 - **For former President George H.W. Bush, -\$14 thousand:** The FY 2014 proposed budget provides decreases of -\$58 thousand for other services, and -\$13 for equipment; and increases of \$3 thousand for pension, \$1 thousand for personnel benefits, \$6 thousand for travel, \$12 thousand for rental payments to GSA, and \$35 thousand for communications, utilities, and miscellaneous charges.
 - **For former President Carter, -\$51 thousand:** The FY 2014 proposed budget provides decreases of -\$98 thousand for personnel compensation and benefits, which are funded under other services, -\$2 thousand for travel, -\$5 thousand for communications, utilities, and miscellaneous charges, -\$2 thousand for supplies and materials, and -\$3 thousand for equipment; and increases of \$3 thousand for pension, \$4 thousand for rental payments to GSA, and \$52 thousand for other services.
 - **For the widow of former President Ford, -\$7 thousand:** The FY 2014 proposed budget includes a reduction for the franking privileges for Mrs. Ford. This reduction was never enacted since her death in July, 2011.

U.S. General Services Administration
Allowances and Office Staff for the Former Presidents

Amounts Available for Obligation

(Dollars in Thousands)

	FY 2012 Enacted	FY 2013 Annualized C.R.	FY 2014 Request
Annual appropriation	\$ 3,671	\$ 3,694	\$ 3,550
Unobligated balance, end of year.....	<u>\$ 739</u>	<u>\$ 0</u>	<u>\$ 0</u>
Total obligations	\$ 2,932	\$ 3,694	\$ 3,550
<i>Net Outlays</i>	<i>\$ 2,956</i>	<i>\$ 3,579</i>	<i>\$ 3,560</i>

Obligations by Object Classification

(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Annualized C.R.	FY 2014 Request
11.8 Special personnel services payments.....	264	400	288
12.1 Civilian personnel benefits.....	195	277	286
13.0 Benefits to former personnel.....	806	820	832
21.0 Travel and transportation of persons.....	60	123	104
23.1 Rental payments to GSA.....	1,133	1,111	1,139
23.3 Communications and utilities.....	133	195	202
24.0 Printing and reproduction.....	25	63	63
25.1 Advisory and assistance services.....	150	256	230
25.2 Other services from non-Federal sources.....	1	2	2
25.3 Other goods & services from Federal sources..	68	115	104
25.4 Operation and maintenance of facilities.....	45	77	69
26.0 Supplies and materials.....	36	62	65
31.0 Equipment.....	16	192	166
99.0 Total Obligations	\$ 2,932	\$ 3,693	\$ 3,550
<i>Subtotal, PC&B</i>	<i>1,265</i>	<i>1,497</i>	<i>1,406</i>
<i>Subtotal, Non-labor</i>	<i>1,667</i>	<i>2,196</i>	<i>2,144</i>

Budget Request by Former President

(Dollars in Thousands)

	CARTER	G H W BUSH	CLINTON	G W BUSH	WIDOWS	TOTAL
Personnel Compensation.....	\$ 0	\$ 96	\$ 96	\$ 96	\$ 0	\$ 288
Personnel Benefits.....	0	65	119	102	0	286
Benefits for Former Presidents (pensions)....	203	203	215	211	0	832
Travel.....	0	62	0	42	0	104
Rental Payments to GSA.....	110	183	425	421	0	1,139
Communications, Utilities, and Misc.....	20	65	15	95	7	202
Printing.....	5	14	18	26	0	63
Other Services.....	125	82	30	168	0	405
Supplies.....	3	15	7	40	0	65
Equipment.....	4	50	26	86	0	166
FY 2014 Request	\$ 470	\$ 835	\$ 951	\$ 1,287	\$ 7	\$ 3,550

*Personnel Compensation and Benefits for former President Carter are reduced by \$98K and staff support will be provided by contract support categorized as 'Other Services'.

U.S. General Services Administration

FEDERAL CITIZEN SERVICES FUND

Fiscal Year 2014 Budget Request

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Appropriations Language

For necessary expenses of the Office of Citizen Services and Innovative Technologies, including services authorized by [5 U.S.C. 3109] **40 U.S.C. 323**, [\$31,751,000] **\$34,804,000**, to be deposited into the Federal Citizen Services Fund: *Provided*, that the appropriations, revenues, and collections deposited into the Fund shall be available for necessary expenses of Federal Citizen Services, in the aggregate amount not to exceed \$90,000,000. Appropriations, revenues, and collections accruing to this Fund during fiscal year [2013] **2014** in excess of such amount shall remain in the Fund and shall not be available for expenditure except as authorized in appropriations Acts.

Analysis of Language Provisions and Changes

The appropriations language is updated to reflect the proper section of U.S. Code authorizing the Federal Citizen Services Fund.

Program Description

The Federal Citizen Services Fund appropriation provides for the salaries and expenses of the Office of Citizen Services and Innovative Technologies (OCSIT). OCSIT provides the means for citizens, businesses, other governments, and the media to easily obtain information and services from the government via the web, e-mail, printed media, and telephone. OCSIT leads several interagency groups to share best practices and develop strategies for improving the way government provides services to the American public.

OCSIT provides information and services to the public primarily through USA.gov and GobiernoUSA.gov, the official web portal of the U.S. Government. OCSIT also operates PublicationsUSA.gov, HowTo.gov, and Kids.gov websites. OCSIT provides direct telephone (1-800-FED-INFO), e-mail, and on-line assistance to citizens through the National Contact Center (NCC) and offers simple and cost-effective contact center solutions to customer Federal agencies through the USA Contact program. OCSIT also coordinates the publication and distribution of information through the Government Printing Office (GPO) Public Documents Distribution Center in Pueblo, Colorado.

The Federal Citizen Services Fund is financed from annual appropriations to pay for the salaries and expenses of OCSIT staff and Citizen Services programs. Reimbursements from Federal agencies pay for the direct costs of information services OCSIT provides on behalf of the agencies. The Federal Citizen Services Fund also receives funding from user fees for publications ordered by the public, payments from private entities for services rendered, and gifts from the public. All income is available without regard to fiscal year limitations, but is subject to an annual aggregate expenditure limit as set forth in appropriation acts.

Explanation of Changes, Appropriated Dollars and FTE

(Dollars in Thousands)

	FY 2012		FY 2013		FY 2014	
	Actual		Annualized		Request	
	FTE	authority	FTE	authority	FTE	authority
	85.0	\$34,100	86.0	\$34,309	94.0	\$34,804
FY 2013 Annualized Continuing Resolution					86.0	\$34,309
Maintaining Current Levels:						
FY 2014 Pay Increase (1.0%), Effective January, 2014						113
Program Reductions:						
IT Infrastructure						-584
Citizen Information and Contact Programs						-1,288
Intra-agency Transfers:						
Transfer from OGP to OCSIT					4.0	950
Transfer from OCM to OCSIT					6.0	1,304
Transfer from OCSIT to WCF-CIO					-2.0	0
Net Change					8.0	495
FY 2014 President's Request					94.0	\$34,804

Summary of the Request

The FY 2014 proposed budget provides a total of **\$34,804 thousand** and **94 FTE** for the Federal Citizen Services Fund (FCSF), an increase of \$495 thousand and 8 FTE from the FY 2013 annualized Continuing Resolution level.

OCSIT will use this funding to support current systems and provide new ways for citizens, businesses, other governments, and the media to easily obtain information and services from the government via the web, mobile devices, e-mail, printed media, and telephone as part of the Digital Government Strategy. Working closely with other government agencies—Federal, state, local, and international—OCSIT collects, consolidates and creates information and makes it user-friendly and available to the public.

OCSIT will focus greater resources on new media and citizen engagement tools, and government-wide citizen service measurement, best practices, and transformation. The program will continue to provide information and services directly to the public efficiently and effectively via innovative technologies, the web, phone, e-mail, and printed media.

To better align personnel and the programs they support, GSA is internally transferring \$1,304 thousand and 6 FTE from the Office of Communications and Marketing and \$950 thousand and 4 FTE from the Office of Government-wide Policy into OCSIT. Additionally, in support of the **CxO Consolidations**, OCSIT transfers 2 FTE to the Office of the Chief Information Officer in the Working Capital Fund. The 2 FTE will be billed to OCSIT through the Working Capital Fund bill.

Program Financing

The Federal Citizens Services Fund is financed from annual appropriations to pay for the salaries and expenses of OCSIT staff and Citizen Services programs. Reimbursements from Federal agencies pay for the direct costs of information services OCSIT provides on behalf of the agencies. This includes the cost of National Contact Center's services, the cost of use of the toll-free publication ordering system, the cost of distributing publications through the Government Printing Office facility in Pueblo, CO, and the cost of USA Contact services which

provide Federal agencies the ability to acquire contact center services from pre-qualified vendors.

The FCSF also receives funding from the following sources:

- Funds from other agencies in support of innovative initiatives that are joint efforts or that OCSIT supports on behalf of the other agency
- User fees from the public for publications ordered through the ***Consumer Information Catalog***. Fees are collected to offset administrative expenses
- Other income incidental to OCSIT activities, primarily payments from private sector groups to cover the cost of distributing cooperative government/industry publications
- Gifts to defray costs associated with the ***Consumer Action Handbook*** and other information and educational materials and related activities

All income is available without regard to fiscal year, but is subject to an annual aggregate expenditure limit as set forth in appropriation acts.

Amounts Available for Obligation

(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Annualized C.R.	FY 2014 Request
FCS unobligated balance, start of year.....	\$ 10,561	\$ 6,306	\$ 5,700
Discretionary authority:			
FCS Annual appropriation.....	\$ 34,100	\$ 34,309	\$ 34,804
Total Collections:			
Reimbursable Services:			
From Federal Agencies.....	\$ 8,878	\$ 11,555	\$ 11,000
From the Private Sector.....	117	170	190
User Fees.....	38	55	50
Gifts from the Private Sector.....	20	30	21
Other reimbursable authority.....	0	0	0
Subtotal, new reimbursable authority.....	\$ 9,053	\$ 11,810	\$ 11,261
Change in Federal & Non-Federal uncollected customer payments	\$ 4,134		
Recovery of prior-year obligations.....	\$ 102		
Unobligated balance, end of year.....	-\$ 6,306	-\$ 5,700	-\$ 3,770
Total, obligations.....	\$ 51,644	\$ 46,725	\$ 47,995
Obligations, direct.....	\$ 37,167	\$ 34,309	\$ 34,804
Obligations, reimbursable.....	14,477	12,416	13,191
<i>FCS Net Outlays</i>	<i>\$ 36,441</i>	<i>\$ 39,594</i>	<i>\$ 40,785</i>

Information Technology Reductions

OCSIT programs rely heavily on Information Technology (IT) systems and skill sets to deliver citizen services and almost half of OCSIT discretionary funding is identified as IT. However, OCSIT reduced the amount spent on IT in FY 2013 by consolidating systems into a GSA Cloud platform, thus saving on separate hosting platforms. The FY 2014 request includes a reduction of \$584 thousand for IT infrastructure.

Citizen Information and Contact Programs Reductions

OCSIT's FY 2014 request includes a reduction of \$1,288 thousand for citizen information and contact programs. While providing necessary cost savings, the reductions will limit consumer information support and citizen outreach, as well as support for USA.gov with limited enhancements in capabilities or features.

Travel Reductions

To maintain a 30 percent reduction in travel from FY2010 levels, OSCIT continues to utilize available technologies to reduce the need for travel, including webinars, teleconferencing, and videotaping of training.

Obligations by Object Classification
(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Annualized C.R.	FY 2014 Request
11.1 Full-time, permanent.....	\$ 9,684	\$ 10,280	\$ 10,393
11.3 Other than full-time permanent.....	172	0	0
11.5 Other personnel compensation.....	140	153	180
12.1 Civilian personnel benefits.....	2,612	2,746	2,769
13.0 Benefits for former personnel.....	125	0	0
21.0 Travel and transportation of persons.....	103	98	98
22.0 Transportation of things.....	34	42	38
23.1 Rental payments to GSA.....	919	919	919
23.3 Communications and utilities.....	120	109	109
Subtotal, Rent, communications & utilities...	\$ 1,039	\$ 1,028	\$ 1,028
24.0 Printing and reproduction.....	783	817	817
25.1 Advisory and assistance services.....	18,493	15,007	15,335
25.2 Other services.....	2	0	
25.3 Goods & services from Gov't accounts.....	3,920	4,070	4,070
Subtotal, Contractual services.....	\$ 22,415	\$ 19,077	\$ 19,405
26.0 Supplies and materials.....	46	49	52
31.0 Equipment.....	14	19	24
99.0 Obligations, appropriated.....	\$ 37,167	\$ 34,309	\$ 34,804
Subtotal, PC&B.....	12,733	13,179	13,342
Subtotal, Non-labor.....	24,434	21,130	21,462
99.0 Obligations, reimbursable.....	14,477	12,416	13,191
99.9 Total obligations.....	\$ 51,644	\$ 46,725	\$ 47,995
<i>Full-Time Equivalent (FTE)</i>	85.0	86.0	94.0

Office of Citizen Services and Innovative Technologies

The Office of Citizen Services and Innovative Technologies (OCSIT) was established to better serve the public and to create cost-effective government-wide solutions in accordance with the Administration's new technology agenda and Open Government initiative. It serves as a centralized location for the public to obtain information efficiently about Federal programs, benefits, and services. OCSIT identifies, tests, and deploys innovative technologies that allow Federal agencies to provide improved services and to facilitate an open, collaborative, and transparent government. Working closely with other government agencies—Federal, state, local, and international—OCSIT collects, consolidates and creates information and makes it user-friendly and available to the public.

OCSIT fulfills its mission through three major programs: the Office of Citizen Services; the Office of Innovative Technologies; and the Office of Information Technology Services Solutions.

Office of Citizen Services

The Office of Citizen Services (OCS) meets citizen needs for information, services, and engagement with their government through an array of direct services via the Internet, phone, email, and print.

OCS' main activities are associated with two Centers:

- The Federal Citizen Information Center (FCIC) is responsible for delivering timely, consistent, and accurate government information to the public through multiple, integrated channels and includes the following organizations:
 - The Contact Center Services Division, which manages the National Contact Center (NCC) at 1-800-FED-INFO, provides telephone, email, FAQ knowledge base, and personal on-line assistance to citizens;
 - The Web Management and Content Division, which manages content for USA.gov, GobiernoUSA.gov, and Kids.gov, provides content via new media, email subscription

- services, and mobile access programs for agencies to reach citizens where they choose to consume content. In FY12, the public visited USA.gov and GobiernoUSA.gov over 50 million times. Interactions through social media grew over 280% in FY 2012 compared to FY 2011; and
- Publications Services and Citizen Outreach, which provides printed and digital publications to the public about government programs, benefits, and services and promotes OCS information products and services to the public through social media and public service television, radio and print media, as well as outreach to teachers, librarians, and community groups.
 - The Center for Excellence in Digital Government, which transforms how the government delivers service and information to the public through the use of leading practices, analytics, training, citizen service standards, and leveraging communities of practice.

Office of Innovative Technologies

The Office of Innovative Technologies (OIT) develops information technology projects and staff support for Electronic Government (E-Gov) initiatives that enable agencies to deliver the most effective and efficient services to citizens while advancing open government and increasing transparency in government. OIT identifies, tests, and releases new and innovative technologies for government-wide use. It also performs services for clients, such as the U.S. Agency for International Development (USAID), the Department of Homeland Security (DHS), and the Department of Veterans Affairs (VA), which reimburse OCSIT for the services. The organization develops, manages, and provides staffing support for most of the E-Gov programs including those contracts supported by Electronic Government Fund (E-Gov) appropriations. OIT leverages the E-Gov mission to support key initiatives that continue to improve the efficiency and effectiveness of Government operations through information technology.

The Office of Information Technology Services Solutions (OITSS) supports OCSIT initiatives by maintaining a common, shared, on demand, agile, cost-effective, open standard infrastructure to support the mission of OCSIT. It provides support for infrastructure, mobile, collaboration, search and analytics, open source products, and data and content delivery, while ensuring compliance with Federal policies, procedures, practices, and standards applicable to E-Gov activities.

OITSS contributes to reducing investment and maintenance costs, delivers improved services to citizens, reduces OCSIT risks and complexities, and provides a platform for development of emerging technologies and solutions. These hosting services are consolidated to provide the most efficient cost model for supporting all of the OCSIT programs.

U.S. General Services Administration

ACQUISITION SERVICES FUND

Fiscal Year 2014 Budget Request

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Program Financing

The Acquisition Services Fund (ASF) is a full cost recovery revolving fund that finances operations of the Federal Acquisition Service (FAS). The ASF provides for the acquisition of information technology solutions, telecommunications, motor vehicles, supplies and a wide range of goods and services for Federal agencies. This Fund recovers all costs through fees charged to Federal agencies for services rendered and commodities provided.

The ASF is authorized by section 321 of title 40, United States Code, which requires the Administrator to establish rates to be charged to agencies receiving services that: (1) fully recover costs and (2) provide for the long-term capital requirements of the ASF. The ASF is authorized to retain earnings to cover the cost of replacing fleet vehicles (Replacement Cost Pricing), maintaining supply inventories adequate for customer needs, and funding investments specified by the Cost and Capital Plan.

The ASF is organized around four major business portfolios that deliver solutions to customer agencies:

Integrated Technology Services (ITS) —The ITS Portfolio provides customer agencies with information technology and telecommunications products and services. ITS provides its services through multiple channels including its Network Services program, Regional Telecommunications program, IT Schedule 70, and Government-wide Acquisition Contracts (GWACs). ITS operations aggregate and leverage the Federal Government's buying power to obtain a wide range of information technology and telecommunications products and services at significant savings for customer agencies.

Assisted Acquisition Services (AAS) —The AAS Portfolio focuses on service delivery and assisting customers in making informed procurement decisions and serving as a center of excellence for the Federal community. AAS complements the programs of the Integrated Technology Services and General Supplies and Services portfolios by providing acquisition, technical, and project management services that assist agencies in acquiring and deploying information technology and professional services solutions at the best value for taxpayer dollars.

General Supplies and Services (GSS) —The GSS Portfolio provides customer agencies a wide range of general products such as furniture, office supplies, and hardware products. GSS

centralizes acquisitions on behalf of the Federal Government to strategically procure goods and services at reduced costs, while ensuring regulatory compliance for customer procurements. This portfolio also provides personal property disposal services to customer agencies.

Travel, Motor Vehicle and Card Services (TMVCS) —The TMVCS Portfolio provides customer agencies with a broad scope of services that include travel and relocation, freight management, motor vehicle acquisition, fleet management, and charge card services. TMVCS operations aggregate and leverage the Federal Government's buying power to obtain a wide range of products and services at significant savings for customer agencies.

Explanation of Changes

(Dollars in Thousands)

	FTE	Obligations
2013 Current.....	3,835	\$ 11,358,017
2014 Request.....	3,417	\$ 11,550,514
Net Change.....	(418)	\$ 192,497

	FTE	Obligations
Maintaining Current Levels:		
FY 2014 Pay Increase (1.0%) Effective January 2014.....		4,059
Inflation on Goods and Services (0.5%).....		54,471
Subtotal, Maintaining Current Levels.....		58,530

Program Increases

Increased Business Volume through FAS Offerings.....		75,519
Integrated Award Environment/SAM.....		36,150
Change in Capital Acquisitions.....		51,786
Subtotal, Program Increases.....		163,455

Cuts, Consolidations, Savings Initiatives

Reduction in FTE, Transportation due to Supply Transformation and Reduced Administrative Expenses.....	(42)	(16,382)
Reducing Rent through Consolidation of Space.....		(6,690)
Reducing System Modernization Costs.....		(6,416)
CXO Consolidations.....	(376)	-
Subtotal, Terminations, Reductions and Savings.....		(29,488)
Net Change.....	(418)	\$ 192,497

Note: The GSA CXO Consolidation effort has resulted in a reduction of 376 FTE as functions including finance, information technology, and small business utilization transition to the Working Capital Fund.

FY 2013 Operating Plan and FY 2014 Budget Estimate

The FY 2013 operating plan and FY 2014 budget reflects a demonstrated effort to realize savings from prior and current investments in both systems and processes in order to reduce costs and pass those savings on directly to our customers and ultimately the taxpayer. With budget constraints placed on customer agencies, FAS anticipates some reduction in business to individual business lines; however, FAS is looking at this period of fiscal austerity as an opportunity to increase market share as agencies look for smarter ways to buy and look to GSA for savings. Total revenues generated through FAS offerings are expected to increase in FY 2013 and FY2014 due to increased utilization of GSA's procurement vehicles and services. At the same time, total costs of operations are planned to decrease in FY 2013 and FY 2014 as FAS reduces administrative costs in order to pass savings on to customers through rate reductions. Rate reductions in FY 2014 will be made possible by the combination of increased business volume and the reduction in administrative expenses within FAS.

In FY 2013 and FY 2014, total ASF revenues are projected to recover costs and generate net operating results of approximately \$55 million and -\$3 million, respectively. These net operating results represent 0.50% and -0.03% of annual revenues and represent a full-cost recovery plan with an adequate buffer to mitigate the risk of lower than projected business volumes.

The FY 2014 budget estimate includes **-\$29,488 thousand** in Cuts, Consolidations, and Savings (CCS) initiatives:

- **-\$16,382 thousand** by decreasing the resources dedicated to warehousing and delivering supplies and equipment and reducing other administrative expenses. In FY 2014, GSA will continue to reduce spending on two large distribution centers that stock goods, accept customer orders, and ship ordered items to customers. GSA expects reduced demand for this source of supply, as it moves to providing more goods to customers directly from suppliers. Cost savings come from reduced spending on contract labor and full-time equivalents to pick, pack, and ship items in U.S. distribution centers and reduced transportation costs.
- **-\$6,690 thousand** by modernizing workspace, increased workforce mobility and reducing overall space requirements. In FY 2013, all FAS headquarters operations will be moved

from Crystal City, VA and Fairfax, VA into the GSA building at 1800 F Street in downtown Washington. FAS will require less space in this building resulting in reduced rent costs.

- **-\$6,416 thousand** by reducing systems modernization costs associated with converging two task order management systems and improving acquisition service delivery to GSA customers.

Results of Operations by Program (Dollars in Thousands)

	FY 2012 Actual	FY 2013 Current	FY 2014 Request
1. Integrated Technology Services (ITS)			
Revenue	\$ 1,563,276	\$ 1,546,311	\$ 1,556,065
Acquisition Training Fund	(6,520)	(7,000)	(7,567)
Cost of Goods Sold	1,240,857	1,212,245	1,216,662
Gross Margin	315,899	327,066	331,836
<i>Cost of Operations</i>			
Program Expenses	223,351	247,890	241,891
Corporate Overhead	42,329	45,269	45,583
Other Cost of Operations	4,926	6,903	5,377
Total Cost of Operations	270,606	300,062	292,851
Operating Results Before Reserves	45,294	27,004	38,985
Reserve Expenses	47,041	15,340	3,704
Extraordinary Adjustment			
Net Operating Results	\$ (1,748)	\$ 11,664	\$ 35,282
2. Assisted Acquisition Services (AAS)			
Revenue	\$4,628,248	\$4,882,704	\$4,947,656
Acquisition Training Fund			
Cost of Goods Sold	4,467,029	4,713,361	4,798,000
Gross Margin	161,219	169,343	149,656
<i>Cost of Operations</i>			
Program Expenses	104,705	106,060	104,331
Corporate Overhead	19,265	20,416	20,501
Other Cost of Operations	2,329	2,076	3,199
Total Cost of Operations	126,298	128,553	128,031
Operating Results Before Reserves	34,921	40,790	21,625
Reserve Expenses	2,645	13,759	9,020
Extraordinary Adjustment			
Net Operating Results	\$ 32,276	\$ 27,031	\$ 12,606
3. General Supplies and Services (GSS)			
Revenue	\$ 1,581,127	\$ 1,694,929	\$ 1,628,881
Acquisition Training Fund	(8,763)	(8,150)	(8,150)
Cost of Goods Sold	1,097,174	1,205,011	1,197,966
Gross Margin	475,189	481,768	422,766
<i>Cost of Operations</i>			
Program Expenses	390,698	369,675	344,400
Corporate Overhead	71,628	70,005	69,440
Other Cost of Operations	13,466	16,283	12,961
Total Cost of Operations	475,791	455,963	426,800
Operating Results Before Reserves	(602)	25,805	(4,034)
Reserve Expenses	4,334	15,997	26,917
Extraordinary Adjustment			
Net Operating Results	\$ (4,936)	\$ 9,809	\$ (30,951)

U.S. General Services Administration
Acquisition Services Fund

	FY 2012 Actual	FY 2013 Current	FY 2014 Request
4. Travel, Motor Vehicle and Card Services (TMVCS)			
Revenue ¹	\$ 2,611,261	\$ 2,685,603	\$ 2,734,394
Acquisition Training Fund	(1,022)	(1,074)	(1,214)
Cost of Goods Sold ¹	1,321,228	1,374,000	1,401,000
Gross Margin	1,289,012	1,310,529	1,332,180
<i>Cost of Operations</i>			
Program Expenses	667,597	703,100	709,656
Corporate Overhead	36,243	37,627	37,781
Other Cost of Operations	480,530	495,119	499,790
Total Cost of Operations	1,184,370	1,235,846	1,247,227
Operating Results Before Reserves	104,642	74,683	84,953
Reserve Expenses ²	80,757	68,455	79,910
Extraordinary Adjustment			
Net Operating Results	\$ 23,885	\$ 6,228	\$ 5,043
5. Integrated Award Environment (IAE) ³			
Revenue	\$ 51,351	\$ 51,351	\$ 62,501
Total Cost of Operations	51,351	51,351	62,501
Reserve Expenses	0	0	25,000
Net Operating Results	\$ -	\$ -	\$ (25,000)
6. Total ASF			
Revenue	\$ 10,435,264	\$ 10,860,897	\$ 10,929,498
Acquisition Training Fund	(16,305)	(16,223)	(16,931)
Cost of Goods Sold	8,126,288	8,504,617	8,613,627
Gross Margin	2,292,671	2,340,057	2,298,939
Total Cost of Operations	2,108,416	2,171,775	2,157,410
Operating Results Before Reserves	184,254	168,283	141,529
Reserve Expenses	134,777	113,551	144,550
Extraordinary Adjustment	-	-	-
Net Operating Results	\$ 49,477	\$ 54,731	\$ (3,020)
<i>Net Outlays</i>	128,314	0	0
Full-Time Equivalents (FTE)	3,772	3,835	3,417

Notes:

¹ TMVCS Portfolio Revenue and Cost of Goods Sold include \$787.0 million, \$853.7 million, and \$883.6 million in intra-GSA sales of vehicles that GSA Fleet plans to purchase from GSA Automotive in FY 2012, FY 2013, and FY 2014, respectively, for its leasing program for federal agencies.

² TMVCS reserve expenses include Replacement Cost Pricing (RCP), which is a component of current year fees and is used to cover the cost of inflation on vehicles purchased by GSA Fleet.

³ In FY 2012, the IAE program was funded through the ASF but managed and operated by GSA's Office of Government-wide Policy. In FY 2013 and FY2014, the ASF program management is under FAS.

Obligations by Object Classification

ACQUISITION SERVICES FUND			
Obligations by Object Class			
\$(thousands)			
	2012 Actual	2013 Current	2014 Request
11.1 Full-time permanent	344,255	354,638	316,344
11.3 Other than permanent	2,114	1,686	1,509
11.5 Other personnel compensation	11,130	9,622	8,642
11.9 Total personnel compensation	357,499	365,946	326,495
12.1 Civilian personnel benefits	99,027	97,934	87,185
21.0 Travel and transportation of persons	7,961	10,600	9,352
22.0 Transportation of things	56,768	26,383	20,220
23.1 Rental payments to GSA	44,046	45,625	39,547
23.3 Communications, utilities, and miscellaneous charges	1,099,211	1,200,498	1,220,044
24.0 Printing and reproduction	6,226	3,433	3,507
25.1 Advisory and assistance services (non	5,210,137	5,415,183	5,491,919
25.2 Other services from non Federal sources	9,518	10,400	10,000
25.3 Other purchases of goods and services from Government accounts	221,510	172,403	269,794
25.7 Operations and maintenance of equipment	205,247	207,400	209,000
26.0 Supplies and materials	2,755,263	2,981,628	3,002,143
31.0 Equipment	840,054	820,584	861,308
Reimbursable obligations	10,912,467	11,358,017	11,550,514
Total new obligations	10,912,467	11,358,017	11,550,514
Civilian full-time equivalent employment	3,772	3,835	3,417

Federal Acquisition Service

The mission of the FAS is to:

Provide best value services, products, and solutions to our customers that increase overall government effectiveness and efficiency.

The FAS mission reflects a commitment to delivering service, innovation, and value through efficient operations, market expertise, and intimate relationships with customer Federal agencies. FAS accomplishes its mission by providing solutions to customer agencies through four major business portfolios that help agencies **buy smarter** and promote **administrative savings** throughout the government. When customers come to FAS for acquisition support, products, and services, FAS can help agencies minimize their administrative costs thus allowing them to utilize more of their budgets in direct support of their missions. Descriptions of each portfolio and how they promote buying smarter, strategic sourcing, and increased administrative savings across the government are included below.

Overall Reduction Analysis

The FY 2014 budget for FAS focuses on financial discipline and finding efficiencies from recent investments to reduce costs and lower rates to customer agencies.

To achieve these costs savings, FAS focused on reducing administrative expenses across the board and meeting OMB guidance to reduce costs on travel, conferences, printing, and advisory services. **Administrative savings** were realized by focusing on cost reductions in the FAS Integrator offices and the portfolio management offices. The budget demonstrates a commitment to providing savings directly to customer agencies through reduced internal costs. In FY 2013 and FY 2014, FAS is reducing spending on information technology, marketing, supplier management, human resource development and financial management as a result of consolidations and increases in efficiency. A description of these reductions and their impact on operations is provided below in the FAS Integrator section. Cost reductions enable FAS to charge customer agencies lower fees. Specifically, the average surcharge rate for AAS will be reduced from 3.58% to 3.12%. This will provide projected savings to customer agencies of \$23 million in FY 2014. The ITS portfolio is also planning to reduce the fee for the Networx program

resulting in projected savings to customers in FY 2014. The GSS portfolio is reducing the average markup charged to Supply Operations customers from 30% to 23% in FY 2014 through increased utilization of direct vendor delivery methods. This reduction will reduce costs to customer agencies by \$55 million in FY 2014 based on projected business volumes. In addition, FAS is considering eliminating the surcharge associated with Federal Strategic Sourcing Initiative (FSSI) blanket purchase agreements against the multiple award schedules. This would provide an additional savings of \$15 million to customer agencies in FY 2014 based on current commitments to use the FSSI solutions. To facilitate these savings, FAS is reducing its FY 2014 budget request for FTE, reducing inventory and resources in the supply distribution centers, and limiting the costs associated with customer outreach, supplier management, strategic planning and financial management to the maximum extent possible.

Integrated Technology Services Portfolio

The Integrated Technology Services (ITS) Portfolio provides customer agencies with a full range of information technology and telecommunication goods and services. ITS programs aggregate requirements and leverage the Federal government's buying power to obtain end-to-end IT and telecommunications products and services. Operations within this portfolio include:

- *Network Services* —This program delivers local telecommunications services, national and international wire line, wireless, and satellite communications services to Federal agencies and commissions at locations around the world.
- *Multiple Award Schedules for IT (Schedule 70)* — IT Schedule 70 provides direct access to IT goods and services through contracts established by GSA.
- *IT Commodity Buy* — This program offers IT commodities at lower prices and provides easy ordering for federal, state and local government organizations through blanket purchase agreements (BPAs) off of IT Schedule 70, helping the government buy smarter.
- *GSA Government-Wide Acquisition Contracts (GWACs)* — GWACs provide specialty and solution-based government-wide contracts which provide a wide range of IT solutions including cloud services. GSA has been granted Executive Agent authority by the Office of Management and Budget (OMB) to establish these contracts for use by customer agencies.

ITS provides direct cost savings to customer agencies and the taxpayer. For example in FY 2011, agencies using GSA's Networx contract for telecommunications services saved over \$660 million compared to what they would have paid using commercial rates for the same telecommunications services. Agencies using the Networx contract typically save between 30% and 60% over the cost of most services at their commercial rates. In addition, GSA used its Alliant contract to migrate over 17,000 e-mail accounts to the cloud on Google through the Alliant Blanket Purchase Agreement (BPA). This enabled GSA to decommission 45 servers and save \$15.2 million over five years. This represents a 50% savings compared to what GSA was paying for hosting its own e-mail. ITS also provided cost savings to the government when the Department of Energy saved \$22 million (over a previous contract) by using the Alliant Small Business contract to access world-class small businesses providing cutting edge cybersecurity solutions, including operation of an Information Assurance Response Center and Office of the Chief Information Officer cyber support. ITS also manages GSA's SmartBUY program that leverages the government's buying power to reduce the cost of commercial-off-the-shelf (COTS) software, saving customer agencies almost \$1.3 billion since inception of the program. Another example of ITS providing cost savings is when GSA reviewed the Department of Commerce's usage rates for its mobile devices and found that 3,200 lines were not being used. Disconnecting those lines and optimizing the rate plans saved the Department of Commerce \$2 million a year. ITS also manages the Federal Strategic Sourcing Initiative (FSSI) for Telecommunications Expense Management Services (TEMS) for which all three BPAs were awarded to small businesses and provided savings to government of \$5.3 million in FY 2011.

In order to improve service delivery to customer agencies ITS will focus on aligning enterprise program core processes and systems across business lines and geographic regions. In FY 2013 and FY 2014, the portfolio will leverage systems to better manage product, service, lifecycle, and vendor data to provide more consistent and multi-channel access to GSA's offerings. ITS is also a partner in implementing the Demand Based Efficiency Model for the MAS Program described in more detail below within the General Supplies and Services Portfolio.

Reduction Analysis

Cost reductions in ITS come from the completion of the Networx Transition resulting in a reduction of \$8M in costs for FY 2014. In addition, the portfolio plans to no longer directly fund

the Telepresence initiative, resulting in a transfer of \$3.5M in direct cost out of the portfolio. However, these costs will be shared across GSA, including the ASF, when they are transferred to the Working Capital Fund. Completion of the WITS IV Transition will also result in reduced costs of \$3.9 million in FY 2014.

Assisted Acquisition Services Portfolio

The Assisted Acquisition Services (AAS) portfolio provides expert acquisition, project management, and financial management support services on a fee-for-service basis to assist customers in acquiring both professional services and information technology (IT) solutions at locations worldwide.

Operations within this portfolio include:

- *The Center for Federal Systems Integration and Management (FEDSIM)* —This program delivers acquisition management, project management, and financial services to assist Federal agencies in using technology solutions. FEDSIM provides these services to customers on a national and global basis.
- *Regional IT Solutions* —This program provides information technology solutions including acquisition management, project management, and financial services to Federal agencies locally, within a given geographic region.

AAS provides direct cost savings to customer agencies and the taxpayer. In order to improve service delivery to customer agencies, FAS has completed a review of all Client Service Centers (CSCs) to ensure standardized business processes. In FY 2013 and FY 2014, the AAS vision is to be recognized as the first choice in leading successful acquisitions and helping to shape federal acquisition to promote a more transparent and sustainable government. AAS will continue to improve operations through a series of strategically targeted efforts in the areas of strategic planning, training, data and reporting, acquisition and financial compliance, and workforce virtualization.

Reduction Analysis

No major reductions were identified in the AAS portfolio. The portfolio has seen strong growth in recent years and is projecting growth in FY 2013 and FY 2014. FTE levels remain relatively flat. The portfolio is continuing to invest in implementing its new strategic direction that focuses on facilitating business opportunities across regions based on the type of work and available resources. Additionally, the portfolio is implementing a more standardized delivery model across each customer service center (CSC). Reduced administrative costs allocated to the portfolio will allow the portfolio to charge lower rates from 3.58% in FY 2012 to 3.12% in FY 2014. These reductions will be realized by charging reduced rates on new task orders and will provide annual savings to customers of approximately \$23 million.

General Supplies and Services Portfolio

The General Supplies and Services (GSS) Portfolio provides customer agencies with a wide range of general products and services including furniture, office supplies and hardware products. This portfolio also provides personal property disposal and non-IT professional services to customer agencies. Operations within this portfolio include:

- *Supply Operations (Global Supply)* — This program provides access to competitively priced products and global supply chain services, including contracting, order processing, warehousing, distribution and transportation. These activities are supported through GSA distribution facilities as well as through direct vendor distribution channels.
- *Acquisition Operations* — This program provides direct access to vendors' goods and services through Multiple-Award Schedules contracts established by GSA. Acquisition Operations manages all GSA schedules except for IT, automotive, and travel and transportation.
- *Personal Property Management* — This program specializes in property reutilization and sales. Property no longer needed by one Federal agency may fill a need in another agency, thereby avoiding new procurements. If no other Federal agency needs this property, the Federal government may donate it through state agencies for surplus property to approved public or non-profit organizations. Personal property items that are not claimed through the utilization and donation process are sold to the public.

The GSS portfolio helps agencies procure non-IT products and services at reduced prices, with fast delivery times and in compliance with the Federal Acquisition Regulations (FAR). The portfolio manages a number of the FSSI efforts that directly link to the Presidential Management Initiative to buy smarter in the government. These include the FSSI Office Supplies II (OS2) initiative where thirteen BPAs were awarded to small businesses and earn over 75% of all FSSI OS2 spend. GSS also manages the FSSI Print Management initiative that was awarded in the last quarter of FY 2011. Federal agencies are already adopting FSSI PM and realizing efficiencies and savings. By reducing the number of personal desktop prints the initiative could save the government up to \$6 million annually. Related to this effort, GSA helped one agency save more than \$6.5 million simply by looking at how they spent their money on printing equipment and related consumables (ink, toner, paper and service) and how they print (i.e. having people double-side print, print only in black and white). In addition, the portfolio's improvements in delivering supplies to war fighters in Afghanistan have saved the Department of Defense \$2 million in transportation costs and shipment times have improved from 45 days to 30 days. The portfolio also provides emergency response support including items such as bottles of water, blankets, tarps, plastic cups, bowls and plates, and medical cots. In FY 2013 and FY 2014, Supply Operations will focus on modernizing the supply chain and focusing on internal operational improvements that will ultimately provide savings to customer agencies through reduced rates. Global Supply past practices have relied significantly on acquiring products from industry and storing them in GSA-owned distribution centers and forward stocking locations, including retail. With advances in business practices and technology, there are now more efficient, strategic ways to serve Federal agency customers. The new business model will rely more on Strategic Partner Delivery (SPD) for commercially readily available items, transitioning stores to the fourth party logistics (4PL) solution, and more efficiently meeting customer demands for competitively priced products and faster delivery. Acquisition Operations will also focus on providing new strategic sourcing solutions as part of the new Strategic Sourcing Leadership Council.

Reduction Analysis

GSS Supply Operations is reducing the resources dedicated to warehousing and delivering supplies and equipment. In FY 2014, GSA will continue to reduce spending on two large distribution centers that stock goods, accept customer orders, and ship ordered items to

customers. GSA expects reduced demand for this source of supply, as it moves to providing more goods to customers directly from suppliers. Cost savings will come from reduced spending on contract labor and FTE to pick, pack, and ship items in U.S. distribution centers. This shift in delivery method will also reduce transportation costs. In FY 2014, Supply Operations plans on reducing 92 ~~FTE~~ FTE in the distribution centers and acquisition centers through attrition, buy-outs and realignments to other FAS programs. These reduced costs, as well as the reduction in administrative costs allocated to the portfolio, will enable the portfolio to reduce the average markup for supply operations from 30% in FY 2012 to 23% in FY 2014. This change will result in savings of \$55 million in FY 2014 to customer agencies and ultimately the taxpayer.

Travel, Motor Vehicle and Card Services Portfolio

The Travel, Motor Vehicle and Card Services (TMVCS) Portfolio provides customer agencies with a broad scope of services that include travel and relocation services, freight management, motor vehicle acquisition, fleet management and charge card services. Operations within this portfolio include:

- *Motor Vehicle Management* —This program provides two distinct services to the Federal government. GSA Automotive (Vehicle Acquisition) manages vehicle acquisition for all Federal agencies. GSA Fleet (Vehicle Leasing) leases non-tactical vehicles to Federal agencies with a comprehensive program that handles vehicle acquisition, maintenance and repairs, accident management, fuel expenses, and resale of used vehicles.
- *Travel and Transportation* —These programs offer a variety of services. The Center for Travel Management manages the airline City Pair Program, FedRooms lodging, travel agency services, and the GSA Management Information Service. The E-Government Travel Service (ETS) is the end-to-end, web-based travel management solution that integrates all of the travel programs for distribution into a managed platform. This integration provides data and transparency which supports strategic sourcing. The Center for Transportation Management provides three major services: multi-modal freight, the Employee Relocation Resource Center and the Domestic Delivery Services program.
- *GSA SmartPay®* —This program furnishes Federal agencies, organizations, and tribal governments with commercial charge card procurement and payment services.

The TMVCS portfolio provides savings to federal agency customers and the taxpayer. For example, annually GSA Automotive's vehicle purchases save the government an estimated \$376 million off of Manufacturer's Suggested Retail Price (MSRP) or \$264 million off of Manufacturer's Invoice Price. GSA Fleet annually saves our customers \$576.6 million, an average of \$2,887 per vehicle, by leasing through GSA Fleet instead of owning their vehicles. In addition, in FY 2013, GSA's Airline City Pair Program (CPP) saved the government an estimated \$5.9 billion on airline tickets compared to commercial fares. This is a prime example of leveraging the government's air travel spend to acquire discounted fares in over 6,000 markets. In addition, the Domestic Delivery Services (DDS2) FSSI solution provides significant discounts to the already low prices available on GSA schedules for express and ground delivery services.

In FY 2013 and FY 2014, TMVCS will focus on expanding its green offerings, and ensuring alternative fuel vehicles (AFVs) are available to customers at the lowest cost possible. The portfolio will also develop new solutions that will benefit customer agencies such as ETS2 to enhance travel management solutions; PayPort Express that will provide an automated pre and post payment process resulting in better cycle times, reduce prompt payment interest penalties and increase business intelligence tools to customers; and Transport Integrator that will provide an end to end Transportation Management System for customers.

Reduction Analysis

Reductions in costs in the TMVCS portfolio include a reduction of \$327 thousand dedicated to the SmartPay conference and a reduction of \$1.4 million dedicated to the transition to ETS2.

Integrated Award Environment

The Integrated Award Environment (IAE) offers a portfolio of services and systems that support the collection, dissemination, and management of data supporting the Federal acquisition and financial assistance processes. IAE services and systems are: the System for Award Management (SAM), the Consolidated Hosting Services (CHS), the Federal Service Desk (FSD), and legacy services planned to be combined into SAM which are the electronic Subcontracting Reporting System (eSRS), FFATA Sub-award reporting System/FSRS, Federal Business Opportunities (FBO), the Federal Procurement Data System - Next Generation

(FPDS-NG), past performance systems (Past Performance Information Retrieval System (PPIRS), Contractor Performance Assessment Reporting System (CPARS), and Federal Awardee Performance and Integrity Information System (FAPIIS)), and the Wage Determinations On-Line (WDOL). Together these services and systems provide central support to agencies' key aspects of the Federal procurement process and data collection, dissemination, and management for both Federal procurement and financial assistance awards.

The SAM is consolidating and sharing services currently duplicated in these legacy applications and the Catalog of Federal Domestic Assistance (CFDA), such as authentication, hosting management, and web services. The SAM effort will increase efficiencies, streamline access, reduce redundancies, improve data quality, and reduce the cost of operating shared services. These and other advances in award service delivery will reduce the administrative costs of Federal awards, support increased competition by making it easier for vendors to do business with the government, and increase transparency by improving the speed, volume, and quality of Federal award data that are available to the public.

In October of 2012, management of the IAE program transitioned from the Office of Government-wide Policy (OGP) to the FAS. A Project Management Office (PMO) has been established within FAS. The PMO is assessing the current state of SAM phase 1 and developing a plan forward that will address the remaining systems within IAE. The technology strategy that is developed and acquisition strategy incorporated will impact the program requirements moving forward. FAS is planning to invest additional resources in FY 2014 from FAS' prior year net operating results to implement future phases of SAM and to stabilize phase 1. As the PMO further develops its long range plans, budget requirements will be further refined.

FAS Integrators

As part of GSA's consolidation efforts, the finance, information technology, and administrative integrator functions will be transitioned to GSA's Headquarters in an effort to centralize oversight and improve organizational effectiveness. These costs will be funded through GSA's Working Capital Fund and recovered through reimbursements from FAS. In FY 2014, 376 FTEs will be transferred to GSA's Working Capital Fund as a result of the consolidation. The FAS will have three remaining integrator offices to support the business portfolios and provide solutions on organizational issues. Integrator office functions include

maintaining FAS business processes, building strategic customer relationships and supporting the FAS workforce.

Office of Customer Accounts and Research (QC) – the Office of Customer Accounts and Research (QC) conducts customer and market research along with customer outreach. QC provides customers with information about the full range of acquisition solutions that FAS offers. QC enables FAS to become a strategic partner that assists customers in selecting the best value solutions for their needs. QC delivers value by providing an enterprise-wide representation of the value of FAS to its agency customers.

Office of Strategy Management (QP) - the Office of Strategy Management (QP) oversees all aspects of FAS strategic planning, process improvement and strategic communications efforts. QP's comprehensive approach ensures FAS continues to achieve business excellence by connecting people, ideas and strategies. QP delivers value by developing and implementing FAS strategy ensuring all of FAS is working toward common mission and vision.

Office of Acquisition Management (QV) – the Office of Acquisition Management (QV) is responsible for establishing the standards and framework for managing FAS' acquisition workforce in accordance with policy established by the GSA Chief Acquisition Officer. QV ensures that FAS activities are fully compliant with all laws, regulations and policies, and that operating practices are consistent across business lines. QV adds value by its dedication to contract integrity and its role in facilitating a consistently positive customer experience.

Administrative Savings Analysis - \$15.4M Total

For FY 2014, these three FAS Integrator offices were reduced significantly from their FY 2013 levels. Reductions were made to FTE, contractual services, and travel. There were significant reductions within contractual services which included printing, graphic design and contract labor costs.

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U.S. General Services Administration

WORKING CAPITAL FUND

Fiscal Year 2014 Budget Request

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Working Capital Fund Overview

The FY 2014 **Working Capital Fund (WCF)** proposes a budget of **2,285 FTE and \$706 million**. This budget supports GSA's "**CxO Consolidations**" plans as outlined in the Consolidations Efforts section. The CxO Consolidation transfers 998 FTE and approximately \$209 million to the WCF. The majority of these resources would be transferred to the CIO, including 405 FTE and \$167 million currently spent on IT contracts by different offices throughout the agency. Including the PBS financial employees transferred earlier this year, the CFO would receive 426 FTE and \$61 million in the consolidation.

The GSA budget request does not include any new funding to plan to implement the consolidations, nor does it reflect any additional funding related to any activities subject to the consolidations. Rather, as a result of the consolidations, the overall WCF budget for FY 2014 includes a 5 percent reduction in FTE and personnel costs and benefits, in the aggregate, for offices that receive funding through the WCF. This 5 percent reduction in personnel costs will be the first in a series of multi-year operating efficiencies generated by the consolidation. After completing the detailed mapping of resources and contracts, each central office will develop a plan reflecting new and recurring savings, as well as improvements that will allow the allocation of resources back to GSA's core business functions.

Program Description

The WCF is a full-cost recovery revolving fund that finances administrative support services to GSA and other Federal organizations, including small agencies and commissions. To provide cost-effective support services, the WCF provides a mechanism for shared service costs to be distributed and recouped and facilitates the delivery and oversight of shared services. The WCF supports selected services, activities, and programs that benefit numerous internal GSA organizational programs. Reimbursable services include information technology management, financial management, payroll, legal advice and services, human resources, equal employment opportunity services, liaison with Congress and the Office of Management and Budget, oversight of GSA contracting activities, emergency planning and response, and oversight of facilities management for Central Office. This account funds liaison activities with the U.S. Small Business Administration to ensure that small and small, disadvantaged businesses receive a fair share of the agency's business.

This account also provides support for over 1,400 home-state/district offices for the Congress. GSA support includes acquisition of office space, furniture and furnishings, property disposal, equipment and supplies, and storage and relocation services. GSA provides Congressional Services Representatives in each GSA region as the contact points for all matters pertaining to Congressional, State, and District offices.

In the restructured WCF, GSA has grouped reimbursable activities into three types of services: **Shared Services**, **Selected Services**, and **External Services**.

Shared Services: WCF activity managers provide or coordinate delivery of specific services to internal GSA offices. The benefit/cost for providing the WCF activity is tangible and is directly linked to the office's use of services or products. These WCF activities are reimbursed for the provision of services, and characteristics typical of a business enterprise. The costs for operating the "business" are reimbursed by billing the internal offices for the provision of goods and services at rates that are pre-approved by GSA's Chief Financial Officer and reviewed by the office. Each fee for service activity is expected to recover its operational expenses, usually at a much lower cost so the internal office benefits from economies of scale. Examples of

services include: GSA Rent and real estate services, IT and telecommunication services, human resource services, procurement operations, facilities management, acquisition policy, legal services, and financial management services. GSA offices may not cancel services or opt out of paying for these services.

Selected Services: WCF activity managers may offer additional services to internal GSA offices. The services that these internal GSA offices negotiate with WCF activity managers will be documented in Intra-Agency Agreements (IAA); the terms and conditions specified therein. Internal GSA offices may cancel services based on the terms and conditions negotiated in the IAAs.

External Services: WCF activity managers provide or coordinate delivery of specific services to other Federal organizations, including small agencies and commissions. The benefit/cost for providing the WCF activity is tangible and is directly linked to the external Federal customer's use of services or products. These WCF activities are reimbursed for the provision of services, and characteristics typical of a business enterprise. The costs for operating the "business" are reimbursed by billing the external Federal customers for the provision of goods and services at rates that are pre-approved by GSA's Chief Financial Officer and reviewed by customers. Each fee for service activity is expected to recover its operational expenses, usually at a much lower cost, and the customers benefit from economies of scale. Examples of services provided include: human resource services, IT and telecommunication services, administrative support for home-state/district offices for the Congress, and financial management services.

In addition, GSA transfers unobligated balances from its expired, appropriated, operating accounts into the **Major Equipment Acquisition and Development** activity of the WCF. The Major Equipment Acquisition and Development activity may be utilized for agency-wide investments to implement the Chief Financial Officers Act of 1990, such as: acquisition of capital equipment, automated data processing systems and financial management and management information systems.

Amounts Available for Obligation

(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Current	FY 2014 Request	FY 2014/2013 Change
Unobligated Balances:				
Carry forward	\$134,014	\$128,169	\$66,010	-\$62,159
Recoveries from prior year balances	5,615			
Transfers (net)	11,062			
Major Equipment Acquisition and Development	[53,394]	[44,769]	[16,595]	[-28,174]
Subtotal, Unobligated Balances	\$150,693	\$128,169	\$66,010	-\$62,159
Revenue:				
<u>Operating Programs:</u>				
Centralized Administrative Support	240,610	--	--	--
Centralized Charges	62,374	--	--	--
Infrastructure Operations Support	155,574	--	--	--
Other Internal Reimbursable ^{1/}	8,586	--	--	--
Shared Services	--	430,120	624,860	194,740
Selected Services	--	32,243	30,314	-1,929
External Services	16,363	22,076	21,100	-976
Subtotal, Revenue	\$483,507	\$484,439	\$676,274	\$191,835
Total Resources Available	\$634,200	\$612,608	\$742,284	\$129,676
Obligations:				
<u>Operating Programs:</u>				
Centralized Administrative Support	274,265	--	--	--
Centralized Charges	59,619	--	--	--
Infrastructure Operations Support	132,638	--	--	--
Other Internal Reimbursable	4,832	--	--	--
Shared Services ^{2/}	--	470,879	638,447	167,568
Selected Services	--	32,243	30,314	-1,929
External Services	14,449	22,076	21,100	-976
Major Equipment Acquisition and Development	20,226	21,400	16,595	-4,805
Subtotal, Obligations	\$506,031	\$546,598	\$706,456	\$159,858
Net Outlays	\$13,745	\$10,328	\$10,940	\$612
Total Employment (FTE)	1,284	1,347	2,285	938

^{1/} Other Internal Reimbursable includes Presidential Transition Team and Senior Executive Leadership Development Program

^{2/} Shared Services includes carryover obligations.

Explanation of Changes

(Dollars in Thousands)

	Shared		Selected		External		Carryover		Total	
	FTE	\$(000)	FTE	\$(000)	FTE	\$(000)	FTE	\$(000)	FTE	\$(000)
FY 2013 Congressional Justification	1,347.0	444,714	45.0	32,051	42.0	18,000	0.0	22,641	1,434.0	517,406
FY 2014 Working Capital Fund Request	2,200.0	624,860	45.0	30,314	40.0	21,100	0.0	30,182	2,285.0	706,456
Net Change	853.0	180,146	0.0	(1,737)	(2.0)	3,100	0.0	7,541	851.0	189,050

	Shared		Selected		External		Carryover		Total	
	FTE	\$(000)	FTE	\$(000)	FTE	\$(000)	FTE	\$(000)	FTE	\$(000)
FY 2013 Congressional Justification	1,347.0	444,714	45.0	32,051	42.0	18,000	0.0	22,641	1,434.0	517,406
Carryover true-up	0.0	0	0.0	0	0.0	0	0.0	38,259	0.0	38,259
Major Equipment Acquisition & Development Increase	0.0	0	0.0	0	0.0	0	0.0	1,259	0.0	1,259
Transfer of Executive Council FTE/Funding to Governmentwide Policy Reimbursable Account	(15.0)	(3,299)	0.0	0	0.0	0	0.0	0	(15.0)	(3,299)
Transfer of Telepresence FTE/Funding from Acquisition Services Fund	2.0	2,221	0.0	0	0.0	0	0.0	0	2.0	2,221
VERA-VSIP Reductions	(6.0)	(805)	0.0	0	0.0	0	0.0	0	(6.0)	(805)
Reduced WCF programs	0.0	(95)	0.0	0	0.0	(765)	0.0	0	0.0	(860)
Efficiencies due to restructuring of WCF	0.0	(22,171)	0.0	0	0.0	0	0.0	0	0.0	(22,171)
ATB 5% FTE Reduction	(68.0)	(6,800)	(2.0)	(200)	(2.0)	(200)	0.0	0	(72.0)	(7,200)
Increased External Authority	0.0	0	0.0	0	0.0	5,041	0.0	0	0.0	5,041
Rent increases - part year funding	0.0	9,210	0.0	0	0.0	0	0.0	0	0.0	9,210
1800 F Street Move Costs	0.0	720	0.0	0	0.0	0	0.0	0	0.0	720
Increases to mandatory contract cost paid centrally (e.g.: Transit Subsidy)	0.0	6,278	0.0	0	0.0	0	0.0	0	0.0	6,278
OAS: Selected Services MOU	0.0	0	2.0	392	0.0	0	0.0	0	2.0	392
OAS: Travel & Conference Planning - part year funding	2.0	147	0.0	0	0.0	0	0.0	0	2.0	147
FY 2013 Current Services Level	1,262.0	430,120	45.0	32,243	40.0	22,076	0.0	62,159	1,347.0	546,598
Consolidations										
Public Buildings Service	613.0	108,292	0.0	0	0.0	0	0.0	0	613.0	108,292
Federal Acquisition Services	376.0	98,962	0.0	0	0.0	0	0.0	0	376.0	98,962
Office of Governmentwide Policy	7.0	1,177	0.0	0	0.0	0	0.0	0	7.0	1,177
Office of Citizen Services & Innovative Technologies	2.0	320	0.0	0	0.0	0	0.0	0	2.0	320
5% FTE Reductions - Consolidations	(49.0)	(4,900)	0.0	0	0.0	0	0.0	0	(49.0)	(4,900)
Subtotal, Consolidations	949.0	203,851	0.0	0	0.0	0	0.0	0	949.0	203,851
Carryover										
Bannister Data Center Move	0.0	0	0.0	0	0.0	0	0.0	6,000	0.0	6,000
Bannister Regional Office Move	0.0	0	0.0	0	0.0	0	0.0	5,337	0.0	5,337
Subtotal, Carryover	0.0	0	0.0	0	0.0	0	0.0	11,337	0.0	11,337
Decreases										
Non-recr Increase Reductions	0.0	0	0.0	0	0.0	0	0.0	(43,064)	0.0	(43,064)
5%-10% Reductions	(17.0)	(25,439)	0.0	(1,929)	0.0	0	0.0	(250)	(17.0)	(27,618)
Reduction of External authority	0.0	0	0.0	0	0.0	(976)	0.0	0	0.0	(976)
Subtotal, Decreases	(17.0)	(25,439)	0.0	(1,929)	0.0	(976)	0.0	(43,314)	(17.0)	(71,658)
Increases										
Rent increase - Full year funding	0.0	12,564	0.0	0	0.0	0	0.0	0	0.0	12,564
Transit Subsidy - Full year funding	0.0	1,857	0.0	0	0.0	0	0.0	0	0.0	1,857
Worker's Comp - Full year funding	0.0	826	0.0	0	0.0	0	0.0	0	0.0	826
OGC Region 3 move	0.0	97	0.0	0	0.0	0	0.0	0	0.0	97
Travel & Conference Planning (Full-year funding)	0.0	151	0.0	0	0.0	0	0.0	0	0.0	151
OAS: FTE Conversion - Central Office Contracting	6.0	833	0.0	0	0.0	0	0.0	0	6.0	833
Subtotal, Increases	6.0	16,328	0.0	0	0.0	0	0.0	0	6.0	16,328
FY 2014 Working Capital Fund Request	2,200.0	624,860	45.0	30,314	40.0	21,100	0.0	30,182	2,285.0	706,456

**General Services Administration
Working Capital Fund by Staff Offices**
(Dollars in Thousands)

	FY 2012		FY 2013		FY 2014	
	Enacted		Budget ^{1/}		Request ^{2/}	
	FTE	Actual	FTE	Current	FTE	Request
Chief Information Officer	220	171,147	225	213,031	610	341,113
Chief Financial Officer	480	105,427	516	112,857	770	108,004
Chief People Officer	242	78,693	257	90,344	387	94,745
General Counsel	147	28,286	146	28,834	146	28,931
Chief Acquisition Officer/ Senior Procurement Executive (OGP)	44	12,682	34	8,866	33	8,698
Communications & Marketing	21	5,572	22	6,010	21	5,876
Civil Rights	25	4,548	27	4,960	27	4,960
Inspector General	0	2,842	0	0	0	0
Emergency Response & Recovery	13	4,190	14	2,821	110	19,955
Administrator Allowance	0	0	0	4,881	0	8,037
Small Business Utilization	13	1,964	12	1,964	36	5,288
Office of Administration Services	29	31,567	54	28,554	105	42,328
Other Reimbursable	15	24,438	0	0	0	0
Subtotal, Staff Office Internal Authority	1,249	471,356	1,307	503,122	2,245	667,935
External Reimbursable	35	14,449	40	22,076	40	21,926
Major Equipment Acquisition & Development	0	20,226	0	21,400	0	16,595
Total, Working Capital Fund	1,284	506,031	1,347	546,598	2,285	706,456

^{1/} The FY 2013 Budget reflects a 5% reduction (72 FTE) below the original requested FY 2013 FTE level of 1,434 FTE in the Congressional Justification. The average salary of the WCF is \$100K for a total reduction of \$7.2M. In addition, WCF is reduced 15 FTE and \$3.3M due to a transfer of Executive Council FTE to the OGP Reimbursable Fund account (funded by pass-the-hat authority).

^{2/} The FY 2014 Budget reflects a 5% reduction (49 FTE) calculated from the consolidation level of 998 FTE and applied to those staff offices receiving FTE on a pro-rata basis. The total reduction is \$4.9M.

General Services Administration Working Capital Fund by Object Class (Dollars in Thousands)			
Object Class	FY 2012	FY 2013	FY 2014
	Actual	Current	Request
11.1 Full-time permanent.....	125,347	128,579	215,618
11.3 Other than full-time permanent.....	1,928	543	1,593
11.5 Other personnel compensation.....	3,675	1,717	5,147
11.8 Special personnel service payments.....	115	611	611
12.1 Civilian personnel benefits.....	48,503	48,504	73,058
13.0 Benefits for former personnel.....	1,533	965	1,114
21.0 Travel and transportation of persons.....	1,880	3,405	5,527
22.0 Transportation of things.....	296	475	475
23.1 Rental Payments to GSA	17,816	26,857	41,113
23.2 Rental payments to others.....	0	127	127
23.3 Communications, utilities, and misc. charges.....	25,990	29,857	31,318
24.0 Printing and reproduction.....	1,237	835	895
25.1 Advisory and assistance services.....	131,708	187,583	188,866
25.2 Other services.....	3,699	3,982	14,236
25.3 Goods and services from Gov't accounts.....	75,255	44,737	48,137
25.4 Operation and maintenance of facilities.....	4	498	498
25.5 Research and Development.....		0	0
25.6 Medical care.....		0	0
25.7 Operation and maintenance of equipment.....	39,803	52,610	52,610
25.8 Subsistence and support of persons.....	0	2	2
26.0 Supplies and materials.....	2,247	2,176	2,679
31.0 Equipment.....	24,690	10,568	22,532
32.0 Land and structures.....		0	0
33.0 Investments and loans.....		0	0
41.0 Grants, subsidies, and contributions.....		0	0
42.0 Insurance claims and indemnities.....	305	1,967	300
43.0 Interest and dividends.....		0	0
44.0 Refunds		0	0
94.0 Financial Transfers		0	0
Total	506,031	546,598	706,456
FTE	1,284	1,347	2,285

WCF Activity Managers

The **Office of the Chief Information Officer (CIO)** provides enterprise-wide information technology (IT) services and solutions to support GSA business needs and electronic government. The CIO ensures that agency IT policy and initiatives support GSA goals and objectives and the government-wide IT goals and strategies. The OCIO provides six major services to GSA and its external customers: 1) enterprise-wide IT infrastructure, 2) IT portfolio management (Capital Planning and Investment Control), 3) IT security programs, 4) enterprise architecture, 5) IT policy, and 6) the integration and alignment of electronic government IT initiatives.

The CIO, in partnership with the IT organizations in PBS, FAS, and GSA staff offices, are committed to providing innovative and secure IT services and data-driven decision making. The CIO is guided by the GSA IT Strategic Business Plan, which supports GSA business operations through the following goals:

- Enable GSA employees secure access to any system, from any location, at any time, from any device
- Create an efficient, secure, and green technology suite that supports excellence in the business of government
- Provide governance and resources that optimize the implementation and use of technology
- Maintain a customer-focused view of information and technology that balances business needs and government mandates

The **Office of the Chief Financial Officer (CFO)** provides policy leadership in strategic planning, budgeting and financial management to the Public Buildings Service (PBS), Federal Acquisition Service (FAS), Office of Governmentwide Policy (OGP), Office of Citizen Services and Innovative Technologies (OCSIT), and other staff offices as well as over 50 independent agencies and commissions. CFO objectives are:

- Deliver Improved Financial Management
- Promote Communication, Collaboration, and Teamwork
- Sustain a High-Performance and High-Engagement Workforce

The CFO works to increase data driven decision-making and resource allocation, as well as to increase transparency and operational efficiency across the GSA financial community. The CFO assures that GSA financial data is compliant, reliable, timely, and internal controls comply with the Federal Managers Financial Integrity Act (FMFIA). This allows GSA to maintain an unqualified “clean” financial opinion during the annual financial audit.

The **Office of the Chief People Officer (CPO)** provides a wide range of human resources services to help GSA fulfill its mission. The CPO is guided by the Agency's *Human Capital Strategic Plan*, which provides the framework for GSA to achieve its human capital vision: A competent, well-managed workforce doing the right work, at the right time and achieving the right results. Through its operational programs, the CPO is focused on hiring, developing, rewarding and retaining a talented and diverse workforce. The CPO is dedicated to helping GSA foster a work environment that motivates employees and increases knowledge sharing, operational excellence, customer intimacy, innovation, and collaboration.

Through its many programs and activities throughout the GSA human resources life cycle, the CPO is responsible for developing and implementing a number of innovative programs that provide the best possible service to its employees, managers and external customers. Some examples of these are listed below:

- GSA is a recognized leader in telework with nearly half of all employees teleworking at least one day a week.
- The CPO funds the Transit Subsidy program to encourage employees to use public transportation and mitigate environmental impacts.
- The CPO is responsible for managing GSA's portion of the governmentwide workforce engagement survey administered by OPM. GSA continues to remain among the "10 Best Places to Work in the Government." According to Best Places to Work rankings, GSA is ranked third in work-life balance, fifth in empowerment, and seventh in teamwork.
- The CPO has been actively engaged in improving its hiring practices by implementing a number of initiatives in compliance with the President's initiative on hiring reform. The CPO is taking this a step further by developing a workforce management tool to help provide vital "just-in-time" information to managers and supervisors.
- The CPO continues to explore new ways to bring information to its customers through social media and other outreach tools.

The **Office of General Counsel (OGC)** provides legal support to GSA offices and programs. OGC legal support includes contracting, acquisition policy, management of real and personal property, bankruptcy, historic preservation, environmental compliance, litigation, personnel and labor relations, appropriations law, the Freedom of Information Act, the Privacy Act, the Federal Advisory Committee Act, and regulations implementing GSA authorities. The OGC also supports responses to Congressional inquiries, develops and manages the GSA ethics program, supports alternative dispute resolution efforts, and social media initiatives.

The **Office of Administrative Services (OAS)** is responsible for agency-wide policy, planning and service delivery for executive correspondence management, Freedom of Information Act (FOIA), fleet, printing and forms management, directives and orders management, mail management, personal property management, travel and purchase card program management, GAO and IG audit management, as well as general administrative and management services. The office also provides oversight and direction of GSA's workplace and workspace planning and initiatives, facility design, facilities management and security, and contracting services for Central Office.

The **Chief Acquisition Officer** in the Office of Government-wide Policy (OGP) uses WCF funding to provide procurement policies and guidance for GSA acquisition management activities. This includes operations for GSA's procurement management reviews, suspension and debarment program, acquisition policy including the GSA regulations management function, and the acquisition workforce program. This includes all GSA regional and organizational units operations and compliance with FAR based regulations and standards of integrity.

The **Office of Citizen Services and Innovative Technologies (OCSIT)** finds new ways for citizens, businesses, other governments, and the media to easily obtain information and services from the government on the web, via e-mail, in print, and over the telephone. OCSIT works closely with other government agencies – federal, state, local, and international – to collect and consolidate information and make it available to the public. OCSIT also leads

several interagency groups to share best practices and develop strategies for improving the way we provide services to the American public. OCSIT's goal is to:

- Provide high-quality customer service no matter how the citizen contacts the agency;
- Reduce the expense and difficulty of doing business with the government;
- Provide citizens with simpler access to government services; and
- Make government more transparent and accountable.

The **Office of Communications and Marketing (OCM)** provides information on GSA activities to employees and external audiences, including the media, agency customers and the American public. OCM accomplishes its mission with a coordinated, integrated program of messaging and strategic communication initiatives.

The **Office of Civil Rights (OCR)** implements both the internal and external GSA Civil Rights programs. The internal civil rights program ensures equal employment opportunity for all GSA employees and applicants for employment without regard to gender, race, color, national origin, religion, disability, age (40 and over), genetic information, and retaliation for protected EEO activity. The internal civil rights program processes EEO complaints of discrimination pursuant to 29 C.F.R. Part 1614. The external civil rights programs ensure nondiscrimination by GSA Federal Financial Assistance and Federally Conducted Programs. Both the internal and external civil rights programs have enforcement and prevention as the cornerstones of their programs.

The **Office of Emergency Response and Recovery (OERR)** ensures a state of resilience supporting the continuation of the agency's critical business processes by integrating and coordinating activities across all domains of security (physical, cyber, personnel, and industrial), HSPD-12 credentialing, emergency management, and contingency and continuity planning. OERR provides an enterprise-wide approach to mission assurance planning while assuring the safety, privacy, and security of GSA facilities, people, and IT assets nationwide. The OERR continuity mission is authorized by the National Continuity Policy (NSPD-51/HSPD-20) and directly supports GSA responsibilities to recover and perform our primary mission essential functions during a continuity event. OERR also supports the agency continuity mission by developing agency-wide guidance, policies, plans and procedures as well as tests, training and exercises to ensure readiness. In addition OERR sets the agency-wide policies, procedures, and guidance related to emergency management, HSPD-12 and security.

OERR is also funded from the Operating Expenses appropriation to support the GSA government-wide continuity mission under the National Continuity Policy and disaster preparedness and assistance to other agencies under the National Response Framework for Emergency Support Function (ESF) -7 (logistics and resource support) and ESF-2 (communications support).

The **Office of Congressional and Intergovernmental Affairs (OCIA)** coordinates services to over 1,400 House-district and Senate-state offices for the Congress, nationwide. OCIA provides acquisition of office space, furniture and furnishings, property disposal, equipment and supplies, and storage and relocation services. OCIA provides Congressional Services Representatives in each GSA region as the contact points for all matters pertaining to Congressional, State, and District offices.

The **Office of Small Business Utilization (OSBU)** advocates for small, minority, veteran, HUBZone, and women business owners. OSBU has nationwide responsibility for GSA's small business programs and promotes increased access to GSA's nationwide procurement opportunities. OSBU monitors and implements small business policies and manages a range of programs mandated by law. These programs include:

- Small Business Goaling Program
- Small Disadvantaged Business (SDB) Program
- Section 8(a) Program
- Women-owned Small Business Program
- Historically Underutilized Business Zone (HUBZone) Program
- Veteran-owned Small Business and Service Disabled Veteran-owned Small Business Programs
- Subcontracting Program

SHARED SERVICES

Office of the Chief Information Officer – Total \$315,843 thousand

PBS CIO Consolidation¹ **\$30,471 thousand**

Description of Service: Management and oversight of PBS-specific IT investments, including operation, maintenance, and enhancements of national applications.

Managing Office: Office of Chief Information Officer

Cost Allocation Methodology: The cost allocation for this activity is 100% to PBS.

Full Time Equivalent (FTE): This activity requires 71.0 FTE.

FAS CIO Consolidation² **\$69,417 thousand**

Description of Service: The FAS Office of the Chief Information Officer (QI) develops and manages business applications and multiple related minor and major systems for FAS in accordance with policy established by the GSA Chief Information Officer. QI builds partnerships with FAS programs to anticipate and support their information technology needs. QI adds value by developing and managing innovative applications and systems in support of FAS business lines and staff offices.

Managing Office: Office of Chief Information Officer

Cost Allocation Methodology: The cost allocation for this activity is 100% to FAS.

Full Time Equivalent (FTE): This activity requires 166.0 FTE.

OGP CIO Consolidation **\$1,345 thousand**

Description of Service: Management and oversight of OGP-specific IT investments, including operation, maintenance, and enhancements of national applications.

Managing Office: Office of Chief Information Officer

Cost Allocation Methodology: The cost allocation for this activity is:

Governmentwide Policy: 7.0 FTE	\$1,177 thousand
Working Capital Fund: 1.0 FTE	\$168 thousand

For Governmentwide Policy portion, the cost allocation for this activity is 100% to OGP.

¹ PBS CIO Consolidation reflects the transfer of 75 FTE and \$30,871 thousand less the pro-rata portion (4 FTE and \$400 thousand) of the 5% FTE reduction for Consolidation (20 FTE and \$2,000 thousand).

² FAS CIO Consolidation reflects the transfer of 175 FTE and \$70,317 thousand less the pro-rata portion (9 FTE and \$900 thousand) of the 5% FTE reduction for Consolidation (20 FTE and \$2,000 thousand).

For the Working Capital Fund portion, the cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 8.0 FTE.

OCSIT CIO Consolidation **\$320 thousand**

Description of Service: Management and oversight of OCSIT-specific IT investments, including operation, maintenance, and enhancements of national applications.

Managing Office: Office of Chief Information Officer

Cost Allocation Methodology: The cost allocation for this activity is 100% to OCSIT.

Full Time Equivalent (FTE): This activity requires 2.0 FTE.

Office of Financial Management Systems³ **\$53,939 thousand**

Description of Service: The Office of Financial Management Systems is responsible for developing, maintaining, and managing GSA's core financial management system, GSA's payroll system, and hosting of all GSA financial systems. In addition, the Office is responsible for all of the major financial management systems and many associated financial applications. The Office ensures that all financial management systems are secured, managed, and maintained in accordance with GSA guidelines and operating procedures and that they provide complete, reliable, consistent and timely information pertaining to the financial transactions of the agency.

Managing Office: Office of Chief Information Officer, Office of Financial Management Systems

Cost Allocation Methodology: The cost allocation for this activity is based on direct workload data.

PBS (32.4%), FAS (63.3%), OGP (0.3%), OCSIT (0.2%), OIG (0.3%), OE (0.6%), Other (2.9%)

Full Time Equivalent (FTE): This activity requires 128.0 FTE.

CPO CIO Consolidation **\$7,960 thousand**

Description of Service: Management and oversight of CPO-specific IT investments, including operation, maintenance, and enhancements of national applications.

Managing Office: Office of Chief Information Officer

³ Office of Financial Management Systems transfers from the OCFO to the OCIO as part of the CxO Consolidation. The amount transferred represents 135 FTE and a base budget of \$56,587 thousand less 10% IT reduction of \$1,948 thousand, less the pro-rata portion (7 FTE and \$700 thousand) of the 5% FTE reduction for Consolidation (20 FTE and \$2,000 thousand).

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 12.0 FTE.

GOLEARN – E-training (Transferred from CPO - CxO Consolidation) \$1,100 thousand

Description of Service: Supports GSA's learning management system to facilitate the training to GSA's 12,000+ employees; enables training administrators to enroll employees in training, and track and report employee course completions.

Managing Office: Office of the Chief Information Officer

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Infrastructure Management \$98,922 thousand

Description of Service: Infrastructure Management focuses on the management of IT assets, server resources, network resources, end-user devices, and building monitoring and control devices. This function includes local support, help desk functions, all circuits, wireless contract, telephony (analog and VoIP).

Managing Office: Office of Chief Information Officer

Office of Enterprise Infrastructure (IO) – 43 FTE	\$97,546 thousand
Office of Enterprise Solutions (IA) – 5 FTE	\$1,376 thousand

Cost Allocation Methodology: Allocation is based on a percentage of the total government furnished equipment (GFE) that has been issued to both government-FTE and contractor-FTE.

PBS (58.9%), FAS (33.4%), OGP (1.7%), OCSIT (0.9%), OIG (2.2%), OE (2.6%), Other (0.3%)

Full Time Equivalent (FTE): This activity requires 48.0 FTE

Enterprise Applications \$10,826 thousand

Description of Service: Enterprise Applications covers emerging technologies, solution consulting, application support, and business information. Emerging technologies include Google, chatter and developing cloud based applications to replace legacy applications.

Managing Office: Office of Chief Information Officer -

Office of Enterprise Solutions (IA) – 21 FTE	\$8,613 thousand
Office of Enterprise Infrastructure (IO) – 18 FTE	\$2,100 thousand

Office of Enterprise Management Services (IE) – 1 FTE \$113 thousand

Cost Allocation Methodology: Allocation is based on a percentage of the total government furnished equipment (GFE) that has been issued to both government-FTE and contractors.

PBS (58.9%), FAS (33.4%), OGP (1.7%), OCSIT (0.9%), OIG (2.2%), OE (2.6%), Other (0.3%)

Full Time Equivalent (FTE): This activity requires 40.0 FTE.

Enterprise Support Services **\$12,554 thousand**

Description of Service: Enterprise Support Services concentrate on business relationship management, service management, vendor and contract management, and training.

Managing Office: Office of Chief Information Officer

Office of Enterprise Infrastructure (IO) – 79 FTE \$12,338 thousand

Office of Enterprise Solutions (IA) – 4 FTE \$202 thousand

Office of the Deputy Chief Information Officer (ID) \$14 thousand

Cost Allocation Methodology: Allocation is based on a percentage of the total government furnished equipment (GFE) that has been issued to both government-FTE and contractors.

PBS (58.9%), FAS (33.4%), OGP (1.7%), OCSIT (0.9%), OIG (2.2%), OE (2.6%), Other (0.3%)

Full Time Equivalent (FTE): This activity requires 83.0 FTE.

Planning and Governance **\$13,977 thousand**

Description of Service: Planning and Governance includes enterprise architecture, enterprise IT policies, portfolio management, enterprise IT strategic planning, and IT resource management.

Managing Office: Office of Chief Information Officer

Office of Enterprise Management Services (IE) – 22 FTE \$9,352 thousand

Resource Management Staff (I/IR) – 13 FTE \$3,019 thousand

Office of the Deputy Chief Information Officer (ID) - 9 FTE \$2,095 thousand

Office of Enterprise Infrastructure (IO) \$31 thousand

Cost Allocation Methodology: Allocation is based on a percentage of the total government furnished equipment (GFE) that has been issued to both government-FTE and contractors.

PBS (58.9%), FAS (33.4%), OGP (1.7%), OCSIT (0.9%), OIG (2.2%), OE (2.6%), Other (0.3%)

Full Time Equivalent (FTE): This activity requires 44.0 FTE.

Security **\$4,845 thousand**

Description of Service: Security centers around identity and access management, compliance and audit, monitoring and control, and education and awareness.

Managing Office: Office of Chief Information Officer

Senior Agency Information Security Officer (IS) – 9 FTE \$3,690 thousand

Office of Enterprise Infrastructure (IO) – 3 FTE	\$949 thousand
Office of Enterprise Solutions (IA) – 1 FTE	\$206 thousand

Cost Allocation Methodology: Allocation is based on a percentage of the total government furnished equipment (GFE) that has been issued to both government-FTE and contractors.

PBS (58.9%), FAS (33.4%), OGP (1.7%), OCSIT (0.9%), OIG (2.2%), OE (2.6%), Other (0.3%)

Full Time Equivalent (FTE): This activity requires 13.0 FTE.

HSPD-12 Smart Card Program **\$6,074 thousand**

Description of Service: The program leads the conversion effort of existing Identification Card issuance policies and practices to a Certified Enterprise Credentialing solution based on the mandatory compliance milestones established in HSPD-12. Estimated costs are initially considered for an Enterprise solution, but may be adjusted in future submissions to include the proposed Agency business line which would provide credential services to customer Agencies.

Managing Office: Office of Chief Information Officer, Office of Enterprise Solutions (IA)

Cost Allocation Methodology: The cost allocation for this activity is based on the number of cards issued to each Service/Staff Office (SSO) divided by the total number of cards issued multiplied by the total cost of the activity.

PBS (61.2%), FAS (31.8%), OGP (2.9%), OCSIT (0.8%), OIG (2.0%), OE (1.3%)

Full Time Equivalent (FTE): This activity requires 5.0 FTE.

Intercity Telephone **\$1,872 thousand**

Description of Service: The program pays for long distance telephone services to the agency. The charges are incurred when a GSA phone is connected to an outside provider such as AT&T, Sprint, or Qwest.

Managing Office: Office of Chief Information Officer, Office of Enterprise Infrastructure (IO)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Telepresence **\$2,221 thousand**

Description of Service: Telepresence is a resource used agency-wide that allows face-to-face meetings without the hassle of travel. It allows meeting attendees to see peoples' faces, watch their reactions, and work from the nuances of their expressions all while saving money on travel, hotels, and per diem.

Managing Office: Officer of the Chief Information Officer

Cost Allocation Methodology: For the cost of the first 450 hours of this service per month, the cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the first 450 hours of this service. Any usage of this service beyond 450 hours will be directly billed to the reserving office's travel budget whether the service was actually used or not.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 2.0 FTE.

Office of the Chief Financial Officer – Total \$105,267 thousand

PBS CFO Consolidation⁴ \$45,202 thousand

Description of Service: PBS-FS provides direct support to the Public Buildings Service for revenue estimation, collection, and variance reporting as well as for budget formulation, justification, and execution. In these areas, PBS-FS maintains staff in the headquarters office as well as in geographic locations across the country to work with PBS leadership and program managers to represent accurately their funding requirements for current and future years, operationalize OCFO policy and guidance, and provide a full range of management reporting functions.

Managing Office: Office of Chief Financial Officer, Office of PBS Financial Service (PBS-FS)

Cost Allocation Methodology: The cost allocation for this activity is 100% to PBS.

Full Time Equivalent (FTE): This activity requires 311.0 FTE.

FAS CFO Consolidation⁵ \$13,661 thousand

Description of Service: The FAS Office of the Controller (QB) oversees all aspects of financial management activities related to FAS programs and operations, including the preparation of FAS' OMB and Congressional budget justifications. QB serves as a trusted advisor and performs a variety of budget, financial management and support activities for FAS program offices and GSA management officials. QB adds value by providing timely and accurate budget and financial reports to enable effective and well-timed decision making.

Managing Office: Office of Chief Financial Officer

Cost Allocation Methodology: The cost allocation for this activity is 100% to FAS.

Full Time Equivalent (FTE): This activity requires 97.0 FTE.

⁴ PBS CFO Consolidation reflects the transfer of 321 FTE and \$46,202 thousand less the pro-rata portion (10 FTE and \$1,000 thousand) of the 5% FTE reduction for Consolidation (14 FTE and \$1,400 thousand).

⁵ FAS CFO Consolidation reflects the transfer of 105 FTE and \$14,646 thousand less the pro-rata portion (4 FTE and \$400 thousand) of the 5% FTE reduction for Consolidation (14 FTE and \$1,400 thousand) and less 4 FTE and \$585 thousand for OAS Consolidation.

Office of Chief Financial Officer - Front Office **\$5,659 thousand**

Description of Service: Provides policy leadership and executive guidance in strategic planning, budgeting, and financial management. The OCFO – Front Office centrally funds rent and building security for all of the CFO offices; as well as, all CFO EEO investigations.

Managing Office: Office of Chief Financial Officer (B)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 6.0 FTE.

Office of Budget⁶ **\$6,761 thousand**

Description of Service: The Office of Budget (BB) leads Budget Formulation, Budget Execution, Strategic Planning and Performance Measurement throughout GSA. Through the Performance Management Process (PMP), BB integrates Strategic Planning with Budget Formulation and Performance Reporting, ensuring that agency budget requests align with strategic goals. The office also ensures that the agency executes its budget properly.

Managing Office: Office of Chief Financial Officer, Office of Budget (BB)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 42.0 FTE.

⁶ Office of Budget base FTE was reduced in FY 2013 by a 5% across-the-board reduction of FTE, which equated to a 3 FTE and \$300 thousand reduction for the Office of Budget. In addition, the Office of Budget was reduced by 3 FTE and \$413 thousand in FY 2014 by a 5% reduction.

Office of Financial Policy and Operations (BC)⁷ **\$30,623 thousand**

Description of Service: The Office of Financial Policy and Operations (BC) is responsible for GSA-wide: financial policy, internal controls, financial reporting, the financial statement audit, and financial and payroll services.

Managing Office: Office of Chief Financial Officer, Office of Financial Policy and Operations (BC)

Cost Allocation Methodology: The cost allocation for this activity is based on direct workload data.

PBS (53.9%), FAS (41.3%), OGP (2.2%), OIG (1.3%), OE (1.3%)

Full Time Equivalent (FTE): This activity requires 280.0 FTE.

Financial Statement Audits **\$3,361 thousand**

Description of Service: The Financial Statement Audit is an agency obligation that is managed by the Office of the Inspector General. The account provides for the independent financial statement audit of the agency.

Managing Office: Office of Chief Financial Officer, Office of Financial Policy and Operations

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's FY 2013 contract costs from the audit work plan multiplied by the total cost of the estimated cost of the activity.

PBS (48.3%), FAS (35.2%), OGP (4.7%), OCSIT (2.4%), OIG (2.4%), OE (7.0%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Office of the Chief People Officer – Total \$89,727 thousand

PBS CPO Consolidation⁸ **\$11,382 thousand**

Description of Service: Provide comprehensive workforce strategy and planning, performance management assistance, and end-to-end human resources services. Services include all preparation and documentation required to execute the full range of human resources services as well as reporting capabilities.

Managing Office: Office of Chief People Officer

Cost Allocation Methodology: The cost allocation for this activity is 100% to PBS.

⁷ Office of Financial Policy and Operations base FTE was reduced in FY 2013 by a 5% across-the-board reduction of FTE, which equated to a 16 FTE and \$1,600 thousand reduction for the Office of Financial Policy and Operations. In addition, the Office of Financial Policy and Operations was reduced by 15 FTE and \$2,293 thousand in FY 2014 by a 5% reduction. Office of Financial Policy and Operations also transfers 2 FTE and \$343 thousand to OAS as part of the OAS Consolidation.

⁸ PBS CPO Consolidation reflects the transfer of 92 FTE and \$11,782 thousand less the pro-rata portion (4 FTE and \$400 thousand) of the 5% FTE reduction for Consolidation (7 FTE and \$700 thousand).

Full Time Equivalent (FTE): This activity requires 88.0 FTE.

FAS CPO Consolidation⁹ \$7,156 thousand

Description of Service: The FAS Office of Administration (QA) develops and maintains human capital strategies, workforce planning, and emergency response programs, as well as managing the FAS Intern program and FAS Central Office space and facilities requirements. QA combines human capital and administrative management with internal and external communications and employee development. QA delivers value by creating strategies to attract, develop, and retain FAS' workforce in collaboration with the portfolios, integrators and CPO.

Managing Office: Office of Chief People Officer

Cost Allocation Methodology: The cost allocation for this activity is 100% to FAS.

Full Time Equivalent (FTE): This activity requires 54.0 FTE.

Immediate CPO (C)¹⁰ \$2,491 thousand

Description of Service: Oversees the entire CPO.

Managing Office: Office of the Chief People Officer, Immediate CPO (C)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 10.0 FTE.

Human Resources Line of Business (HRLoB) \$625 thousand

Description of Service: Develops and implements new services to GSA and other federal agencies.

Managing Office: Office of the Chief People Officer, HRLoB

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 5.0 FTE.

⁹ FAS CPO Consolidation reflects the transfer of 57 FTE and \$7,456 thousand less the pro-rata portion (3 FTE and \$300 thousand) of the 5% FTE reduction for Consolidation (7 FTE and \$700 thousand).

¹⁰ CPO transfers \$1,097 thousand to OCIO in support of the CxO consolidation.

Office of Human Resources Services (CP)¹¹ \$13,912 thousand

Description of Service: Provides a full range of human capital management solutions in such areas as staffing, labor relations, and performance management.

Managing Office: Office of the Chief People Officer, Human Resources, Labor Relations & Talent Management.

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 140.0 FTE.

Arbitration (CP) \$101 thousand

Description of Service: The national agreements existing with the American Federation of Government Employees (AFGE) and the National Federation of Federal Employees (NFFE) provide for either labor union to include the Agency to invoke arbitration on matters allegedly violating the parties' Collective Bargaining Agreements. The arbitrations are compliance driven. The funds are used to pay for the arbitration costs, (e.g., arbitrator/court services and expenses including travel and per diem for agency witnesses.)

Managing Office: Office of the Chief People Officer, Office of Human Resources Services

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Office of Human Capital Management (CH) \$4,086 thousand

Description of Service: This office develops GSA's human capital strategies, policies and ensures effective national implementation

Managing Office: Office of the Chief People Officer, Training and Organizational Development, Staffing and Policy & Wellness Programs.

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

¹¹ Office of Human Resource Services base FTE was reduced in FY 2013 by a 5% across-the-board reduction of FTE, which equated to a 9 FTE and \$900 thousand reduction for the Office of Human Resource Services. In addition, the Office of Human Resource Services was reduced by \$855 thousand in FY 2014 by a 5% reduction. Finally, \$2,711 thousand is transferred to CIO in support of the CxO Consolidation.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 31.0 FTE.

Transit Subsidy (CH) **\$14,091 thousand**

Description of Service: This is an annual interagency agreement with the Department of Transportation (DOT)/Transportation Administrative Service Center (TASC) for managing the GSA's transit subsidy program. It includes transit subsidy media (Smart Benefits, fare cards, etc.) to GSA employees.

Managing Office: Office of the Chief People Officer, Office of Human Capital Management (CH)

Cost Allocation Methodology: Cost allocations are based on the fiscal year 2011 dollars issued to GSA employees.

PBS (63.0%), FAS (21.4%), OGP (8.8%), OCSIT (2.9%), OIG (2.1%), OE (1.8%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Employee Health Room Service (CH) **\$1,706 thousand**

Description of Service: The program pays for the services provided by the Department of Health and Human Services, Public Health Service for operating Nationwide on-site health facilities benefiting GSA employees and contractors. These health units also offer several wellness classes including smoking cessation workshops.

Managing Office: Office of the Chief People Officer, Office of Human Capital Management (CH)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Q-12 Survey (CH) **\$0 thousand**

Description of Service: Q12 Survey was discontinued. Based on the Acting Administrator's November 20, 2012 e-mail, the survey was eliminated because Federal employees found the survey duplicative of the Federal Employees Viewpoint Survey. Eliminating this survey will generate a savings of approximately \$1 million.

Leadership Program (CH) **\$1,702 thousand**

Description of Service: The program pays other Federal agencies and private firms for providing seminars and classes for leadership training to GSA employees.

Managing Office: Office of the Chief People Officer, Office of Human Capital Management (CH)

Cost Allocation Methodology: Cost allocations are based on fiscal year 2011 participants in the program.

PBS (48.9%), FAS (41.3%), OGP (0.7%), OCSIT (3.3%), OIG (4.7%), OE (1.1%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Health & Dependent Care Federal Flexible Spending (CH) **\$298 thousand**

Description of Service: The program pays for administrative fees for Health Care Flexible Spending Accounts (HCFSA) and Dependent Care Flexible Spending Accounts (DCFSA) programs. These programs are intended to allow employees to pay medical and dependent care expenses using pre-tax dollars.

Managing Office: Office of the Chief People Officer, Office of Human Capital Management (CH)

Cost Allocation Methodology: Cost allocations are based on the number of participants of GSA employees, who participated in the HCFSA and DCFSA.

PBS (61.1%), FAS (29.1%), OGP (4.7%), OCSIT (1.2%), OIG (2.8%), OE (1.1%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Enterprise Human Resources Integration (CH) **\$278 thousand**

Description of Service: Provides support for conversion to "paperless" official personnel files and consolidates image and data view to digitally document employment actions and history of GSA employees.

Managing Office: Office of the Chief People Officer, Office of Human Capital Management (CH)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

New Associates Celebration (CH) **\$210 thousand**

Description of Service: The program offers a weeklong of events once a quarter for employees who have been with the Agency for a year or less to participate in a variety of ceremonies. New GSA employees learn about the mission of GSA organizations and meet their leadership. Payments to vendors are paid for a variety of expenses associated with this event (i.e., meals and lodging expenses, speakers' fees, etc.).

Managing Office: Office of the Chief People Officer, Office of Human Capital Management (CH)

Cost Allocation Methodology: Cost allocations are based on fiscal year 2011 participants of the program.

PBS (39.2%), FAS (60.8%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Enterprise Assistance Program (CH) **\$269 thousand**

Description of Service: The program pays for services by the Department of Health and Human Services, Public Health Service provided to GSA for operation of occupational health programs to promote mental health fitness.

Managing Office: Office of the Chief People Officer, Office of Human Capital Management (CH)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Child Care Subsidy (CH) **\$375 thousand**

Description of Service: The program subsidizes a portion of child care expenses for eligible GSA employees in the four child care centers.

Managing Office: Office of the Chief People Officer, Office of Human Capital Management (CH)

Cost Allocation Methodology: Cost allocations are based on the number of children of GSA associates working in a Service or Staff Office.

PBS (55.6%), FAS (37.0%), OE (7.4%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Office of Information Management (CI)¹² \$5,864 thousand

Description of Service: Provides comprehensive human capital information management systems and support to GSA; manages GSA's privacy program; and manages GSA's Consolidated Processing Center.

Managing Office: Office of the Chief People Officer, CHRIS, Privacy Program, Personnel Security & Consolidated Processing Center.

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 41.0 FTE.

Employee Workers' Compensation (CI) \$13,700 thousand

Description of Service: The program covers compensation and medical cost protection for Federal employees injured on the job, or suffering from a work-related occupational disease and to beneficiaries of employees whose death is attributable to a job-related injury or disease.

Managing Office: Office of the Chief People Officer, Office of Information Management

Cost Allocation Methodology: Cost allocations are based on actual worker's compensation claims by SSO CPO reported to DOL for fiscal year 2010. DOL bills for these costs two years in arrears to give agencies time to include these costs in their budgets.

PBS (71.7%), FAS (24.3%), OGP (0.9%), OCSIT (0.5%), OIG (1.8%), OE (0.8%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

HSPD-12 Program – CPO (Clearances) (CI) \$1,556 thousand

Description of Service: The program pays the Department of Homeland Security for charges to GSA for security clearance investigation for its employees and contractors.

Managing Office: Office of the Chief People Officer, HSDP-12 Program - CPO (Clearances).

Cost Allocation Methodology: Cost allocations are based on the fiscal year 2013 current FTE level, excluding PBS FTEs. PBS manages its own security clearances for its employees.

FAS (81.1%), OGP (4.3%), OCSIT (1.8%), OIG (6.6%), OE (5.3%), Other (0.9%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

¹² The Office of Information Management transferred 12 FTE and \$2,698 thousand to CIO in support of the CxO Consolidation.

Office of Executive Resources (CX) \$702 thousand

Description of Service: Provides a full range of human capital management policies, program, solutions and services for GSA's Senior Executives and political appointees.

Managing Office: Office of the Chief People Officer, The Office of Executive Resources (CX)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 5.0 FTE.

Office of Program Performance (CD)¹³ \$7,649 thousand

Description of Service: Manages and coordinates all the activities that help the CPO focus its resources on delivering its mission. This includes the following management support services for the CPO community: strategic and business planning, resource management, competitive sourcing, emergency management, contracting support and communications.

Managing Office: Office of the Chief People Officer, Office of Program Performance

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 10.0 FTE.

Unemployment Compensation (CD) \$867 thousand

Description of Service: The program pays for the services provided by the Department of Labor, Employee Standards Administration, Unemployment Insurance Service for the separations, claims, hearing appeals of GSA employees, and for managing unemployment compensation reports.

Managing Office: Office of the Chief People Officer, Office of Program Performance (CD)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

¹³ Office of Program Performance base FTE was reduced in FY 2013 by a 5% across-the-board reduction of FTE, which equated to a 5 FTE and \$500 thousand reduction for the Office of Program Performance. In addition, the Office of Program Performance was reduced by \$460 thousand in FY 2014 by a 5% reduction. Finally, \$1,454 thousand is transferred to CIO in support of the CxO Consolidation.

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Human Capital Strategies (CD) \$707 thousand

Description of Service: The program assists in acquiring the services of contractors to support GSA in the implementation of organization specific human capital strategies and other GSA-wide human capital initiatives, including business process re-engineering, closing skills gaps through increased training and development, and other HR transformation efforts.

Managing Office: Office of the Chief People Officer, Office of Program Performance (CD)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Office of the General Counsel – Total \$28,931 thousand

General Counsel – Nationwide¹⁴ \$28,715 thousand

Description of Service: Excellence in delivering accurate and timely legal advice and defending the actions of GSA.

Managing Office: Office of General Counsel, Nationwide

Cost Allocation Methodology: The cost allocation is based on workload data based on number of hours worked.

PBS (58.2%), FAS (28.8%), OGP (6.9%), OCSIT (0.6%), OIG (0.1%), OE (5.2%), Other (0.2%)

Full Time Equivalent (FTE): This activity requires 146.0 FTE.

Legal/Electronic Database \$216 thousand

Description of Service: Developing Electronic Database for electronic filing of 450's and 278's-- Business Case has been submitted.

Managing Office: Office of General Counsel, Office of General Law/Ethics Division (LG)

Cost Allocation Methodology: The cost allocation is based on workload data based on number of hours worked.

PBS (48.7%), FAS (37.0%), OGP (3.0%), OIG (4.5%), OE (6.8%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

¹⁴ General Counsel –Nationwide base FTE and Budget was reduced in FY 2013 by a 5% across-the-board reduction of FTE, which equated to an 8 FTE and \$800 thousand reduction for OGC.

Chief Acquisition Office – Total \$8,698 thousand

Services Acquisition Policy, Integrity & Workforce¹⁵ \$7,037 thousand

Description of Service: Develops acquisition policy and an informed and engaged workforce to help agencies deliver high value acquisition mission solutions. The office is primarily responsible for overseeing GSA-wide acquisition matters, including GSA acquisition policy development and maintenance; compliance with laws, regulations and policies; taking action against troubled contractors, when necessary; and development and execution of strategies to strengthen the GSA Acquisition Workforce.

Managing Office: Office of Government Wide Policy

Cost Allocation Methodology: The cost allocation for this activity is based on work load data related to transactions.

PBS (36.4%), FAS (36.7%), OGP (8.0%), OCSIT (2.5%), OIG (12.7%), OE (0.5%), Other (3.2%)

Full Time Equivalent (FTE): This activity requires 33.0 FTE.

Integrated Acquisition Environment (IAE) payment \$1,507 thousand

Description of Service: OGP makes GSA's fee for service payment to Federal Acquisition Service (FAS) for IAE. FAS acts as GSA's Managing Partner representative for this program. The IAE initiative supports the effective acquisition of goods and services for GSA: Creating a simpler, common integrated business process for buyers and sellers that promotes competition, transparency and integrity; Increasing data sharing to enable better business decisions in procurement, logistic, payment and performance assessment; and taking a unified approach to obtaining modern tools to leverage investment costs for business related processes.

Managing Office: Office of Government Wide Policy

Cost Allocation Methodology: Cost allocations are based on enacted fiscal year 2012 contract dollars by SSO.

PBS (29.6%), FAS (69.0%), OIG (0.1%), OE (1.3%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

¹⁵ Office of Governmentwide Policy base FTE and Budget was reduced in FY 2013 by a 5% across-the-board reduction of FTE, which equated to a 2 FTE and \$200 thousand reduction for OGP. In addition, OGP transfers 1 FTE and \$168 thousand to the Office of Chief Information Officer in the CxO Consolidation for CIO.

Office of Communications and Marketing – Total \$3,979 thousand

Enterprise Web Management¹⁶ \$3,979 thousand

Description of Service: The program pays for all components of the complete redesign of the GSA portal (www.gsa.gov), as well as ongoing enhancement of www.gsa.gov and GSA's overall web presence, including the addition of regional content and transactional capabilities and migration to www.gsa.gov of some content that is currently off-portal.

Managing Office: Office of Communications & Marketing, Enterprise Web Management Division (ZE)

Cost Allocation Methodology: The cost allocations for this activity is are based on percentage of time spent on website.

PBS (25.2%), FAS (50.6%), OGP (17.2%), OCSIT (2.4%), OIG (0.1%), OE (4.5%)

Full Time Equivalent (FTE): This activity requires 9.0 FTE.

Office of Civil Rights – Total \$4,960 thousand

Equal Employment Opportunity Program¹⁷ \$4,460 thousand

Description of Service: Process EEO (Title VII) complaints and provides outreach, training and translation services.

Managing Office: Office of Civil Rights, EEO Program Division (AKN) and Regional Operations Division (AKR)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 24.0 FTE.

Non Discrimination Programs \$500 thousand

Description of Service: Process EEO (Title VII) complaints and provide outreach and training.

Managing Office: Office of Civil Rights, External Programs Division

¹⁶ Office of Communications and Marketing base FTE and Budget was reduced in FY 2013 by a 5% across-the-board reduction of FTE, which equated to a 1 FTE and \$100 thousand reduction for OCM. In addition, OCM transfers 1 FTE and \$134 thousand to the Office of Administrative Services in the CxO Consolidation for CIO.

¹⁷ Office of Civil Rights base FTE and Budget was reduced in FY 2013 by a 5% across-the-board reduction of FTE, which equated to a 1 FTE and \$100 thousand reduction for OCR.

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 3.0 FTE.

Office of Small Business Utilization – Total \$5,288 thousand

Office of Small Business Utilization (OSBU) Consolidation¹⁸ \$3,324 thousand

Description of Service: Advocates for small, minority, veteran, HUBZone, and women business owners and promotes increased access to GSA's nationwide procurement opportunities. OSBU monitors and implements small business policies and manages a range of programs mandated by law.

Managing Office: Office of Small Business Utilization

Cost Allocation Methodology: The cost allocation for this activity is 100% to FAS.

Full Time Equivalent (FTE): This activity requires 24.0 FTE.

Office of Small Business Utilization (OSBU) Support¹⁹ \$1,964 thousand

Description of Service: Advocates for small, minority, veteran, HUBZone, and women business owners and promotes increased access to GSA's nationwide procurement opportunities. OSBU monitors and implements small business policies and manages a range of programs mandated by law.

Managing Office: Office of Small Business Utilization

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 12.0 FTE.

¹⁸ FAS-OSBU Consolidation reflects the transfer of 25 FTE and \$3,424 thousand less the 5% FTE reduction for Consolidation, which equates to a 1 FTE and \$100 thousand reduction.

¹⁹ Office of Small Business Utilization base FTE and Budget was reduced in FY 2013 by a 5% across-the-board reduction of FTE, which equated to a 1 FTE and \$100 thousand reduction for OSBU.

Office of Emergency Response and Recovery – Total \$18,755 thousand

Office of Emergency Response & Recovery (OERR) Consolidation²⁰ \$14,584 thousand

Description of Service: Coordinates GSA continuity of operations activities, disaster support and special security missions. OERR sets nationwide GSA emergency management policies, procedures, and guidance. The OERR continuity mission is authorized by the National Continuity Policy (NSPD-51/HSPD-20) and directly supports GSA responsibilities to recover and perform our primary mission essential functions during a continuity event. OERR supports the agency continuity mission by developing agency-wide guidance, policies, plans and procedures as well as tests, training and exercises to ensure readiness. OERR is also responsible for appointment management, enrollment, activation, card issuance, and PIN reset related to the HSPD-12 Personal Identity Verification (PIV) Access Card Services.

Managing Office: Office of Emergency Response & Recovery

Cost Allocation Methodology: The cost allocation for this activity is 100% to PBS.

Full Time Equivalent (FTE): This activity requires 96.0 FTE.

Registrar Contracts²¹ \$1,400 thousand

Description of Service: Responsible for appointment management, enrollment, activation, card issuance, and PIN reset related to the HSPD-12 Personal Identity Verification (PIV) Access Card Services.

Managing Office: Office of Emergency Response & Recovery

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's number of sponsored HSDP-12 cards divided by GSA's total number of sponsored HSPD-12 Cards multiplied by the total cost of the estimated cost of the activity.

PBS (61.2%), FAS (31.8%), OGP (2.9%), OCSIT (0.8%), OIG (2.0%), OE (1.3%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Readiness and Resiliency²² \$1,545 thousand

Description of Service: Supports the agency continuity mission by developing agency-wide guidance, policies, plans and procedures as well as tests, training and exercises to ensure agency readiness and the resiliency of (21) GSA Mission Essential Functions against the full range of natural and manmade threats.

Managing Office: Office of Emergency Response and Recovery, Plans & Exercises Division and Policy Division (DD)

²⁰ PBS-OERR Consolidation reflects the transfer of 101 FTE and \$16,284 thousand less the 5% FTE reduction for Consolidation, which equates to a 5 FTE and \$500 thousand reduction less \$1,200 thousand for Registrar Contracts which is reflected under a separate heading.

²¹ Registrar Contracts includes \$1,200 thousand transferred from PBS Consolidation and \$200 thousand transferred from OCIO.

²² Office of Emergency Response and Recovery base FTE and Budget was reduced in FY 2013 by a 5% across-the-board reduction of FTE, which equated to a 1 FTE and \$100 thousand reduction for OERR.

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 5.0 FTE.

Communications Security **\$282 thousand**

Description of Service: Encompasses the management of all crypto security equipment and administration for all classified communication mediums used by the Agency.

Managing Office: Office of Emergency Response and Recovery, Special Programs & Security Division (DS)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 2.0 FTE.

Special Security **\$241 thousand**

Description of Service: The program of record accounting for all personnel, facilities, and resources that support the Agency's access.

Managing Office: Office of Emergency Response and Recovery, Special Programs & Security Division (DS)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 2.0 FTE.

Situational Awareness **\$703 thousand**

Description of Service: Provides agency leadership (Administrator and Senior Emergency Response Team) with complete situational awareness during crisis operations.

Managing Office: Office of Emergency Response and Recovery, Operations Division (DP)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 5.0 FTE.

Office of Administrator – Total \$450 thousand

SES/Presidential Rank Awards **\$450 thousand**

Description of Service: Provides agency leadership bonus structure (Senior Executive Service).

Managing Office: Office of the Administrator

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Office of Administrative Services – Total \$42,136 thousand

PBS OAS Consolidation²³ **\$3,053 thousand**

Description of Service: PBS FOIA intake, review, clearance, distribution, and records management. PBS workplace and facilities management.

Managing Office: Office of Administrative Services,

Cost Allocation Methodology: The cost allocation for this activity is 100% to PBS.

Full Time Equivalent (FTE): This activity requires 23.0 FTE.

FAS OAS Consolidation²⁴ **\$3,019 thousand**

Description of Service: FAS FOIA intake, review, clearance, and distribution. FAS workplace and facilities management.

Managing Office: Office of Administrative Services

Cost Allocation Methodology: The cost allocation for this activity is 100% to FAS.

Full Time Equivalent (FTE): This activity requires 13.0 FTE.

²³ PBS OAS Consolidation reflects the transfer of 24 FTE and \$3,153 thousand less the pro-rata portion (1 FTE and \$100 thousand) of the 5% FTE reduction for Consolidation (2 FTE and \$200 thousand).

²⁴ FAS OAS Consolidation reflects the transfer of 14 FTE and \$3,119 thousand less the pro-rata portion (1 FTE and \$100 thousand) of the 5% FTE reduction for Consolidation (2 FTE and \$200 thousand).

CIO OAS Consolidation

\$519 thousand

Description of Service: Records management functions including records creation, archiving, and storage.

Managing Office: Office of Administrative Services, Office of Management Oversight, Records Management and Paperwork Reduction Division

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 2.0 FTE.

CFO OAS Consolidation

\$928 thousand

Description of Service: Resolution and tracking of all non-financial GAO/IG audits.

Managing Office: Office of Administrative Services

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 6.0 FTE.

OCM OAS Consolidation

\$134 thousand

Description of Service: The program pays for GSA's general use printing including GSA letterhead, GSA printed envelopes, GSA manuals/catalogs, telephone directories, press releases, GSA news, GSA annual reports, photocopying, graphics/awards, government publications distribution costs, and personal compensation and benefits of general use account staff.

Managing Office: Office of Administrative Services

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 1.0 FTE.

1800 F Street Rent – GSA Corporate **\$21,538 thousand**

Description of Service: Centralized payment of GSA Rent for 1800 F Street for all offices except the Office of Inspector General, who has an independent occupancy agreement.

Managing Office: Office of Administrative Services, Deputy Chief Administrative Services Officer (H1)

Cost Allocation Methodology: The Office of General Counsel's portion of the 1800 F Street rent will be determined based on square footage and the shell rate for the space as identified in the occupancy agreement will be applied. This amount will be subtracted from the total GSA Corporate amount. The remaining balance will be allocated to offices based on head count of both government staff and contractor staff that could possibly sit in the 1800 F Street location.

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Staff Office Leadership; Budget; and 1800 F Transformation²⁵ **\$3,068 thousand**

Description of Service: Provides services to employees across the GSA and provides leadership through policies and solutions that promote the efficient use of resources. Managing and directing the 1800 F Transformation workplace and workspace planning and initiatives, facility design, and management for Central Office, which includes space management, personal property management, space planning, moves, and building security; Management of Budget planning and forecasting. The 1800F resources are located in DC yet possible consolidations may incorporate Regional components under the Front Office.

Managing Office: Office of Administrative Services, Deputy Chief Administrative Services Officer (H1)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 9.0 FTE.

Executive Secretariat - FOIA Processing **\$276 thousand**

Description of Service: Receiving, tracking, and controlling responses to Freedom of Information Act requests.

Managing Office: Office of Administrative Services, Executive Secretariat Division (H1A)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

²⁵ Office of Administrative Services base FTE and Budget was reduced in FY 2013 by a 5% across-the-board reduction of FTE, which equated to a 2 FTE and \$200 thousand reduction for OAS in program.

Full Time Equivalent (FTE): This activity requires 2.0 FTE

Management of Fleet, Mail, Personal Property, Forms and Directives \$1,413 thousand

Description of Service: Establishing policies and managing programs across the agency for GSA's internal vehicle fleet, mail, personal property, forms, and directives.

Managing Office: Office of Administrative Services, Administrative Policy Division (H1B)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 8.0 FTE.

Postage and Fees \$1,600 thousand

Description of Service: The program pays for direct postage costs for GSA.

Managing Office: Office of Administrative Services, Administrative Policy Division (H1B)

Cost Allocation Methodology: The cost allocation for this activity is based on postage estimates by Service/Staff Office provided by OGP and then allocated by FTE.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

General Use Forms \$736 thousand

Description of Service: The program pays for forms used GSA-Wide.

Managing Office: Office of Administrative Services, Administrative Policy Division (H1B)

Cost Allocation Methodology: The cost allocation for this activity is based on current forms by SSO then allocated by FTE.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 3.0 FTE.

Metered Mail \$149 thousand

Description of Service: The program pays for mail meter rentals, maintenance, and incidental expenses associated with mail meters that are assigned to the nationwide Office of Management Services program.

Managing Office: Office of Administrative Services, Administrative Policy Division (H1B)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Tracking and Follow-up of GAO/IG Audits **\$858 thousand**

Description of Service: Tracking responses to GAO and IG audit findings and serving as liaison to GAO and OIG for agency organizations.

Managing Office: Office of Administrative Services, GAO/IG Audit Response Division (H1C)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 5.0 FTE.

Travel and Purchase Card Management **\$1,312 thousand**

Description of Service: Establishing policies and managing the agency's travel and charge card programs including new responsibilities managing the approval process for conferences, award ceremonies, and internal management meetings.

Managing Office: Office of Administrative Services, Travel and Purchase Card Program Division (H1D)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 9.0 FTE.

Contracting for Central Office Procurements and Conferences²⁶ **\$3,533 thousand**

Description of Service: Contract development and administration for all goods and services required by the GSA Central Office and for conferences by all agency components.

Managing Office: Office of Administrative Services, Central Office Contracting Division (H1E)

²⁶ Office of Administrative Services base FTE and Budget was reduced in FY 2013 by a 5% across-the-board reduction of FTE, which equated to a 1 FTE and \$100 thousand reduction for OAS in program.

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 23.0 FTE.

SELECTED SERVICES

Office of the Chief Information Officer – Total \$19,948 thousand

OCIO Infrastructure Management **\$7,901 thousand**

Description of Service: User specific Infrastructure Management focuses on the management of IT assets, server resources, network resources, end-user devices, and building monitoring and control devices. This function includes local support, help desk functions, all circuits, wireless contract, telephony (analog and VoIP).

Managing Office: Office of Chief Information Officer, Office of Enterprise Infrastructure (IO)

Cost Allocation Methodology: Allocation is based on user specific requirements.

PBS (78.9%), FAS (18.3%), OGP (0.4%), OCSIT (0.2%), OIG (1.9%), OE (0.3%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE

OCIO Enterprise Applications **\$351 thousand**

Description of Service: User specific Enterprise Applications covers emerging technologies, solution consulting, application support, and business information. Emerging technologies include Google, chatter and developing cloud based applications to replace legacy applications.

Managing Office: Office of Chief Information Officer, Office of Enterprise Infrastructure (IO)

Cost Allocation Methodology: The cost allocation for this activity is 100% to FAS.

Full Time Equivalent (FTE): This activity requires 0.0 FTE

OCIO Enterprise Support Services **\$3,688 thousand**

Description of Service: User specific Enterprise Support Services concentrate on business relationship management, service management, vendor and contract management, and training.

Managing Office: Office of Chief Information Officer, Office of Enterprise Infrastructure (IO)

Cost Allocation Methodology: Allocation is based on user specific requirements.

PBS (54.0%), FAS (38.8%), OGP (5.8%), OIG (1.1%), OE (0.3%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE

Wireless Telephone **\$8,008 thousand**

Description of Service: The services provided by this program include different types of wireless devices such as Blackberries, Androids, iPhones, iPads and air cards provided through contracts with Verizon. Each device connected to the network incurs a monthly fee. The most common calling plan used in the Agency costs \$47.99 a month per device.

Managing Office: Office of Chief Information Officer, Office of Enterprise Infrastructure (IO)

Cost Allocation Methodology: The cost allocation for this activity is based on the number of devices issued to each Service/Staff Office (SSO) divided by the total number of devices issued multiplied by the total cost of the activity.

PBS (63.4%), FAS (27.6%), OGP (2.4%), OCSIT (1.3%), OIG (2.3%), OE (2.9%), Other (0.1%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Office of the Chief Financial Officer – Total \$2,737 thousand

Financial Management Intern (FMS) Program **\$2,737 thousand**

Description of Service: The purpose of the FMS Program is to infuse the GSA Federal financial management community with multi-disciplined professional talents to maintain its core financial expertise. This program pays for salaries and benefits, travel, training and related costs for recent graduates who are placed to serve GSA's financial organizations after graduation from the program.

Managing Office: Office of Chief Financial Officer

Cost Allocation Methodology: Cost allocations are based on the time spent by the interns working in their assigned Services/Staff Offices during the fiscal year.

PBS (47.4%), FAS (38.6%), OGP (8.8%), OE (5.2%)

Full Time Equivalent (FTE): This activity requires 34.0 FTE.

Office of the Chief People Officer – Total \$5,018 thousand

Personnel Security (CSH7) **\$818 thousand**

Description of Service: This funding is used to cover shortfalls related to Non-PBS background investigations.

Managing Office: Office of Chief People Officer, Personnel Security

Cost Allocation Methodology: Cost allocations are made based on specific user requirements defined in Memorandums of Understanding.

PBS (18.7%), FAS (81.3%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

University for People (CSA8) **\$4,200 thousand**

Description of Service: Pays contractors to provide training to GSA employees.

Managing Office: Office of Chief People Officer, University for People

Cost Allocation Methodology: Cost allocations are based on the number of program participants.

PBS (40.3%), FAS (59.7%)

Full Time Equivalent (FTE): This activity requires 3.0 FTE.

Office of Communications and Marketing – Total \$1,897

Visual Media/Graphics **\$898 thousand**

Description of Service: The program pays for GSA's Visual Media team for the production of graphics and posters for GSA.

Managing Office: Office of Communications & Marketing, Marketing & Internal Communications Division (ZC)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's number of transactions divided by OCM's total number of transactions multiplied by the total cost of the activity.

PBS (39.8%), FAS (2.6%), OGP (25.6%), OCSIT (11.5%), OIG (1.3%), OE (5.1%), Other (14.1%)

Full Time Equivalent (FTE): This activity requires 6.0 FTE.

Visual Media/Video **\$749 thousand**

Description of Service: The program pays for GSA's Visual Media team for the production of videos and portraits for GSA.

Managing Office: Office of Communications & Marketing, Marketing & Internal Communications Division (ZC)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's number of transactions divided by OCM's total number of transactions multiplied by the total cost of the activity.

PBS (22.0%), FAS (23.7%), OGP (15.3%), OCSIT (18.6%), OIG (5.1%), OE (15.3%)

Full Time Equivalent (FTE): This activity requires 5.0 FTE.

Visual Media/General Use Printing **\$250 thousand**

Description of Service: The program pays for GSA's general use printing including GSA letterhead, GSA printed envelopes, GSA manuals/catalogs, telephone directories, press releases, GSA news, GSA annual reports, photocopying, graphics/awards, government publications distribution costs.

Managing Office: Office of Communications & Marketing, Marketing & Internal Communications Division (ZC)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's number of transactions divided by OCM's total number of transactions multiplied by the total cost of the activity.

PBS (27.1%), FAS (19.6%), OGP (12.1%), OCSIT (23.4%), OIG (2.8%), OE (15.0%)

Full Time Equivalent (FTE): This activity requires 1.0 FTE.

Office of Administrative Services – Total \$714 thousand

Dedicated Contracting Support for IT Procurements **\$392 thousand**

Description of Service: MOU agreement in place limited to dedicated contracting and acquisition support and service provided to OCIO by OAS Central Office Contracting Division.

Managing Office: Office of Administrative Services, Central Office Contracting Division (H1E)

Cost Allocation Methodology: The cost allocation for this activity is a pro-rata share based on the percent of each SSO's Full Time Equivalent (FTE) divided by GSA's total FTE multiplied by the total cost of the estimated cost of the activity.

PBS (57.4%), FAS (33.8%), OGP (1.8%), OCSIT (0.7%), OIG (2.7%), OE (3.2%), Other (0.4%)

Full Time Equivalent (FTE): This activity requires 2.0 FTE.

NARA Records Storage (Transferred from OCIO) **\$322 thousand**

Description of Service: The program pays for costs of the National Archives and Records Administration (NARA), which includes storage, associated fees, and services such as transportation and scanning of records for GSA services and staff offices.

Managing Office: Office of Administrative Services

Cost Allocation Methodology: The cost allocation for this activity is based on the cubic feet of storage provided to each Service/Staff Office (SSO) divided by the total cubic feet of storage multiplied by the total cost of the activity.

PBS (36.5%), FAS (59.5%), OIG (0.5%), OE (3.5%)

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

EXTERNAL SERVICES

Election Assistance Commission Remote Field Connectivity **\$62 thousand**

Description of Service: To service and support for network and back-end systems required by the Elections Assistance Commission Office.

Managing Office: Office of Chief Information Officer, Office of Enterprise Infrastructure (IO)

Cost Allocation Methodology: Pricing for services is primarily based on workload data. The full cost of the services provided to this external client is recovered through collections against an interagency agreement.

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Department of Defense Print Shop (DAPS) **\$13 thousand**

Description of Service: DAPS is using one port on our switch to connect to their router. Then their router is connected to a 24 port switch for their equipment to connect. 16 ports are connected on their switch. 4 computers and 5 other devices are in use at this time.

Managing Office: Office of Chief Information Officer, Office of Enterprise Infrastructure (IO)

Cost Allocation Methodology: Pricing for services is primarily based on workload data. The full cost of the services provided to this external client is recovered through collections against an interagency agreement.

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Federal Integrated Solutions Center (FISC) **\$5,174 thousand**

Description of Service: The Office of Financial Policy and Operations (BC) provides a full range of financial management and payroll services to over 50 client agencies.

Managing Office: Office of Chief Financial Officer, Office of Financial Policy and Operations (BC)

Cost Allocation Methodology: The Office of Financial Policy and Operations (BC) recovers the full cost of providing these services to external clients and collects against interagency agreements with these clients. Pricing for these services is primarily determined using workload data.

Full Time Equivalent (FTE): This activity requires 27.0 FTE.

Office of Financial Management Systems External **\$1,207 thousand**

Description of Service: The Office of Financial Management Systems provides a cost-effective, secure platform to deliver financial management and administrative systems services to external clients. The Office of Financial Management Systems provides professional systems support for the Financial Management, Payroll/Labor Distribution, Time & Attendance, and Leave & Overtime Request systems (and other applications) that includes: business requirements and change management process; systems operations and maintenance; financial data

management and reporting; systems access control, security and integrity; systems user training; and help desk support.

Managing Office: Office of Chief Financial Officer, Office of Financial Management Systems

Cost Allocation Methodology: Pricing for services is primarily based on workload data. Costs of services provided to these external clients are recovered through collections against interagency agreements.

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Comprehensive Human Resources Integrated System (CHRIS) \$1,937 thousand

Description of Service: To provide GSA's Comprehensive Human Resources Integrated System (CHRIS) to other government agencies.

Managing Office: Office of Chief People Officer

Cost Allocation Methodology: Pricing for services is primarily based on workload data. The full cost of the services provided to these external clients is recovered through collections against an interagency agreement.

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

University for People (EXA9) \$200 thousand

Description of Service: To provide training to other government agencies.

Managing Office: Office of Chief People Officer

Cost Allocation Methodology: Pricing for services is primarily based on workload data. The full cost of the services provided to these external clients is recovered through collections against an interagency agreement.

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Agency Liaison Division (ALD) \$1,571 thousand

Description of Service: ALD provides administrative, management, and HR support services to Presidential, congressional boards, commissions, and small government organizations. Services include financial management, human resource management, legal review, contract and acquisition support, and realty support to their more than 25 customer agencies.

Managing Office: Office of Chief People Officer

Cost Allocation Methodology: Pricing for services is primarily based on workload data. The full cost of the services provided to these external clients is recovered through collections against an interagency agreement.

Full Time Equivalent (FTE): This activity requires 10.0 FTE.

OGC – External Reimbursable Service **\$5 thousand**

Description of Service: OGC provides reimbursable legal services for the small boards and commissions who have a Memorandum of Understanding (MOU) with the Agency Liaison Division. OGC's support consists of reviewing the enabling legislation for the clients, advising on the proper use of their appropriated funds, assisting with any personnel actions or giving personnel advice, and helping the commissions to ensure that their actions are consistent with their enabling legislation. In addition, we provide the small boards and commission any legal advice that they request other than providing them with specific subject matter expertise on the commission's business and various types of administrative support.

Managing Office: Office of General Counsel

Cost Allocation Methodology: The cost of the services provided to the small boards and commissions are recovered through an hourly rate collection against memorandum of understanding at approximately \$108 per hour. If no services are required during the tenure of the memorandum of understanding, they are not billed.

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Administrative Support **\$1,427 thousand**

Description of Service: OCIA coordinates services to House district and Senate state offices nationwide. OCIA provides administrative support in the areas of office space, procurement, communications, relocation services, and asset management and coordinates these activities with the Congressional Service Representatives in each of GSA's 11 Regions.

Managing Office: Office of Congressional and Intergovernmental Affairs (OCIA)

Cost Allocation Methodology: The full cost of the services provided to the House district and Senate state offices are recovered through collections against an interagency agreement.

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

Electronic Capital Planning and Investment Control (eCPIC) **\$7,000 thousand**

Description of Service: The Governmentwide Electronic Capital Planning and Investment Control (eCPIC) Program provides support services to Federal agencies that use the Government-owned eCPIC system. Agencies use the system to formulate and submit capital budgets; invest, control and evaluate major and non-major IT investments; and manage IT portfolios in support of agency mission. The services include hosting services (shared service), help desk, training, technical support services, membership in the Federal eCPIC Steering Committee, and dedicated program management.

Managing Office: Office of Citizen Services and Innovative Technologies

Cost Allocation Methodology: Pricing for services is primarily based on workload data. The full cost of the services provided to these external clients is recovered through collections against an interagency agreement.

Full Time Equivalent (FTE): This activity requires 3.0 FTE.

Great Seal Program

\$60 thousand

Description of Service: GSA is authorized to manufacture, reproduce, and maintain the Great Seal of the United States. The criminal provisions of Title 18 USC 713 prohibit the reproduction or use of the Great Seal or the seals of the President, Vice President, or the U.S. Senate unless specifically authorized under regulations promulgated by the President or his designee or the designee for the U.S. Senate.

Managing Office: Region 4, Office of the Regional Administrator

Cost Allocation Methodology: Pricing for services is primarily based on workload data. The full cost of the services provided to these external clients is recovered through collections against an interagency agreement.

Full Time Equivalent (FTE): This activity requires 0.0 FTE.

The following table reflects the FY 2013 and FY 2014 allocation of shared and selected costs to internal GSA customers.

GSA Working Capital Fund Bill \$(000)	FY 2013 Estimate	FY 2014 Request	FY2013 - FY2014 Delta
Public Buildings Service	246,806	344,010	97,204
Federal Buildings Fund	246,806	344,010	97,204
Federal Acquisition Services	176,789	270,217	93,429
Acquisition Services Fund	176,066	269,552	93,487
Transportation Audits	723	665	(58)
Office of Governmentwide Policy	11,659	13,674	2,015
Governmentwide Policy	11,362	13,401	2,039
Federal Management Counsels Program Analysis	258	237	(21)
Presidential Management Advisory Board	39	35	(3)
Office of Inspector General	8,924	8,470	(454)
Office of Citizens Services & Innovative Technologies	4,250	5,267	1,017
Federal Citizen Services Fund	4,250	5,267	1,017
Former Presidents	55	54	(1)
Operating Expenses	11,012	10,762	(249)
Real Property Disposal	2,706	2,563	(143)
Personal Property Management	1,716	1,579	(137)
Office of Communications & Marketing	1,187	1,220	33
Management & Administration	4,438	4,501	63
Civilian Board of Contract Appeals	964	899	(65)
Working Capital Fund	2,868	2,720	(148)
Finance External Services - Internal Agreements	2,355	2,229	(126)
Chief People Officer - Agency Liaison Division	455	438	(17)
Electronic Capital Planning & Investment Control (eCPIC) System	58	53	(5)
	-	-	-
Total, GAS Working Capital Fund Bill	462,362	655,175	192,813

In FY 2013 in addition to the Internal Services Bill above, External Services is \$22,076K and Unobligated Balances is \$62,159K for a total WCF budget of \$546,597K.

In FY 2014 in addition to the Internal Services Bill above, External Services is \$21,100K and Unobligated Balances is \$30,182K for a total WCF budget of \$706,456K.

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U.S. General Services Administration
PERMANENT BUDGET AUTHORITY
Fiscal Year FY 2014 Budget Request

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Transportation Audit Contracts and Contract Administration

Program Description

This permanent, indefinite appropriation provides for the detection and recovery of overpayments to carriers for Government moves under rate and service agreements that are established by GSA or by other Federal agency traffic managers. Program expenses are financed from overcharges collected from carriers as a result of post-payment audits that compare the rates charged by the carriers to the rates agreed upon. Funds recovered in excess of expenses are returned to the U.S. Treasury.

In FY 2012, the program returned \$0.5 million to the U.S. Treasury, after covering operating expenses of \$11 million.

Authorizing Legislation

The Expenses of Transportation Audit Contracts and Contract Administration appropriation is permanently authorized by 31 U.S.C. § 3726(e).

“Sec. 3726. Payment for transportation

“(e) Expenses of transportation audit post payment contracts and contract administration, and the expenses of all other transportation audit and audit-related functions conferred upon the Administrator of General Services, shall be financed from overpayments collected from carriers on transportation bills paid by the Government and other similar type refunds, not to exceed collections. Payment to any contractor for audit services shall not exceed 50 percent of the overpayment identified by contract audit.”

FY 2013 Operating Plan and FY 2014 Budget Estimate

The Transportation Audits program is managed by the Federal Acquisition Service (FAS) in the Travel, Motor Vehicles and Card Services (TMVCS) Portfolio.

The FY 2014 budget request provides **\$11,502 thousand** for the Transportation Audits program, a decrease of **\$1,326 thousand** from the FY 2013 level reflecting decreases in the administrative support necessary to operate the program.

In FY 2013 and FY 2014, the Transportation Audits program will focus on increasing the use of electronic systems to receive transportation payment records. This allows documentation to be forwarded to contractors without processing paper documents, and reduces storage space requirements and costs of paper and printing. The program is converting historic files to electronic records and is recycling the paper following the conversion. The program will continue to work with industry and other Federal agencies to improve the quality and accuracy of the electronic documentation available with the goal of a completely paperless process. In prior years, the program was focused on market research, development, and implementation. The electronic systems are now in place, and the program will focus the next two years on training, transition, and change management with the vendor industry.

*U.S. General Services Administration
Permanent Budget Authority*

Obligations by Object Classification

(Dollars in Thousands)

		FY 2012	FY 2013	FY 2014
		Actual	Current	Request
11.1	Full-time, permanent.....	\$ 2,759	\$ 3,108	\$ 3,131
11.3	Other than full-time permanent.....			
11.5	Other personnel compensation.....	25	78	79
12.1	Civilian personnel benefits.....	575	615	620
21.0	Travel and transportation of persons.....	36	42	41
22.0	Transportation of things.....	-	-	-
23.1	Rental payments to GSA.....	105	108	97
23.3	Communications and utilities.....	6	6	6
	Subtotal, Rent, communications & utilities.....	111	114	103
24.0	Printing and reproduction.....	-	-	-
25.1	Advisory and assistance services	4,417	4,646	4,777
25.2	Other services from non-Federal sources			
25.3	Other goods and services from Federal sources....	3,064	4,206	2,731
25.4	Operation and maintenance of equipment.....	18		
	Subtotal, Contractual services.....	7,499	8,852	7,508
26.0	Supplies and materials.....	22	20	20
31.0	Equipment.....			
99.0	Obligations, appropriated (annual).....	11,027	12,828	11,502
	Subtotal, PC&B.....	3,359	3,801	3,830
	Subtotal, Non-labor.....	7,668	9,028	7,672
99.9	Total obligations.....	\$ 11,027	\$ 12,828	\$ 11,502
	FTE	33.0	37.0	37.0

Amounts Available for Obligation
(Dollars in Thousands)

Special Fund Receipts

	FY 2012 Actual	FY 2013 Current	FY 2014 Request
Balance, start of year.....	\$ 37,537	\$ 48,800	\$ 48,371
Receipts.....	22,495	12,000	12,500
Excess collections returned to Treasury	(500)	(500)	(500)
Appropriation to the warranted fund (130).....	(12,828)	(12,828)	(11,502)
Unobligated balance expired from expenditure fund...	2,095	900	521
Balance, end of year.....	\$ 48,800	\$ 48,371	\$ 49,391

Special Fund Expenditures

	FY 2012 Actual	FY 2013 Current	FY 2014 Request
Unobligated balance, start of year.....	\$ 8,842	\$ 9,000	\$ 8,100
Recovery of prior-year obligations.....	452	-	-
Mandatory authority:			
Appropriation.....	12,828	12,828	11,502
Unobligated balance, expiring.....	(2,095)	(900)	(521)
Unobligated balance, end of year.....	(9,000)	(8,100)	(7,579)
Total obligations.....	11,027	12,828	11,502
<i>Net Outlays</i>	\$ 9,716	\$ 10,263	\$ 9,202

Acquisition Workforce Training Fund

Program Description

The Acquisition Workforce Training Fund (AWTF) is a permanent, indefinite appropriation providing a stable source of funds to train the Federal civilian acquisition workforce. The AWTF is financed through a credit of five percent of the fees collected from non-Department of Defense activities by the General Services Administration (GSA) and other civilian agencies that manage Government-wide Acquisition Contracts (GWACs), Multiple Award Schedules (MAS) contracts, and other multi-agency contracts. Receipts are available for expenditure in the fiscal year collected, as well as the two following fiscal years. The AWTF is managed by the Federal Acquisition Institute (FAI) at GSA, in consultation with the White House Office of Federal Procurement Policy and the FAI Board of Directors.

FAI provides training and career development resources to the Federal civilian acquisition workforce ensuring a sustained investment and improving the collective competency of both current and future acquisition professionals. Under OMB's Office of Federal Procurement Policy oversight, FAI works closely with its Board of Directors, the Chief Acquisition Officers' Council, and various agencies and stakeholders, to identify the activities that will be funded from the AWTF. FAI develops and deploys training resources and other developmental opportunities needed to enable Federal acquisition professionals to transition to a service-oriented and technology-driven Federal marketplace.

Authorizing Legislation

The fund is authorized by 41 U.S.C. § 433(h)(3), as amended by Section 854 of Title VII of the National Defense Authorization Act for Fiscal Year 2008 (Public Law 110-181, January 28, 2008). The establishment and operation of FAI is authorized by 41 U.S.C. § 1201, as amended by Section 864 of Title VIII of the National Defense Authorization Act for Fiscal Year 2011 (Public Law 112-81, December 31, 2011).

Obligations by Object Classification

(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Current	FY 2014 Request
21.0 Travel and transportation of persons.....	\$ 0	\$ 39	\$ 43
25.1 Advisory and assistance services.....	6,108	7,582	8,892
25.3 Other goods & services from Federal sources	1,929	3,977	4,117
99.0 Total obligations.....	\$ 8,037	\$ 11,598	\$ 13,052

Amounts Available for Obligation

(Dollars in Thousands)

Special Fund Receipts:

	2012 Actual	2013 Current	2014 Request
Balance, start of year.....	\$ 4,503	\$ 4,191	\$ 4,191
Receipts.....	8,732	11,598	12,648
Appropriation to the expenditure fund.....	-\$ 9,044	-\$ 11,598	-\$ 12,648
Balance, end of year.....	\$ 4,191	\$ 4,191	\$ 4,191

Special Fund Expenditures:

	2012 Actual	2013 Current	2014 Request
Unobligated balance, start of year.....	\$ 16,562	\$ 17,583	\$ 17,583
Recovery of prior-year obligations.....	196	0	0
Mandatory authority:			
Appropriation.....	\$ 9,044	\$ 11,598	\$ 12,648
Unobligated balance, expiring.....	-182	0	0
Unobligated balance, end of year.....	-17,583	-17,583	-17,179
Total obligations.....	\$ 8,037	\$ 11,598	\$ 13,052
<i>Net Outlays</i>	<i>\$6,079</i>	<i>\$9,172</i>	<i>\$11,651</i>

Expenses, Disposal of Surplus Real and Related Personal Property

Program Description

This mandatory appropriation provides for the efficient disposal of real property assets that are underutilized or no longer meet the needs of landholding Federal agencies. Expenses incurred in the course of disposing of Federal surplus real and related personal property are financed through receipts from sales of surplus property. Auctioneers and brokers familiar with local markets may be used to accelerate the disposal of surplus real property.

Authorizing Legislation

The Expenses, Disposal of Surplus Real and Related Personal Property appropriation is permanently authorized by 40 U.S.C. § 572(a). The appropriation is authorized to pay expenses directly or to reimburse another account for expenses already paid; however, the total amount paid and reimbursed in a fiscal year may not exceed 12 percent of the proceeds of all disposals of real property.

The types of expenses that may be paid or reimbursed are limited to specific, enumerated expenditures:

- (i) Fees of appraisers, auctioneers, and realty brokers, in accordance with the scale customarily paid in similar commercial transactions.
- (ii) Costs of environmental and historic preservation services, highest and best use of property studies, utilization of property studies, deed compliance inspection, targeted asset reviews, and the expenses incurred in a relocation.
- (iii) Advertising and surveying.

In addition, any amounts that are excess to the needs of the fund must be transferred to the Land and Water Fund of the Department of the Interior.

FY 2013 Operating Plan and FY 2014 Budget Estimate

The FY 2014 budget request provides **\$9,047 thousand** for the Real Property Disposal program, the same as the FY 2013 level. Obligations are based on properties planned for disposal in each year. Financing is provided through receipts from sales of surplus property and out-leasing of government-owned space.

Obligations by Object Classification

(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Current	FY 2014 Request
24.0 Printing and reproduction.....	\$ 46	\$ 25	\$ 25
25.1 Advisory and assistance services.....	910	8,772	8,772
25.2 Other services from non-Federal sources	212	100	100
25.3 Other goods & services from Federal sources	0	150	150
99.9 Total obligations.....	\$ 1,168	\$ 9,047	\$ 9,047

U.S. General Services Administration
 Permanent Budget Authority

Amounts Available for Obligation

(Dollars in Thousands)

Special Fund Receipts

	FY 2012 Actual	FY 2013 Current	FY 2014 Request
Balance, start of year.....	\$ 83,833	\$83,166	\$83,166
Receipts, real property disposal.....	\$ 1,826	\$12,000	\$12,000
Receipts, outleasing.....	0	3,000	3,000
Net receipts.....	\$ 1,826	\$15,000	\$15,000
Appropriation to the expenditure fund.....	-\$ 1,894	-\$ 9,047	-\$ 9,047
Transfer to Land and Water Fund, DOI.....	-\$1,931	-\$ 5,953	-\$ 5,953
Unobligated balance, transferred in from Special Fund Expenditures	\$1,332	\$ 0	\$ 0
Balance, end of year.....	\$ 83,166	\$83,166	\$83,166

Special Fund Expenditures

	FY 2012 Actual	FY 2013 Current	FY 2014 Request
Mandatory authority			
Appropriation.....	\$ 1,894	\$ 9,047	\$ 9,047
Unobligated balance, transferred out to Special Fund Receipts	-\$726	\$ 0	\$ 0
Unobligated balance.....	\$ 0	\$ 0	\$ 0
Total obligations.....	\$ 1,168	\$ 9,047	\$ 9,047
<i>Net Outlays</i>	<i>\$912</i>	<i>\$9,430</i>	<i>\$9,047</i>

Note: By statute, any receipts in excess of the long-term requirements of the Fund must be transferred out of the Fund and deposited into the Land and Water Conservation Fund of the Department of the Interior (DOI).

Obligations by Program Activity
(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Current	FY 2014 Request
1. Utilization and Disposal - Real Property			
a. Appraisers, auctioneers, brokers fees, surveying	\$ 463	\$ 1,274	\$ 1,274
b. Advertising	262	1,083	1,083
c. Environmental Services	103	982	982
d. Historical Preservation Services	0	1,293	1,293
e. Highest and best use of property studies, utilization of property studies, Targeted Asset Reviews (TARS), deed compliance inspections	340	1,900	1,900
f. Expenses incurred in a Relocation	0	2,000	2,000
Subtotal, Utilization and Disposal of Real Property	\$ 1,168	\$ 8,532	\$ 8,532
2. Outleasing of Government-owned Space			
a. Appraisers, auctioneers, brokers fees, surveying	\$ 0	\$ 500	\$ 500
b. Advertising	0	15	15
Subtotal, Outleasing.....	\$ 0	\$ 515	\$ 515
Total obligations.....	\$ 1,168	\$ 9,047	\$ 9,047

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*U.S. General Services Administration
Administrative Provisions*

Administrative Provisions [delete] <i>insert</i>	Explanation
SEC. 520. Funds available to the General Services Administration shall be available for the hire of passenger motor vehicles.	Section 520 authorizes GSA to use funds for the hire of passenger motor vehicles. GSA requests that this provision be retained.
Sec. 521. Funds in the Federal Buildings Fund made available for fiscal year [2013] <u>2014</u> for Federal Buildings Fund activities may be transferred between such activities only to the extent necessary to meet program requirements: <i>Provided</i> , That notice of any proposed transfers shall be submitted in advance to the Committees on Appropriations of the House of Representatives and the Senate.	Section 521 authorizes GSA to transfer funds within the Federal Buildings Fund to meet program requirements. GSA requests to retain this provision with modification. This provision has been modified to update the fiscal year.
Sec. 522. Except as otherwise provided in this title, it is the sense of Congress that projects to be included in the FY [2014] <u>2015</u> request for United States Courthouse construction will: (1) meet the design guide standards for construction as established and approved by the General Services Administration, the Judicial Conference of the United States, and the Office of Management and Budget; (2) reflect the priorities of the Judicial Conference of the United States as set out in its approved 5-year construction plan; and (3) include a standardized courtroom utilization study of each facility to be constructed, replaced, or expanded.	Section 522 requires that the fiscal year 2014 budget request meet certain standards. GSA requests to retain this provision with modification. This provision has been modified to update the fiscal year.
Sec. 523. None of the funds provided in this Act may be used to increase the amount of occupiable square feet, provide cleaning services, security enhancements, or any other service usually provided through the Federal Buildings Fund, to any agency that does not pay the rate per square foot assessment for space and services as determined by the General Services Administration in consideration of the Public Buildings Amendments Act of 1972 (Public Law 92-313).	Section 523 provides that no funds may be used to increase the amount of occupiable square feet, provide cleaning services, security enhancements, or any other service usually provided, to any agency which does not pay the requested rate. GSA requests that this provision be retained.

U.S. General Services Administration
Administrative Provisions

Administrative Provisions [delete] <i>insert</i>	Explanation
<p>Sec. 524. From funds made available under the heading "Federal Buildings Fund, Limitations on Availability of Revenue," claims against the Government of less than \$250,000 arising from direct construction projects and acquisition of buildings may be liquidated from savings effected in other construction projects with prior notification to the Committees on Appropriations of the House of Representatives and the Senate.</p>	<p>Section 524 continues the provision that permits GSA to pay small claims less than \$250,000 made against the Government. GSA requests that this provision be retained.</p>
<p><u>Sec. 525. Section 408 of the Transportation, Treasury, and Independent Agencies Appropriations Act, 2004 (Public Law 108-199, 118 Stat. 334) is repealed. Any remaining unobligated funds that were made available for the purposes of such section shall remain available within the Federal Buildings Fund for any allowable purposes of the Fund and shall continue to be subject to such escalation, reprogramming or transfer authorities available to the Administrator of General Services within the Fund.</u></p>	<p>This provision rescinds the authorization to construct a new federal building in Portsmouth, NH and the directive to convey the McIntyre Federal Building to the city of Portsmouth. Any unobligated balances appropriated by the FY 2004 provision will remain available within the Federal Buildings Fund for reprogramming to another project.</p>

U.S. General Services Administration
ANNUAL PERFORMANCE REPORT AND PLAN

Fiscal Year 2014 Budget Request

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<p>This report combines the requirements of the Annual Performance Report and Annual Performance Plan.</p>
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Section 1 – Agency and Mission Information

1.1 Organizational Overview and Structure

GSA serves more than 60 federal agencies through 11 regional offices. GSA consists of 16 service and staff offices described below.

- **Public Buildings Service:** The Public Buildings Service (PBS) acquires space on behalf of the federal government through new construction and leasing and acts as a caretaker for federal properties across the country. PBS owns or leases 9,683 assets, maintains an inventory of more than 374.6 million square feet of workspace for 1.1 million federal employees, and preserves more than 481 historic properties. PBS must continue to provide high quality workspace, dispose of excess or unneeded federal properties, and promote the adoption of innovative workplace solutions and technologies. PBS will have to do so with the limited amount of resources available to it in the current fiscal climate, which means it will have to aggressively pursue innovative practices and cost reduction strategies while forming strong partnerships with its client agencies if it is to achieve its goals.
- **Federal Acquisition Service:** The Federal Acquisition Service (FAS) provides Federal agencies over 12 million different products and services, and over \$55 billion in information technology solutions and telecommunications services, assisted acquisition services, travel and transportation management solutions, motor vehicles and fleet services, and purchase cards provided annually. FAS manages over 210 thousand leased vehicles, more than 3 million charge cards, and provides personal property disposal services facilitating the reuse of \$1.1 billion in excess/surplus property.
- **Office of Citizen Services and Innovative Technology:** The Office of Citizen Services and Innovative Technologies (OCSIT) makes Federal government information and services more readily available to the public, and makes it easier for the public to conduct transactions with the Federal government. OCSIT also identifies, tests, and deploys innovative technologies for the government to provide shared, transparent and cost effective means to disseminate information and conduct business.
- **Office of Government-wide Policy:** The Office of Government-wide Policy (OGP) provides government-wide policy and evaluation activities associated with the management of real and personal property assets and certain administrative services; government-wide policy support responsibilities for acquisition, telecommunications, information technology management, and related technology activities. OGP's Office of High-Performance Green Buildings provides leadership in sustainable acquisition, construction and management of Federal facilities and structures by advancing Federal sustainable building standards. OGP also manages the Federal Acquisition Institute, which manages the training and development of the civilian agency acquisition workforce.
- **Staff Offices:** The staff offices support the enterprise. They ensure GSA is prepared to meet the needs of customers, on a day-to-day basis and in crisis situations. GSA has two independent staff offices (the Office of the Inspector General, the Civilian Board of Contract Appeals), and ten GSA staff offices (the Office of Administrative Services, the Office of Congressional and Intergovernmental Affairs, the Office of the Chief Financial Officer, Office of the Chief Information Officer, Office of the Chief People Officer, Office of General Council,

Office of Emergency Response and Recovery, Office of the Chief Acquisition Officer, Office Communications and Marketing, and the Office of Small Business Utilization).

1.2 Mission and Vision

FY 2013 is a transitional year for GSA. During FY 2012 GSA took steps to define its future by conducting continuous top-to-bottom reviews, a strategic planning session and a Great Ideas Hunt. These initiatives generated many ideas to get the Agency to place greater focus on its core mission and strategic direction of promoting efficiency, driving savings for customer agencies, and delivering better value and service to the government. As a result of these initiatives, GSA updated its mission and vision statements to clarify its core purposes to serve government agencies and the American public.

Mission Statement

To deliver the best value real estate, acquisition and technology services to government and the American people.

Vision Statement

We provide the government with the services and resources it needs to accomplish its work as effectively and efficiently as possible.

Section 2 – Cross-Agency Priority Goals

Per the GPRM Modernization Act requirements to address Cross-Agency Priority (CAP) Goals in the agency strategic plan, the annual performance plan, and the annual performance report please refer to www.performance.gov for the agency's contributions to those goals and progress, where applicable. The General Services Administration currently contributes to the following CAP goals: Cybersecurity, Sustainability, Real Property, Improper Payments, Data Center Consolidation, Closing Skill Gaps and Strategic Sourcing.

Section 3 – Strategic Goals and Objectives, and Agency Priority Goals

3.1 Strategic Goals and Objectives

FY 2013 is a transitional year for GSA. During FY 2012, GSA took steps to define its future by conducting continuous top-to-bottom reviews, a strategic planning session and a Great Ideas Hunt. These initiatives generated many ideas to get the Agency to place greater focus on its core mission and strategic direction of promoting efficiency, driving savings for customer agencies, and delivering better value and service to the government and the public. As a result of these initiatives, the following goals and objectives for the FY 2014 strategic plan were developed:

Savings – GSA will strengthen its capabilities to leverage the purchasing power of the government to offer the most cost-effective solutions. Two areas of focus will be improving the federal utilization of space and increasing the usage of government-wide contracting solutions. GSA will continue to promote cost savings through the sustainable usage of space, travel, fleet, technology and resources. GSA will also continue to test new technologies, workplaces, and other solutions, and share the best practices with other agencies to generate savings.

Objective 1.1. Leverage the government’s buying through government-wide contracting solutions to reduce costs.

Objective 1.2. Optimize the GSA real property inventory and improve the federal use of space.

Objective 1.3. Reduce water consumption and energy use of GSA-managed real property.

Objective 1.4. Reduce travel, fleet, building, and operational greenhouse gas emissions.

Objective 1.5. Enable government-wide operational excellence through analysis and policy-setting that drives efficiency, savings, and performance improvement.

Efficiency – GSA will improve internal operations by enhancing real property asset quality, and streamlining operations, processes, and technology delivery. GSA will improve data quality, transparency, and reporting.

Objective 2.1. Increase the efficiency of GSA operations.

Objective 2.2. Improve data quality and reporting.

Objective 2.3. Improve real property asset quality and shorten disposal cycle times.

Service – GSA will deliver excellent customer service by making it easier to do business with GSA. GSA will strengthen communications, processes, and offerings. GSA will generate new ideas through collaboration with customers and industry. This goal will be achieved through a commitment to service, teamwork, problem-solving, and continual improvement.

Objective 3.1. Increase customer loyalty and trust.

Objective 3.2. Enhance relationships with our suppliers.

Objective 3.3. Increase the use of GSA contracts and solutions.

Objective 3.4. Increase support for small and disadvantage business.

Objective 3.5. Create a high performing workforce.

Objective 3.6. Increase citizen touch points through internet, phone, print, and social media.

GSA is managing to these three strategic goals and related objectives. As GSA continues to work through a strategic planning process during FY 2013, it will continue to refine all its goals and objectives, and foster dialogue among all parties invested in GSA’s success.

During FY 2012, GSA managed to the following three legacy strategic goals and objectives:

Innovation

Objective 1.1. Reduce Water Consumption and Energy Use (PBS)

- Objective 1.2.** Increase Use of Electronic Contracting (FAS)
- Objective 1.3.** Increase Citizen Touch Points (Citizen Interactions) Through Internet, Phone, Print, and Social Media Channels (OCSIT)
- Objective 1.4.** Advance Policy Innovation through Evidence-Based Guidance and Best Practices (OGP)
- Objective 1.5.** Incorporate Climate Change Adaptation into Agency Planning (OGP)

Customer Intimacy

- Objective 2.1.** Earn the Respect and Trust of PBS Customers (PBS)
- Objective 2.2.** Increase Customer Loyalty (FAS)
- Objective 2.3.** Provide Training Opportunities for Customer Service Representatives, Contact Center Managers, and government web and new media professionals (OCSIT)
- Objective 2.4.** Provide Expertise, Leadership and Service to Customers through Sound Life-cycle Policy Analysis for Sustainability, Acquisition, Asset, Information and Transportation Management (OGP)

Operational Excellence

- Objective 3.1.** Improve Federal Utilization of Space (PBS)
- Objective 3.2.** Optimize the GSA Inventory (PBS)
- Objective 3.3.** Create a High Performing Workforce (PBS)
- Objective 3.4.** Enhance Quality of Acquisition Workforce (FAS)
- Objective 3.5.** Enable Government-wide Operational Excellence through In-depth Policy Analysis that Drives Efficiency, Sustainability and Performance Improvement (OGP)
- Objective 3.6.** Increase the Support for Small and Disadvantaged Business (Office of Small Business Utilization)

3.2 FY 2012-2013 Agency Priority Goals

In FY 2012, GSA established three, two-year agency performance goals: Greening the Supply Chain, Open Government and Transparency, and Excellence in Solutions Delivery. These goals identify short-term outcomes that are meaningful to the public and demonstrate progress toward achieving the GSA strategic goals. Each GSA agency performance goal aligned with a GSA strategic goal: Innovation was supported by the Environmental Sustainability goal, Customer Intimacy objectives were reported in the Open Government and Transparency goal, and success in Operational Excellence was measured, in part, by GSA performance against its goal of Excellence in Real Estate Solutions Delivery. GSA reports progress toward these goals on Performance.gov.

Agency Priority Goal: Increase the Sustainability of the Federal Supply Chain

By September 30, 2013, GSA will increase the availability of green products and service offerings by 10 percent, relative to its total inventory, and increase the sale of green product and service offerings to five percent of total business volume.

Federal agencies have statutory and executive order requirements to

- Purchase products with preferred environmental or energy attributes,
- Engage in electronics stewardship,
- Reduce use of toxic and hazardous chemicals,
- Increase the energy and water efficiency of Federal buildings,
- Increase the energy efficiency of fleet vehicles, and
- Reduce greenhouse gas (GHG) emissions.

GSA, as an intermediary in the market, provides an avenue through which commercially available products and services can be delivered cost effectively to Federal agencies. In this role, GSA assists Federal agencies in meeting environmental sustainability purchasing requirements by identifying and increasing the availability of green products and services. GSA, through education and outreach, is able to influence federal green purchasing. Considering statutory and executive order requirements, GSA applied the following criteria to identify green products and services:

- **Green Products.** Includes products that assist agencies to meet environmental purchasing requirements, products with an environmental icon, or products which adhere to environmental standards or certifications.
- **Green Services.** Services that involve the use of green products, or promote environmental sustainability goals, or including energy or environmental services.

Increase Green Offerings. By September 30, 2013, GSA will increase the number of green product and service offerings available to Federal customers by 10 percent (from 558,109 green offerings in FY 2010 to an estimated 613,920 green offerings in FY 2013). GSA missed the FY 2012 target of 2.87 percent by 0.64 percent, with the availability decreasing to 2.23 percent of offerings. The number of offerings decreased from 532,570 offerings (out of a total of 21,464,247 offerings) as of June 30, 2012 to 504,915 offerings (out of a total of 22,671,857 offerings) as of September 30, 2012. This decrease in number of offerings is due to a decrease in the number of products with green icons offered by vendors.

Increasing Green Purchasing. By September 30, 2013, GSA will increase the purchasing of GSA green products and services to 5 percent of total business volume (from \$1.29 billion in FY 2010 to an estimated \$2.68 billion¹ in FY 2013). As of September 30, 2012, GSA exceeded its green purchasing target of 3.20 percent by 3.7 percent, with total green purchases at 6.90 percent of business volume. This increase is driven by new green services, including recycling and energy service, being added to the inventory and included in the percentage sales calculation. GSA, by raising awareness about tools such as the Green Products Compilation, will help agencies meet their sustainability goals and ultimately increase the sustainability of the Federal supply chain.

Agency Priority Goal: Open Government and Transparency

¹ Target numbers are calculated assuming the FY 2013 total number of offerings and total business volume remains at the FY 2010 level of 20.2 million offerings, and \$53.55 billion in business volume. Actual target will vary based on the total offerings, and total business volume realized in FY 2013.

By September 30, 2013, GSA will develop at least 10 new innovative, cost effective technology enabled solutions that improve government effectiveness, lead to government-wide cost savings and drive greater transparency and openness in government.

GSA's Office of Citizen Services and Innovative Technologies (OCSIT) develops new, innovative solutions for Federal agencies to better deliver their missions and enhance citizen engagement. Innovative solutions are new methods, tools, or platforms that solve a new or existing problem. By providing these shared government-wide solutions, OCSIT helps agencies save valuable resources, while improving operational efficiency. These solutions contribute to an open, citizen centric government. They enhance access to valuable government information and services by facilitating the exchange of ideas and knowledge between the government and the public.

During FY 2012, OCSIT launched five innovative solutions:

1. **Federal Risk and Authorization Management (FedRAMP) Program:** The FedRAMP program provides Federal agencies a standardized approach to cloud security assessment, authorization and monitoring. By using the FedRAMP program, Federal agencies save money, time and staff resources that would be required if these services were independently conducted.
2. **Open Government Platform (OGPL):** OGPL provides an open source platform that developing nations, cities, and governments at any level can use to quickly launch their own open government platform. Using the OGPL lowers the cost of providing public access to government data and documents.
3. **BusinessUSA:** BusinessUSA provides a centralized, one-stop web-based platform to support the development and expansion of small and medium sized businesses, to facilitate exports and to grow jobs.
4. **Federal Infrastructure Projects Dashboard:** The dashboard provides the public and agencies with a central website for visibility of high priority infrastructure projects, including descriptions of the expedited processes and status information on permits, reviews and approvals.
5. **Social Media Registry:** The registry provides a central, authoritative registry of authentic government social media accounts, enabling the public to easily differentiate legitimate government social media accounts from those that are fraudulent.

During FY 2013, OCSIT will launch five innovative solutions:

1. **American Job Center:** This solution provides a single, streamlined website where job seekers and employers can access key federal programs and critical local resources to help people find a job, identify training programs, and gain skills in growing industries. It will connect Americans to online resources from across the federal government, nearly 3,000 brick-and-mortar American Job Centers, and hundreds of local training programs and job resources funded through federal grants.

2. Digital Analytics Program and Toolkit: This solution provides federal agencies with best practices, guidance, training and a no-cost automated tool to measure effectiveness of and customer satisfaction of government websites. It will enable effective, consistent government-wide measurement and analysis of Federal website effectiveness in FY 13 for public-facing websites.

3. Data Center Consolidation Cost Estimation Application: OCSIT will develop an open source application that will enable federal agencies across government to more accurately plan and estimate potential cost savings from data center consolidations and closures

4. MyGov: This solution will provide a virtual environment that will enable citizens to much more easily and effectively access information and services across government, transforming the way they interact with government.

5. Forms: This solution will make it easier for the public to find and use government forms from the internet.

Agency Priority Goal: Excellence in Real Estate Solutions Delivery

By September 30, 2013, the GSA will complete and begin implementation of Customer Portfolio Plans (CPPs) with nine agencies to identify opportunities and develop action plans to optimize their real estate portfolios by reducing space, improving utilization and leveraging market opportunities to reduce costs.

Federal agencies traditionally assess and make real-estate decisions on a decentralized, property-by-property, basis. Local decisions that look sound for remaining in current properties or moving to new properties may not take into account all considerations. Customer Portfolio Planning engages each agency to evaluate how they are using all of their workspace and to provide a holistic portfolio view of their current and future workspace priorities. These plans also provide an opportunity for GSA to recommend alternatives that take into account regional and national real estate market trends and changing workplace practices that promote better use of office, warehouse and other real-property. In some cases, agencies can share properties to drive down costs and improve workspace conditions.

GSA collaborated with client agencies to develop six Customer Portfolio Plans (CPP) as of September 30, 2012:

- Department of State: Completed initial CPP in September 2011
- Health and Human Services: Completed initial CPP in September 2011
- Social Security Administration: Completed initial CPP in September 2011
- Department of Commerce: Completed initial CPP in September 2012
- Security Exchange Commission: Completed initial CPP in September 2012
- Federal Emergency Management Administration: Completed initial CPP in September 2012

These agencies identified 59 opportunities for better space use and to reduce costs broken down by the following:

- 19 Leasing / Market Driven
- 15 Consolidation/Collocation opportunities
- 7 Workplace

- 18 Others (Sustainability, Operations, Capital, Disposal)

During FY 2013, GSA will:

- Identify three additional client agencies and secure their agreement to partner with GSA to develop CPPs;
- Collaborate with agencies to reassess current plans to ensure alignment with updated directives and policies to support the Administration's goals of reducing cost and more effective, efficient use of federal real property;
- Complete customer portfolio plans with three additional agencies for a combined total of 9 CPPs;
- Manage projects that have been approved for implementation and report achieved outcomes based on payback period;
- Build better functionality in our internal tools to enhance customer account and project management, portfolio analysis, business case development, project and lease tracking, and performance reporting and management. These improvements will allow GSA to track and report CPP opportunities, implementation progress, cost savings, square footage reductions, and sustainability improvements.

Section 4 – Performance Goals and Indicators

This section reports GSA's FY 2012 performance results against the performance goals and targets reported in the FY 2013 Congressional Justification. This section includes targets for FY 2013 through FY 2018. In addition, the following new indicators have been introduced into the FY 2014 APP:

- Reduction in Water Intensity (Gal/gsf)
- Reduction in Energy Intensity (BTU/gsf)
- Global supply blended mark-up
- Automotive selling price below invoice
- Federal Strategic Sourcing Initiative (FSSI) value

Performance data are organized by major organizational components: the Public Buildings Service, the Federal Acquisition Service, the Office of Citizen Services and Innovative Technologies, the Office of Government-wide Policy, and the office of the Chief Financial Officer. Each organization's performance data supports at least one of the GSA strategic goals.

4.1 Public Buildings Service

In FY 2012, the Public Buildings Service (PBS) improved performance for four of 13 performance indicators. The two customer satisfaction results declined for FY 2012.

PBS Performance Goals and Indicators

Performance Indicator: Total water consumption in thousands of gallons

Indicator Definition: This measure reports total water purchased by GSA in each fiscal year. It excludes leased space where utility costs are included in the rent that GSA pays. Water utility bills frequently include adjustments to previously billed values requiring adjustments to previous data. Factors that contribute to inaccurate billing include utility metering problems as well as information on “reclaimed” water use which does not count as “potable” consumptions. Some of GSA’s water bills are based on estimates and must be reconciled later.

Mission Support and Public Benefit: Responsible management of water usage in federal workspace lowers cost to American taxpayers and provides greater availability of domestic water resources for other purposes.

Progress through FY 2012:

Fiscal Year	Target	Actual
2008	3,091,740	2,824,077
2009	3,028,644	2,723,920
2010	2,965,547	3,208,404
2011	2,902,450	3,109,212
2012	2,839,353	2,954,658
2013	2,776,257	
2014	2,713,160	
2015	2,650,063	
2016	2,586,966	
2017	2,523,870	
2018	2,460,773	

FY 2012 Results: GSA did not make its target. Regional drought conditions and a large number of construction projects due to the ARRA effort increased our water consumption. Construction in general requires more water due to site clean-ups, equipment needs, as well as building and system commissioning and testing (i.e., continuous flushing of a heating and ventilating air conditioning system).

Performance Indicator: Reduction in Water Intensity (Gal/gsf)

Indicator Definition: Energy Legislation requires GSA to reduce water intensity as measured in gallons per gross square foot (gsf) by 2% per year over the baseline year of 2007. The inventory subject to this mandates is called “goal-subject” and in GSA’s EUAS (Energy Usage Analysis System) is represented by categories A, C and I.

Mission Support and Public Benefit: Responsible management of water usage in federal workspace lowers cost to American taxpayers and provides greater availability of domestic water resources for other purposes.

Progress through FY 2012:

Fiscal Year	Target	Actual
2007	baseline	15.255

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2010	14.34	14.1
2011	14.03	13.2
2012	13.73	12.4
2013	13.42	
2014	13.12	
2015	12.81	
2016	12.51	
2017	12.20	
2018	11.90	

FY 2012 Results: In FY 2012, GSA reduced water usage in buildings subject to EO 13423 and EO 13514, which excludes construction projects and partially/unoccupied buildings, and reduction goals by 19.2 percent, exceeding the FY 2012 target of 10 percent. This equates to over 622 million gallons of water (equivalent to over 943 olympic-sized pools) reduced at a cost savings of approximately \$6.5 million.

Performance Indicator: Total energy purchased directly by GSA for GSA and its customer agencies in millions of British thermal units (mmBTU)

Indicator Definition: This measure reports the total energy purchased by GSA each fiscal year in owned and leased space where GSA makes payments directly to utility companies. It excludes leased space where utility costs are included in the rent that GSA pays. GSA collects energy consumption data from invoices received from energy providers. Target values may fluctuate based on the total amount of square footage of space in the GSA inventory that must be heated and cooled in each year. The data used for this measure are net of energy sold back to the grid from GSA power generation facilities.

Mission Support and Public Benefit: Responsible management of energy usage in federal workspace lowers cost to American taxpayers, provides greater availability of domestic energy resources for other purposes, and contributes to better air quality.

Progress through FY 2012:

Fiscal Year	Target	Actual
2008	baseline	18,688,182
2009	18,594,741	18,656,553
2010	18,501,300	18,882,598
2011	18,407,859	18,360,461
2012	18,314,418	18,168,949
2013	18,220,977	
2014	18,127,537	
2015	18,034,096	
2016	17,940,655	
2017	17,847,214	
2018	17,753,773	

FY 2012 Results: GSA met its performance target. A mild winter, the completion of many ARRA and other Energy projects along with additional on-site generation contributed to the success of this measure.

Performance Indicator: Reduction in Energy Intensity (BTU/gsf)

Indicator Definition: Energy Legislation requires GSA to reduce energy intensity as measured in BTUs per gross square foot (gsf) by 3% per year over the baseline year of 2003. The inventory subject to this mandates is called “goal-subject” and in GSA’s EUAS (Energy Usage Analysis System) is represented by categories A, C and I

Mission Support and Public Benefit: Responsible management of energy usage in federal workspace lowers cost to American taxpayers, provides greater availability of domestic energy resources for other purposes, and contributes to better air quality.

Progress through FY 2012:

Fiscal Year	Target	Actual
2003	baseline	76,932
2010	65,392	64,804
2011	63,084	62,190
2012	60,776	58,100
2013	58,468	
2014	56,160	
2015	53,852	
2016	52,698	
2017	51,544	
2018	50,390	

FY 2012 Results: In FY 2012, GSA reduced energy usage per square foot by 24.5 percent from FY 2003 levels in its buildings that are subject to the Energy Independence and Security Act of 2007 (EISA 2007), ahead of its target of 21 percent. GSA is committed to reducing energy intensity in EISA 2007 subject buildings by 37.5 percent from FY 2003 levels by FY 2020. GSA would have spent an additional \$65.5 million on energy in FY 2012 if EUI was still at FY 2003 levels.

Performance Indicator: Percent of vacant space in the government-owned and leased inventory

Indicator Definition: This measure reports the total usable square feet either unoccupied, or committed to a customer but not yet occupied, as a percentage of total assignable square feet in the owned and leased workspace inventory. Space undergoing prospectus level renovations is excluded.

Mission Support and Public Benefit: Better utilization of federal workspace lowers the Federal government’s operational cost.

Progress through FY 2012:

Fiscal Year	Target	Actual
2006	4.4%	4.3%
2007	4.3%	3.3%
2008	3.2%	3.1%
2009	3.2%	2.6%
2010	3.2%	2.4%
2011	3.2%	3.4%
2012	3.2%	3.1%
2013	3.2%	
2014	3.2%	
2015	3.2%	
2016	3.2%	
2017	3.2%	
2018	3.2%	

FY 2012 Results: GSA met its vacancy rate target for FY2012. GSA will continue its efforts to optimize the use of federal space while meeting the changing needs of client agencies and adhering to presidential mandates. As leased space is backfilled or released to the private sector, GSA is likely to experience some fluctuations in its vacant space performance.

Performance Indicator: Percent of leased revenue available after administering the leasing program

Indicator Definition: Leased Funds from Operations (FFO) is a measure of leased inventory revenue minus all expenses (excluding depreciation) associated with the inventory.

Mission Support and Public Benefit: Maintaining a leased FFO between zero and two percent of revenue ensures that the leasing program operates near a break-even basis and demonstrates that GSA can efficiently operate within its lease fee structure. Efficient delivery of leased workspace gives agencies greater flexibility in housing their workforce and operations when owned space is unavailable or does not meet an agency's needs. This contributes to lower overall rent and related operational costs. Cost savings can be applied to agencies' mission-critical programs and/or budget reductions.

Progress through FY 2012:

Fiscal Year	Target	Actual
2006	0% - 2%	1.5%
2007	0% - 2%	0.0%
2008	0% - 2%	-0.9%
2009	0% - 2%	-2.1%
2010	0% - 2%	-1.4%
2011	0% - 2%	-0.3%
2012	0% - 2%	-0.3%
2013	0% - 2%	
2014	0% - 2%	
2015	0% - 2%	

2016	0% - 2%	
2017	0% - 2%	
2018	0% - 2%	

FY 2012 Results: GSA maintained a similar level of performance in FY 2012 as compared to FY 2011, yet still missed the target. The majority of buildings in the PBS lease portfolio at least breakeven while a relatively small number of buildings experience losses exceeding \$100,000. To improve results, PBS is developing improvement plans for the small number of buildings generating the highest losses in each region.

Performance Indicator: Cost of leased space relative to industry market rates

Indicator Definition: This measure compares GSA leasing costs to private sector benchmarks for equivalent space for leases that are at least 75 percent office space.

Mission Support and Public Benefit: Consistently paying lease rates at or below comparable market rates ensures that GSA acquires federal office space at best value for the taxpayer.

Progress through FY 2012:

Fiscal Year	Target	Actual
2006	-8.5%	-9.2%
2007	-8.8%	-10.6%
2008	-9.0%	-9.4%
2009	-9.3%	-9.7%
2010	-7.5%	-9.7%
2011	-8.5%	-12.9%
2012	-9.5%	-11.45%
2013	-9.5%	
2014	-9.5%	
2015	-9.5%	
2016	-9.5%	
2017	-9.5%	
2018	-9.5%	

FY 2012 Results: GSA's negotiated leasing rates continue to outperform the private sector, as our negotiated leases average 11.45percent below market for FY 2012. GSA's data show continued improved performance in large metropolitan areas and larger leases. Performance in smaller markets and smaller leases continue to lag average performance in general. GSA had weaker results in the south and southeast parts of the country.

Performance Indicator: Percent of government-owned assets achieving a return on equity of at least six percent

Indicator Definition: Return on Equity (ROE) is the ratio of annual net operating income to the value of an asset, typically fair market value. Assets with an ROE of at least six percent fulfill the long-term needs of our customers and generate enough revenue to fund the asset's operations, repairs, and capital needs.

Mission Support and Public Benefit: Maintaining a viable, self-sustaining inventory of real properties provides federal agencies with optimum facilities at the best possible cost.

Progress through FY 2012:

Fiscal Year	Target	Actual
2006	baseline	76.4%
2007	74.0%	77.0%
2008	76.5%	80.5%
2009	74.9%	77.3%
2010	78.0%	78.4%
2011	78.6%	76.1%
2012	78.9%	71.8%
2013	78.9%	
2014	78.9%	
2015	78.9%	
2016	78.9%	
2017	78.9%	
2018	78.9%	

FY 2012 Results: With a national target of 78.9% in FY 2012, GSA fell short of achieving the Percent of Assets with ROE greater than 6percent measure by 7.1percent. Each year, GSA implements strategies to improve overall asset performance; however, the measure is directly connected to asset valuation. Asset values are contingent upon market appraisals, construction costs, or direct cap calculations. The rate of growth over the last five years for the fair market value of PBS assets has been 40.3 percent while the rate of growth for net operating income has been 16.5 percent. To impact NOI, PBS must continue to reduce direct expenses, make sure our rent appraisals accurately reflect market conditions, bill on time, and keep field office overhead as efficient as possible.

Performance Indicator: Percent within the private sector benchmarks for cost of cleaning and maintaining office and similarly serviced space

Indicator Definition: This measure compares GSA cleaning and maintenance costs for owned buildings to industry benchmark rates in the same geographic area. Benchmarks are provided by local private sector performance data from the Building Owners and Managers Association (BOMA) for each city, location, and building size group. GSA compares its cost per rentable square foot to BOMA lists of the median and mean cost per square foot for cleaning, maintenance, roads, and grounds. Medians are used for buildings smaller than 50,000 square feet and means are used for larger buildings.

Mission Support and Public Benefit: Ensures that customer federal agencies are paying competitive, market rates for building support services. Cost savings provide federal agencies the opportunity to reduce their budgets and collectively lower tax burden to the public

Progress through FY 2012:

Fiscal Year	Target	Actual
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2006	baseline	-0.6%
2007	baseline	4.0%
2008	+/- 5%	0.6%
2009	+/- 5%	0.9%
2010	+/- 5%	-2.6%
2011	+/- 5%	0.1%
2012	+/- 5%	3.7%
2013	+/- 5%	
2014	+/- 5%	
2015	+/- 5%	
2016	+/- 5%	
2017	+/- 5%	
2018	+/- 5%	

FY 2012 Results: GSA met its stated goal of being within +/- 5% of the private sector for FY 2012. All regions are continuing to focus on reducing custodial costs. Region 2 continues to excel in reducing their costs and have created a model format to implement in other regions to help improve their performance as well.

Performance Indicator: Percentage of public sale properties awarded within 135 days

Indicator Definition: This measure reports the number of public sales awarded within 135 days (minus hold times) as a percentage of total public sales. Hold time occurs when the disposal experiences an unavoidable delay because of pending legislation, historical building reviews, or litigation. Award refers to the date the offer to purchase is completed by GSA and the purchaser.

Mission Support and Public Benefit: Decreasing the cycle time for public sales increases the speed with which surplus federal properties can be disposed of and supports the management of a financially self-sustaining portfolio of federal real property assets. Maintaining a viable, self-sustaining inventory of real properties ensures federal agencies have appropriate facilities at the best possible cost.

Progress through FY 2012:

Fiscal Year	Target	Actual
2008	baseline	81.5%
2009	90%**	97.2%**
2010	90%	98.6%
2011	90%	100%
2012	90%	100%
2013	90%	
2014	90%	
2015	90%	
2016	90%	
2017	90%	
2018	90%	

** denotes FY 2007 goal used 140 days, modified to 135 days starting in FY 2008

FY 2012 Results: GSA met its target for FY 2012. Improved standardization of the Invitation for Bid has streamlined the process for getting federal government property to the market. Aggressive marketing and the use of online auctions continue to attract buyers.

Performance Indicator: Percentage of non-competitive sales and donations awarded within 220 days

Indicator Definition: This measure reports the number of non-competitive sales and donations awarded within 220 days (minus hold times) as a percentage of total public sales. Hold time occurs when the disposal experiences an unavoidable delay because of pending legislation, environmental concerns, title problems, historical building reviews, or litigation. Non-competitive sales and donations include negotiated sales, public benefit conveyances, and federal transfers. Award refers to the date the offer to purchase is completed by GSA and the purchaser.

Mission Support and Public Benefit: Decreasing the cycle time for non-competitive sales and donations increases the speed with which surplus federal properties can be disposed of and supports the management of a financially self-sustaining portfolio. Maintaining a viable, self-sustaining inventory of real properties ensures that federal agencies have appropriate facilities at the best possible cost. Additionally the properties that are awarded via non-competitive sales and donations to state and local public bodies and non-profit organizations can contribute to a community's vitality by providing benefits such as expanded employment opportunities, housing for the homeless, establishment of educational centers, and parks and open space.

Progress through FY 2012:

Fiscal Year	Target	Actual
2006	baseline	80.9%
2007	baseline	88.5%
2008	90%	86.1%
2009	90%	97.1%
2010	90%	94.0%
2011	90%	95.4%
2012	90%	90.7%
2013	90%	
2014	90%	
2015	90%	
2016	90%	
2017	90%	
2018	90%	

FY 2012 Results: GSA met its target for FY 2012. Cycle time is managed through using project management techniques. Additionally, tasks are run parallel when applicable or appropriate (i.e., submitting a Checklist to HUD for suitability during the federal screening period) to expedite the process.

Performance Indicator: New construction projects on schedule

Indicator Definition: This measure reports the percentage of new construction projects completed on schedule, weighted by the value of work in place. The measure uses an earned value technique to assess construction project performance on all prospectus level projects. The metric compares the planned schedule of spending (work in place) with the actual value of work in place on the project.

Mission Support and Public Benefit: Delivering space when the customer needs it enables customers to carry out their mission with minimal distractions. GSA's efficient delivery of new facilities reduces the resource demands of client agencies that may translate to higher operational effectiveness and/or lower operational costs.

Progress through FY 2012:

Fiscal Year	Target	Actual
2006	86%	84.0%
2007	87%	78.8%
2008	88%	80.4%
2009	89%	88.4%
2010	90%	84.6%
2011	90%	83.4%
2012	90%	93.4%
2013	90%	
2014	90%	
2015	90%	
2016	90%	
2017	90%	
2018	90%	

FY 2012 Results: GSA exceeded its target for FY 2012 by delivering 93.4 percent of new construction projects on schedule (as weighted by work in place). GSA attributes this improvement to new processes in project and performance management. In project management, GSA improved processes associated with ePM (GSA's project management tool) to allow for streamlined data entry and enhanced project reporting. These improvements provide project managers with access to more current information to effectively manage their projects. In performance management, GSA established earned value tracking and reporting in ePM and improved communication of performance data to project managers. These enhancements provided project managers with timely information regarding project performance, identified areas of concern before they became issues, and allowed GSA to redirect attention to address projects with poor performance

Performance Indicator: Number of completed portfolio plans with top 20 customers

Indicator Definition: The GSA will complete a total of 12 real property portfolio plans by FY 2014. Each year's target represents the cumulative number of plans completed to date.

Mission Support and Public Benefit: Improved real property planning will reduce cost and lower environmental footprint, and help customer agencies focus their planning and management resources on mission-related operations and programs.

Progress through FY 2012:

Fiscal Year	Target	Actual
2011	3	3
2012	6	6**
2013	9	
2014	12	
2015	15	
2016	TBD	
2017	TBD	
2018	TBD	

** Total is cumulative.

FY 2012 Results: The GSA is on target in meeting its annual progress goals. A total of six customer portfolio plans were completed as of the end of FY 2012. GSA and the participating agencies will track cost savings and other benefits as real property adjustments in accordance with the opportunities identified in the portfolio plans are implemented and maintained.

Performance Indicator: Customer satisfaction with government-owned space

Indicator Definition: This measure calculates the percentage of survey respondents who rate their overall satisfaction level with GSA service delivery as a “4” or “5” on a five-point scale. GSA surveys the occupants in one-third of eligible buildings each year, on a rotating basis.

Mission Support and Public Benefit: This measure assesses how well GSA is meeting occupant expectations concerning building management services, and helps ensure that federal employees occupy well managed workspace that supports their work productivity.

Progress through FY 2012:

Fiscal Year	Target	Actual
2006	73%	83%
2007	80%	78%
2008	80%	81%
2009	80%	84%
2010	80%	81%
2011	85%	79%
2012	85%	76%
2013	85%	
2014	85%	
2015	85%	
2016	85%	
2017	85%	
2018	85%	

FY 2012 Results: GSA surveyed tenants in 240 owned buildings in 2012. Overall satisfaction scores failed to meet the 2012 target. Federal workforce occupants’ satisfaction with services in federally owned buildings continues to decrease. The following factors may be contributing to

this decline: GSA’s decision to modernize buildings through the ARRA effort while tenants remain housed in the building, changes in survey and workplace practices, lower federal workforce job satisfaction in general as detailed by Gallup and OPM, and emphasis in completing the survey electronically. GSA continues to analyze the satisfaction survey data.

In 2012, GSA focused on increasing communications, engagements, and marketing efforts with tenants in the buildings to be surveyed. There was increased collaboration between regions and national office, not only in executing the survey and how it is communicated to the tenants, but also focusing on making tenant satisfaction a year-round effort

Regional survey contacts and property managers are documenting what efforts were done for the 2012 survey in each of their buildings; these will be the genesis for on-going planning for 2103.

Performance Indicator: Customer satisfaction with leased space

Indicator Definition: This measure calculates the percentage of survey respondents who rate their overall satisfaction level with GSA service delivery as a “4” or “5” on a five-point scale. PBS surveys the occupants in one-third of eligible buildings each year, on a rotating basis

Mission Support and Public Benefit: This measure assesses how well GSA contracted lessors (i.e., property owners/managers) are meeting federal workforce expectations concerning building management services and that federal employees occupy well managed workspace that supports their work productivity.

Progress through FY 2012:

Fiscal Year	Target	Actual
2006	72%	78%
2007	74%	78%
2008	76%	78%
2009	78%	79%
2010	80%	79%
2011	80%	74%
2012	80%	71%
2013	80%	
2014	80%	
2015	80%	
2016	80%	
2017	80%	
2018	80%	

FY 2012 Results: GSA surveyed tenants in 1,172 leased buildings in 2012. Overall satisfaction scores failed to meet the 2012 target of 80 percent. Federal workforce occupants’ satisfaction with services in private sector leased buildings continues to decline. Several factors may be contributing to this decline: changes in survey and workplace practices, lower federal workforce job satisfaction in general as detailed by Gallup and OPM, and changes in survey methodology. GSA continues to analyze the satisfaction survey data.

In 2012, GSA focused on increasing communications, engagements, and marketing efforts with tenants in the buildings to be surveyed. There was increased collaboration between regions and national office, not only in executing the survey and how it is communicated to the tenants, but also focusing on making tenant satisfaction a year-round effort

Regional Survey contacts and property managers are documenting what efforts were done for the 2012 survey in each of their buildings; these will be the genesis for on-going planning for 2103.

4.2 Federal Acquisition Service

In FY 2012, the Federal Acquisition Service (FAS) improved the performance of six of eight performance indicators. FAS added three indicators – Automotive Selling Price Below Invoice, Federal Strategic Sourcing Initiative (FSSI) Business Volume, and Global Supply Blended Mark-up – to increase organizational focus on administrative cost reductions and savings to customers. FAS removed one indicator, Percentage of Travel Vouchers Processed through the Electronic Travel System, due to decreased value in tracking program deployment as the program matures.

Performance Goals and Indicators

Performance Indicator: Alternative Fuel Vehicles (AFVs) Purchased as Percentage of Total Motor Vehicles Purchased

Indicator Definition: This indicator reports the number of Alternative Fuel Vehicles divided by the total number of vehicles purchased. Alternative Fuel Vehicles run on special alternative fuels or meet the EPA’s greenhouse gas scores. AFVs include electric vehicles, hybrid-electric vehicles, vehicles which operator using natural gas, or E-85 as fuel, and conventionally fueled low greenhouse gas emissions vehicles. Total motor vehicles purchased include orders made by GSA for its fleet customers and motor vehicles orders made by other Federal agencies.

Mission Support and Public Benefit: Increasing this indicator results in a Federal fleet with lower petroleum consumption, lower greenhouse gas emissions, and lower annual fuel costs for customer agencies.

Progress through FY 2012:

Fiscal Year	Target	Actual
2006	baseline	31.1%
2007	baseline	39.6%
2008	baseline	44.4%
2009	baseline	51.6%
2010	52.6%	67.2%
2011	53.6%	80.3%
2012	80.0%	75.4%
2013	80.0%	
2014	80.0%	
2015	80.0%	
2016	80.0%	
2017	80.0%	

FY 2012 Results: In FY 2012, 37,786 (75.4 percent) of the 50,114 motor vehicles purchased were alternative fuel vehicles. Conventionally fueled vehicles cost less on average than AFVs. Gasoline sedans cost on average \$9,000 less than a hybrid sedans, and \$19,000 less than electric sedans. Agencies requested less expensive vehicles to conserve limited budgetary resources. To help ensure customers' requirements can be met by AFVs in FY 2013, GSA expanded the total number of Alternative Fuel Vehicle configurations available to customers by 78 percent from the FY 2012 level.

Performance Indicator: Percentage of Travel Vouchers Processed E-Gov Travel Service

Indicator Definition: This indicator measures the number of travel vouchers processed using ETS as a percentage of the total number of vouchers processed by the E-Gov Travel Service market.

Mission Support and Public Benefit: E-Gov Travel Service is a cloud based service used by more than 90 federal agencies for travel booking and expense management. This indicator measures tracks the deployment of the system across government. As deployment increases, agencies benefit from a common platform to consolidate online travel booking services and expense management platforms to increase efficiency, transparency, accountability and save taxpayer dollars.

Progress through FY 2012:

Fiscal Year	Target	Actual
2006	Baseline	6.7%
2007	Baseline	18.8%
2008	30.7%	33.6%
2009	51.2%	62.2%
2010	63.4%	82.8%
2011	73.5%	84.8%
2012	73.5%	83.9%
2013	73.5%	
2014	73.5%	
2015	73.5%	
2016	73.5%	
2017	73.5%	

FY 2012 Results: Despite decreased voucher production (year over year) from the majority of fully deployed agencies, FAS surpassed its target due to the greater than anticipated deployment of the system to two additional Federal agencies. The current version of E-Gov Travel Service, launched in 2002, has successfully saved the Federal government millions of dollars annually through reduces voucher processing costs. E-Gov Travel Service operating costs are fully recovered through transaction fees when 73.5 percent of the voucher population is processed using the system.

Performance Indicator: Multiple Award Schedule Small Businesses Percentage

Indicator Definition: This measure reports the percentage of Multiple Award Schedule

business volume that is attributed to small businesses each year by calculating the GSA Multiple Award Schedules total business volume attributed to small businesses and dividing by the total business volume.

Mission Support and Public Benefit: GSA advances the socioeconomic business goals of the Administration by providing channels through which customer Federal agencies can access the small business segment of the market. Meeting this goal provides taxpayers with the creativity, innovation and technical expertise that small businesses provide to agencies as federal contractors and provides opportunities for small businesses to create jobs and drive the economy forward.

Progress through FY 2012:

Fiscal Year	Target	Actual
2006	NA	37.6%
2007	NA	37.3%
2008	Baseline	35.9%
2009	Baseline	36.1%
2010	36.0%	34.7%
2011	36.0%	33.5%
2012	33.0%	34.0%
2013	33.0%	
2014	33.0%	
2015	33.0%	
2016	33.0%	
2017	33.0%	

FY 2012 Results: In FY 2012, FAS continued to support small businesses through vendor outreach and training, emphasizing subcontracting and teaming opportunities, enhancing the GSA small business website, and participating in national conferences aimed at helping small businesses. This training included over 12,000 Small Businesses attending a Pathway to Success webinar in FY 2012 that provided contractors a better understanding of the benefits and responsibilities of the Multiple Award Program, and helped improve participant's success as contractors on the Multiple Award Schedule.

Other factors contributing to meeting the target include the implementation of Section 1331 of the Small Business Jobs Act of 2010, which had a positive effect on the use of small businesses under the Schedules program, and the continuing impact of FAR Case 2011-024. The interim FAR rule allows contracting officers the discretion to set aside orders for small businesses.

Performance Indicator: FAS Direct Costs as a Percentage of Gross Margin

Indicator Definition: "Gross margin" refers to the revenues remaining after covering the purchase price to FAS for the product or service acquired. "Direct costs" are the costs to FAS directly associated with acquiring the product or service, excluding overhead. This indicator is calculated by calculating Direct Costs and dividing by Gross Margin.

Mission Support and Public Benefit: FAS Portfolios must recover all costs through fees charged to customers for goods and services provided. Minimizing operating costs as a percent

of gross margin ensures the efficiency of FAS programs and directly impacts the fees charged to customer agencies. This indicator ensures drops in GSA fees due to gained efficiencies will result in lower, more competitive prices for the Federal government and ultimately lower costs to the public taxpayer.

Progress through FY 2012:

Fiscal Year	Target	Actual
2006	Baseline	34.2%
2007	Baseline	33.6%
2008	Baseline	29.0%
2009	Baseline	31.0%
2010	35.4%	33.0%
2011	36.8%	33.9%
2012	37.1%	33.5%
2013	35.9%	
2014	35.1%	
2015	34.6%	
2016	34.8%	
2017	34.7%	

FY 2012 Results: FAS exceeded the target in FY 2012 due to a combination of higher than planned revenues in the Assisted Acquisition Services Portfolio that translated into higher than anticipated gross margin, and lower than anticipated direct costs. Reduced costs were realized from the Supply Transformation Initiative, which reduces the GSA footprint in depot operations, buyouts in targeted programs such as the Integrated Workplace Acquisition Center, Regional Telecom and IT Schedule programs, and tightened budget constraints on travel, hiring, and other categories such as printing, and advisory services.

Performance Indicator: Integrated Technology Service Cost Savings

Indicator Definition: This measure estimates the cost savings that customers realize by using Integrated Technology Service solutions, and is calculated by estimating cost savings achieved by Integrated Technology Service SmartBuy and Network Services programs as compared to their respective price benchmarks.

SmartBuy is a strategic sourcing solution for purchasing software and related services. Savings are calculated as the difference between the GSA Schedule price and the SmartBuy negotiated price multiplied by the total number of units ordered.

Network Services is a business line that offers telecommunications and related services to federal agencies. Savings are calculated as the difference between commercial pricing for comparable services and terms and conditions with GSA contract pricing for all services GSA provided.

Due to limits of commercial pricing data available in the public domain, GSA uses up-to-date, proprietary pricing data provided by a third-party consultant.

Mission Support and Public Benefit: GSA's focus is saving taxpayer dollars by garnering lower costs for agencies. As a result, measurable costs savings programs must be calculated in order to demonstrate GSA's value and commitment to its mission. This indicator results in savings to customers, the Federal government and public taxpayer.

Progress through FY 2012:

Fiscal Year	Target	Actual
2006	\$550M	\$720M
2007	\$732M	\$766M
2008	\$800M	\$803M
2009	\$824M	\$876M
2010	\$848M	\$916M
2011	\$958M	\$1,048M
2012	\$934M	\$1,359M
2013	\$962M	
2014	\$991M	
2015	\$1021M	
2016	\$1052M	
2017	\$1,084M	

FY 2012 Results: In FY 2012, FAS exceeded its target by \$425M as a result of higher than anticipated sales volumes, which resulted in an increase in the savings and efficiencies realized by customers utilizing FAS procurement vehicles.

The Network Services Wide-Area Network has provided over \$3 billion savings to customers for the last five years. During the FY 2012, the Wide-Area Network program has delivered \$688.7 million in savings, with contract prices averaging 35 percent below the best comparable prices in the market.

Performance Indicator: FAS Customer Loyalty

Indicator Definition: This indicator was established in FY 2011 to track customer loyalty. Customer loyalty was found to correlate with the likelihood that customers will continue to use and recommend an organizations products and services to others.

Mission Support and Public Benefit: This indicator ensures FAS is effective at meeting customer requirements. Meeting customer requirements supports customers in achieving their missions and provides value to the American public.

Progress through FY 2012:

Fiscal Year	Target*	Actual
2011	Baseline	8.0
2012	8.2	7.6
2013	8.3	
2014	8.5	
2015	8.7	

2016	8.9	
2017	9.0	

FY 2012 Results: The overall FAS Customer Loyalty Score dropped to 7.6. Although FAS Customer Loyalty improved in terms of the relative importance of GSA to customer agencies, Customer Loyalty was adversely impacted by the drop in GSA’s corporate reputation over the past year. FAS plans on retaining this measure for the out-years and continuing to use this Customer Loyalty survey to inform our customer outreach strategy.

Performance Indicator: Global Supply Blended Fee (Proposed Measure)

Indicator Definition: This measure is calculated as a weighted-average mark-up of the various methods of supply: the Special Order Programs, Direct Delivery, Expanded Direct Delivery, and Stock. The blended fee is the amount that is applied to the cost of goods provided to customers in order to fund the Supply program’s operating costs.

Mission Support and Public Benefit: This measure will provide transparency into the decreased fees charged to the customer as the program transitions to a new model. Lowering the overall cost of the program allows for reduced rates and costs for customers, which translates to savings to the Federal government and public taxpayer.

Progress through FY 2012:

Fiscal Year	Target	Actual
2006	Baseline	32.7%
2007	Baseline	32.3%
2008	30.0%	31.9%
2009	30.5%	29.2%
2010	29.0%	27.0%
2011	25.9%	27.8%
2012	27.0%	28.1%
2013	26.0%	
2014	26.0%	
2015	26.0%	
2016	26.0%	
2017	26.0%	

FY 2012 Results: GSA Supply Operations instituted business transformational efforts to shift the program to lower-cost methods of supply. This shift will directly benefit GSA customers through lower prices. Actual performance was higher than target due to overly optimistic expectations for implementing transformational efforts. Also contributing to the higher markup was sales significantly exceeded expectations in the highly visible Central Asia Sourcing program. Sales through this program have a high mark-up – 36.0 percent – due to higher transportation costs.

This measure was added to increase the FAS focus on cost savings for customers in the Supply program to drive lower prices for customers. Using this measure will bring attention to decreased fees charged to the customer as the program transitions to a new model.

Performance Indicator: Selling Price Discount Below Invoice (Proposed Measure)

Indicator Definition: Selling Price Discount Below Invoice is defined as the percentage discount that is received by the government from the manufacturer's invoice price for the top selling vehicles purchased through GSA. The top selling vehicles are determined by identifying the vehicle make and models with sales greater than 1,000 vehicles in each vehicle type.

Mission Support and Public Benefit: Contracts are negotiated annually with automotive manufacturers to provide customer agencies with value pricing. Due to the high volume of vehicles procured annually, GSA is able to leverage the government's buying power to negotiate low pricing, and pass the savings on to Federal customers and the taxpayer. This measure identifies the percentage of cost savings to the Federal Government off the invoice price for the top selling vehicles, and communicates the cost savings that is realized on behalf of the government and taxpayer on an annual basis for vehicle purchases.

Progress through FY 2012:

Fiscal Year	Target	Actual
2009	Baseline	24.18%
2010	Baseline	23.03%
2011	Baseline	19.83%
2012	Baseline	17.60%
2013	18.60%	
2014	18.60%	
2015	18.60%	
2016	18.60%	
2017	18.60%	

FY 2012 Results: The Automotive Center purchased 50,114 vehicles with an average price discount of 17.6 percent: a decline from prior years due to the increase in purchases of alternative fuel vehicles. To date, GSA has received little to no discount below invoice for alternative fuel vehicle offerings due to limited manufacturer availability.

This measure was added to track the savings GSA provides for the more than \$1 billion spent by the federal government on vehicles each year. Contracts with the manufacturers are negotiated on yearly basis.

Performance Indicator: Federal Strategic Sourcing Initiative (FSSI) Business Volume
(proposed measure)

Indicator Definition: Established in 2005, FSSI was formed to help improve government management of commonly purchased goods and services. FSSI works to find solutions that promote cost savings, improved management visibility and adoption of industry best practices. GSA currently offers strategic sourcing solutions for Domestic Delivery Solutions, Office Supplies, and Print Management. We expect that the Wireless Rate Plans and Devices solution will be awarded April 2013. Large Desktop Software Publisher (SmartBuy) is slated for award in late FY 2013. This indicator measures the total business volume through these solutions.

Mission Support and Public Benefit: This indicator promotes an effective acquisition system that meets government needs and ensures the prudent use of taxpayer dollars, resulting in savings to customers and American taxpayers.

Progress through FY 2012:

Fiscal Year	Target	Actual
2011	Baseline	\$308.0M
2012	Baseline	\$408.7M
2013	\$483.5M	
2014	\$889.2M	
2015	\$1.24B	
2016	\$ 1.45B	
2017	\$1.61B	

FY 2012 Results: This measure is new in FY 2012. GSA used the baseline performance to establish out-year targets to expand business activity on FSSI contracts. FSSI performance is reported publicly at <https://strategicsourcing.gov/>.

4.3 Office of Citizen Services and Innovative Technologies

During FY 2012 the Office of Citizen Services and Innovative Technologies (OCSIT) improved performance on the three performance goals and indicators included in the FY 2012 annual performance plan.

Performance Goals and Indicators

Performance Indicator: Citizen Touchpoints

Indicator Definition: Citizen touchpoints estimates the level of citizen awareness and usage of OCSIT information channels and is measured by counting website visits, direct and assisted telephone contacts, emails processed, publications distributed, email letter mailings, social media conversations, and telephone and email responses conducted under USA Contact Task Orders.

Mission Support and Public Benefit: Citizen touchpoints delivers value for GSA and the public by providing easier access to essential government information, services, and engagement via the internet, phone, email, social media, and print.

Progress through FY 2012:

Fiscal Year	Target	Actual
2006	NA	NA
2007	NA	NA
2008	211M	214M
2009	218M	245M
2010	136M*	181M*
2011	272M	272M
2012	285M	539M
2013	674M**	

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2014	712M	
2015	783M	
2016	861M	
2017	947M	

* Beginning in October 2009, OCSIT transitioned to a more accurate method of tracking citizen touchpoints. The drop in touchpoints in FY 2010 compared to FY 2009 is attributable to this new method of tracking and not to an actual decline in performance. The new tracking method reduces the amount of visits attributed to server activity and tangential page hits (e.g., duplicative redirects, right clicks, and clicks generated by page graphics), and more accurately represents visits to the websites from citizens. It eliminated counts for much of the automatic machine spidering and robot activity, which led to a 30% reduction in USA.gov visit touchpoints.

**FY 2013 OCSIT citizen touchpoints were increased by 20% of the FY 2012 actual (539M) with 10% increases in the outyears. The increase is due to higher than expected new media growth and USA search customers in FY 2012.

FY 2012 Results: The number of FY2012 Actual Citizen Touchpoints increased in FY 2012 and nearly doubled FY 2011 results. This is due to a refocus on the expanding social media market, and enhancing mobile access to USA.gov and GobiernoUSA.gov. USA.gov and GobiernoUSA.gov are the U.S. Government's official web portals for the public to access U.S. government information and services on the internet. GobiernoUSA.gov provides US government information and services in the Spanish language.

Also contributing to the touchpoint increase were USA Search visits. USA Search Visits enable internet users to access over 1,000 federal, state, local, tribal, or territorial government websites. USA Search provides fast and relevant results at no cost to agencies across government. In addition, USA Contact Agency Support, an indefinite delivery, indefinite quantity (IDIQ) no cost contract that provides a cost-saving approach to contracting for Federal agencies' contact center services quintupled its typical number of touchpoints due to the new U.S. Citizenship and Immigration Services contact center services acquired through USA Contact.

Performance Indicator: Number of citizen engagement events or activities conducted by Federal agencies

Indicator Definition: This indicator reports the number of citizen engagement events or activities conducted by Federal agencies using OCSIT tools, technology, or expertise. This includes dialogues conducted using blogs, wikis or other on-line forums, and challenges launched using www.Challenge.gov. The indicator also includes the use of social media tools, such as Facebook, Twitter, and YouTube, for which OCSIT has negotiated terms of service on behalf of other Federal agencies.

Mission Support and Public Benefit: The OCSIT tools, technology and expertise that Federal agencies use for their citizen engagement events and activities help them meet their missions and public engagement goal, providing efficiency and cost-effectiveness that supports the GSA mission. Also, expanding the number of Federal agencies' citizen events and activities helps the public more easily access government information and services when and where they want, through their device of choice.

Progress through FY 2012:

Fiscal Year	Target	Actual
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2008	baseline	NA
2009	baseline	NA
2010	32	97
2011	121	344
2012	104	114
2013	109	
2014	114	
2015	120	
2016	126	
2017	132	

FY 2012 Results: OCSIT added 114 engagements in FY 2012, 9.6 percent over the FY 2012 target. The growth was due to developing innovative solutions that are focused on efficiency, cost-effectiveness and helping customers achieve their missions. Targeted efforts to increase the results will continue.

Performance Indicator: Number of attendees at OCSIT training events

Indicator Definition: This measure reports the number attendees participating in classroom and on-line training events offered to agencies across the federal government to improve the customer experience. OCSIT offers practical training for government web and contact center managers to improve service to citizens. OCSIT helps build agencies' capacity to improve the customer experience for citizens interacting with federal agencies via the web, social media, contact centers and other channels.

Mission Support and Public Benefit: Attendees of the OCSIT training program for digital media and citizen engagement help to build their Federal agencies' capacity to deliver an outstanding and innovative customer experience across government and add to the broad range of skills agencies need to manage digital media and citizen engagement efforts. This helps agencies meet their mission and supports GSA's mission. The public will have successful engagement with agencies across government and more easily access government information and services through improved website usability and effective contact center interaction. OCSIT will build credibility with customers and stakeholders; seek an intimate understanding of our customers' missions and goals; and seek continuous improvement in our business processes.

Progress through FY 2012:

Fiscal Year	Target	Actual
2006	NA	NA
2007	NA	NA
2008	1,750	2,540
2009	2,500	5,128
2010	2,750	7,163
2011	8,954	10,075
2012	10,657	14,165
2013	11,169	
2014	11,705	
2015	12,266	
2016	12,855	

2017	13,434	
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FY 2012 Results: FY 2012 actuals increased by 3,508 attendees (25%) due to broadening the curriculum to reach wider audiences. GSA expects the rate of demand growth to fall next year due to market saturation.

4.4 Office of Government-wide Policy

The Office of Government-wide Policy (OGP) has a broad portfolio of work, ranging from government-wide asset and transportation management, to federal high-performance green buildings, to acquisition policy and acquisition workforce development, among others. OGP measures its policy initiatives both on their usefulness in helping agencies to achieve their missions and on driving efficient use of resources.

OGP reported four performance measures in the FY 2012 Annual Performance Report. In FY 2012, OGP improved performance level for all four measures.

Performance Goals and Indicators

Performance Indicator: Attendance levels for Federal Acquisition Institute (FAI) training courses

Indicator Definition: This measure assesses the percentage of available classroom training seats filled in FAI sponsored classes. This performance indicator measures the attendance divided by seats offered for the training courses.

Mission Support and Public Benefit: FAI, managed on behalf of the Federal government by GSA, is charged with fostering and promoting the development of a federal acquisition workforce—which includes the provision of essential acquisition training. Measuring class attendance is a key indicator for ensuring that FAI provides training courses in an efficient manner—limiting empty seats to the greatest extent possible. Consolidating the provision of acquisition training across government also eliminates duplication and reduces costs by providing a shared training program for the federal government.

Progress through FY 2012:

Fiscal Year	Target	Actual
2007	N/A	N/A
2008	N/A	N/A
2009	N/A	N/A
2010	N/A	59.9%
2011	N/A	75.0%
2012	80%	86.0%
2013	80%	
2014	80%	
2015	80%	
2016	80%	
2017	80%	

FY 2012 Results: In FY 2011, FAI launched a government-wide acquisition workforce management system, the Federal Acquisition Institute Training Application System (FAITAS), for use by all federal acquisition workforce members. FAITAS capabilities and functionality provide strategic oversight on training resource requirements, including automating the Federal Acquisition Certification (FAC) and continuous learning tracking processes. In FY 2012, FAI continues to use FAITAS as an example of good resource stewardship. The target goal of an 80 percent class fill rate was surpassed in FY 2012, reaching an actual result of 86 percent. In addition, FAI is establishing a course cancellation policy with timelines for processing reservation changes, cancellations, and consequences for no shows in courses where another workforce member would have been able to attend. FAI continues to demonstrate that the efficient delivery of course content, coupled with smart policy maximizes training opportunities for the federal acquisition workforce.

Performance Indicator: Annual use of petroleum-based fuel in millions of gallons

Indicator Definition: This measure computes the total annual use of petroleum-based fuel in the federal motor vehicle fleet in millions of gallons to assist with reducing petroleum based fuel consumption in the federal fleet.

Mission Support and Public Benefit: This performance indicator assists with reducing federal agency petroleum fuel costs and increasing the environmental sustainability of federal government fleet operations for the public.

Progress through FY 2012:

Fiscal Year	Target	Actual
2007	N/A	383.088
2008	N/A	377.529
2009	N/A	383.808
2010	N/A	403.959
2011	395.879	405.474
2012	387.962	380.400
2013	380.203	
2014	372.599	
2015	365.147	
2016	357.844	
2017	350.687	

FY 2012 Results: The usage of petroleum-based fuel is obtained directly from agencies via the GSA Federal Automotive Statistical Tool (FAST) submissions. The reduction goal follows Executive Order 13514, which states that each agency operating a fleet of at least 20 motor vehicles must reduce petroleum fuel consumption by 2 percent annually over the 2005 baseline. In FY 2012, the 2 percent reduction target was exceeded. OGP influences this measure through creating policies and providing guidance to agencies on fleet management, including petroleum reduction. This indicator is intended to measure the effectiveness of these policies.

Performance Indicator: Percentage of key policy stakeholders and agency users who rate OGP policy initiatives effective

Indicator Definition: This measure calculates the percentage of survey respondents who rate specific OGP policy initiatives as effective or very effective on a five-point scale. Each year, OGP surveys key stakeholders and agency users on policy initiatives in the annual portfolio (portfolio policy initiatives change from year to year).

Mission Support and Public Benefit: This measure supports OGP’s mission to drive evidence-based policy to enable the delivery of effective and efficient government. In FY 2012, OGP included ratings of the effectiveness of OGP’s policies in helping federal agencies to achieve cost savings that benefits federal agencies and the public.

Progress through FY 2012:

Fiscal Year	Target	Actual
2006	60%	54%
2007	60%	70%
2008	60%	79%
2009	63%	81%
2010	66%	77%
2011	78%	84%
2012	80%	86%
2013	80%	
2014	80%	
2015	80%	
2016	80%	
2017	80%	

FY 2012 Results: In FY 2012, OGP continued to develop policies, tools, and guidance to help agencies meet their missions, while reducing costs where possible. OGP conducted surveys of customers to evaluate the effectiveness of OGP policies to meet their mission needs. The Office of Asset and Transportation Management surveyed its agency customers to evaluate the effectiveness of its asset and transportation management policies in helping agencies to reduce costs, obtain useful policy information, and provide additional information in response to agency requests. The Office of Acquisition, Integrity and Workforce also conducted a survey of GSA’s acquisition professionals to rate policies, information, and resources provided by its office. The combined survey results for the Office of Asset and Transportation Management and the Office of Acquisition, Integrity, and Workforce for FY 2012 showed that 86 percent of stakeholders rated OGP policy initiatives as effective.

Performance Indicator: Usefulness of energy efficiency research, strategies, practices, and tools provided by OGP to federal agencies

Indicator Definition: This measure calculates the percentage of survey respondents who rate the research, new strategies, best practices, and tools related to energy efficiency issued by the OGP Office of Federal High Performance Green Buildings as useful or very useful. The measure will assess how useful the research, strategies, practices, and tools are to federal agencies and groups.

Mission Support and Public Benefit: OGP’s Office of Federal-High Performance Green Buildings helps agencies advance the environmental sustainability of their building operations by providing research, strategies, practices and tools to increase energy and water efficiency. This performance indicator measures federal agency ratings of the usefulness of the information provided by OGP to advance the sustainability of their building operations.

Progress through FY 2012:

Fiscal Year	Target	Actual
2007	N/A	N/A
2008	N/A	N/A
2009	N/A	N/A
2010	N/A	N/A
2011	N/A	65%
2012	65%	78%
2013	70%	
2014	75%	
2015	80%	
2016	80%	
2017	80%	

FY 2012 Results: In FY 2012, OGP surveyed the Interagency Sustainability Working Group (ISWG) members on the usefulness of information provided by its Office of Federal High-Performance Green Buildings. The results showed that 78 percent of respondents rated the information as “useful, very useful, or extremely useful” with 95 percent of those respondents rating the information as at least “somewhat useful.”

Section 5 – Major Management Challenges

5.1 Management Challenges

As required by the Reports Consolidation Act of 2000, the Office of Inspector General (OIG) regularly identifies what it considers the U.S. General Services Administration’s (GSA) most significant management challenges. The GSA OIG, in FY 2012, identified (1) GSA Consolidation of Central Office Personnel, (2) Acquisition Programs, (3) GSA’s Organization Structure, (4) GSA’s Greening Initiative – Sustainable Environmental Stewardship, (5) Financial Reporting, (6) Information Technology, (7) Protection of Federal Facilities and Personnel, (8) American Recovery and Reinvestment Act of 2009 as the most serious challenges facing GSA. More information on these challenges, including management’s response, is available in the GSA FY 2012 Annual Financial Report.

5.2 GAO High-Risk List

Over-reliance on costly leasing – The Public Buildings Service (PBS) continuously searches for innovative means to address Federal agency space requirements through owned space. As a result, PBS is currently pursuing Federal construction to meet agency space requirements that were originally planned to be met through leasing, including FBI consolidation projects and U.S. Courthouses. One particular example involves a FBI Field Office in Detroit, where GSA avoided

lease construction by accommodating the agency's needs in federal space. GSA has also requested funding for additional projects which would have eliminated the need for leased space. However, Congressional appropriations in support of those projects have not materialized. The agency official responsible for this high risk area is the PBS Commissioner.

In FY 2009, PBS received funding to purchase the Columbia Plaza Building in Washington, DC. PBS obligated the funds and closed the transaction in April 2012. The GSA FY 2011 budget request included funding to exercise a purchase option on another leased building, the Internal Revenue Service (IRS) Annex in Martinsburg, WV. Congress did not choose to appropriate funding for the Martinsburg lease purchase in FY 2011. The purchase would have eliminated approximately \$3 million in annual lease payments for the IRS, who has a long-term need for space at the facility. The FY 2013 request again includes funding for the purchase of the Martinsburg, WV building, as well as a leased building in Prince George's County, MD, occupied by the USDA, that would yield significant savings for the taxpayers.

PBS is redeveloping the former St. Elizabeth's Hospital site in Washington, DC. Once complete, this campus will add 4.5 million gross square feet to the PBS inventory of owned property and will consolidate components of the Department of Homeland Security (DHS) out of as many as 50 leases across the DC metropolitan area.

PBS also continually updates its policies to promote progressive thinking in how to use space more efficiently. As explained in further detail below, PBS has recently made changes to help bridge the gap between its customers' understanding of their needs to reduce space at both the headquarters and field levels. PBS uses its resources wisely on projects that are fully supported by the customer and make good business sense. Ultimately, PBS wants to ensure that customers are committed to their real estate decisions.

PBS instituted new controls in FY 2011 to make sure that each new lease makes good business sense before it is signed. PBS policy changes ensure that customer requirements for new space are supported throughout their organizations and represent a long-term solution to their space needs.

- For new occupancies where space is added to PBS inventory, tenants may provide written notice to release space only after the first 12 months of an occupancy agreement and must meet certain criteria (e.g., the agency must prove the space is no longer needed, the space must be marketable, and the space cannot be designated as non-cancelable). This ensures that agencies have adequately vetted their need for additional space before requesting it.
- Occupancy Agreements for any lease project resulting in the construction of a facility will be designated non-cancelable unless a cost benefit analysis clearly demonstrates that the local market conditions support PBS in assuming the vacancy risk, and senior management agrees to a cancelable designation. The non-cancelable designation is made because of the difficulty to backfill special purpose space that requires significant capital outlays.

When acquiring leased space is necessary to meet agency space requirements, PBS ensures that all new and replacement leasing actions are in compliance with the basic principles of the June 10, 2010 Presidential Memorandum - Disposing of Unneeded Federal Real Estate. The operative language in the memorandum is: "Agencies shall also take immediate steps to make

better use of remaining real property assets as measured by utilization and occupancy rates, annual operating cost, energy efficiency, and sustainability." For leased assets, this means a new emphasis on improving space utilization rates for proposed leases at both the prospectus and non-prospectus levels. GSA's customer agencies are encouraged to use innovative workplace strategies to comply with emerging space utilization metrics that reduce the scope and cost of occupancy in leased space. Expiring leases often provide an optimal opportunity through competitive procurement to improve space utilization efficiency at existing locations or facilitate relocation to more efficient new locations.

Excess and underutilized property - PBS aggressively identifies underutilized and excess properties and targets them for disposal. In FY 2012, PBS maintained utilization of its owned space at 95.2 percent, and achieved a utilization rate in leased space of 97.7 percent. PBS has maintained a leased space utilization rate of over 97 percent since FY 2002. PBS disposed of 270 assets (excluding demolitions) from FY 2003 through FY 2011, removing almost 14 million rentable square feet from the inventory. Since FY 2005, when PBS gained the authority to retain proceeds from sales, disposal actions have returned approximately \$261 million in receipts to the Federal Buildings Fund (FBF).

Management of Interagency Contracting – GSA is improving the management of interagency contracting through strengthening the Multiple Award Schedule (MAS) program pricing and management. In April 2010, GAO identified specific challenges facing GSA in fully realizing the benefits of interagency contracts, and on November 22, 2010, GSA reported its plans and the current actions taken by GSA to address GAO recommendations to the Administrator of the Office of Federal Procurement Policy. The GSA plan includes:

- **Increasing the number pre-award audits to cover more contracts that meet audit threshold.** Pre-award audits can result in lower prices for the users of MAS contracts by identifying opportunities for GSA to negotiate more favorable price discounts when awarding contracts. Between fiscal year 2004 and 2008, the GSA Inspector General identified almost \$4 billion in potential cost avoidance through pre-award audits. GSA guidance instructs contract negotiators to request audit assistance for new contract offers and extensions as appropriate when a contract's estimated sales exceed \$25 million for the 5-year contract period, however, not all contracts that meet this threshold receive an audit due to constraints in audit resources in the Office of Inspector General.
- **Taking additional steps to ensure that vendors that meet the pre-negotiation clearance panel threshold receive a panel review.** GSA established an appropriate threshold for new offers and contract modifications for each Schedule based on the relative volume of business which is realized in that industry sector. GSA has updated the policies and procedures for conducting these reviews to ensure that all offers and contract modifications meeting the threshold actually receive a panel review, and that all reviews are conducted in a consistent manner, prior to entering into discussions with the offeror. GSA is taking steps to ensure that the acquisition systems captures that the review occurred and the outcome of that review.
- **Performing a feasibility study to evaluate collecting transaction data on MAS orders and prices paid.** After conducting an extensive evaluation of current systems capabilities and data collection efforts underway, coupled with industry standard spend management tools within government and industry, GSA determined that it does not have the capacity to collect and utilize transactional data on MAS orders. Existing systems were deemed insufficient to collect the breadth and depth of MAS transactions, necessitating the

acquisition of source data from customers and/or suppliers. Without compulsory stipulations, these entities will be reticent to provide the data voluntarily at a level comprehensive enough to generate meaningful analysis. Further inquiry into acquiring substantive data collection is essential before GSA can make measurable progress toward implementing transactional data reporting for customers.

- **Establishing more consistent performance measures across the MAS program.** GSA is improving performance measures across the MAS Program particularly as they relate to quality, which will address pricing, and established a MAS program-wide scorecard. This will ensure that GSA acquisition centers and business lines use a more consistent approach to performance measurement across the MAS Program.
- **Taking steps improve survey techniques and increase the MAS customer survey response rate.** GSA examined its overall customer satisfaction survey methodology and investigated ways to improve survey design and techniques and increase the response rate. Customer satisfaction is a critically important performance measure to GSA and provides meaningful and actionable information that can lead to program improvements.
- **Clarifying and strengthening the MAS program office's charter and authority.** GSA examined the MAS Program Office charter and authority in an effort to establish more clear roles and responsibilities and more consistently implement guidance, policies and best practices across the GSA acquisition centers and business portfolios. As a result of this evaluation, GSA made changes to the program office's charter and authority and took steps to consistently implement policies and practices across GSA's acquisition centers. These changes ensure clear roles and responsibilities to consistently implement guidance, policies, and best practices across GSA's acquisition centers.

Section 6 – Other Information

6.1 Management Reviews

During the summer of 2012, GSA initiated a comprehensive Top-to-Bottom review to evaluate the operational efficiency and effectiveness across all agency Services and Staff Offices. Information from these reviews is driving improvements in efficiency by eliminating duplication, reducing costs and streamlining operations. Some of the changes GSA has made to-date, based on the reviews include:

- Centralized financial functions into the Office of the Chief Financial Officer
- Strengthened controls for spending on conferences, travel, employment incentives, bonuses, and special pay
- Placed additional controls on IT purchases and reviews of all IT purchases that exceed \$150,000
- Eliminated employee award stores
- Reduced the GSA awards pool
- Instituted strict hiring controls to drastically reduce hiring pending the outcome of the Top-to-Bottom reviews

- GSA's Top-to-Bottom reviews will continue and will help build the capacity to conduct increasingly more rigorous and comprehensive assessments.

Currently, we are developing a performance management tool (PMT) that will enhance performance goal tracking and reporting by creating one standard, central repository for performance data. The PMT will also serve as a resource for accessing and aggregating information from a range of important GSA databases, and will provide analytical capabilities that enable robust program reviews.

GSA is also taking steps to tie performance information to financial information consistent with the GPRM Modernization Act. GSA will use information from these efforts to develop more detailed models for cost allocation and program effectiveness. These models, coupled with the improved analytical capabilities provided by the PMT, will improve GSA's ability to integrate financial and performance data and analyze the cost-effectiveness of GSA programs and offices.

6.2 Evaluations and Research

Program evaluations are used to augment the information collected through reviews and annual strategic assessment of programs. In FY 2012, GSA conducted major evaluations associated with its Green Proving Grounds program and to improve efficiency in its acquisition processes. Furthermore, as described in section 6.1; GSA launched a top-to-bottom review to reduce overhead and realign its resources to meet the priorities of its mission.

GSA's Federal Acquisition Service (FAS) used Continuous Process Improvement (CPI) methodologies to promote fact-based decision making throughout agency programs. The use of industry-standard business improvement tools has led to increased efficiency and collaboration across regions, improved customer satisfaction, and reduced cycle time. FY 2012 CPI projects:

- Evaluated the pre-award process for offeror submissions at the Management Services Center and reduced the average cycle time for processing offers by 20% (post assignment);
- Reviewed the Multiple Award Schedule Sales (MAS) Adjustment Process, implementing automatic system updates for internal users and standardizing processes. This project is expected to result in a 60% reduction in labor time spent on processing MAS contract sales adjustments;
- Created and implemented consistent small business subcontracting plan administration policies, procedures, and information system capable of taking on the delegation plans from all Acquisition Centers at the current staff level; and
- Implemented changes to the Vendor Support Center Website that provided prospective Multiple Award Schedule contractors a process and access to information needed prior to bidding on Multiple Award Schedule Contracts.

GSA's Public Buildings Service (PBS) conducts evidence-based research to guide the adaptation of new sustainable technologies and practices to lower costs, conserve resources (water and energy), and improve occupant satisfaction in federal buildings. Started in 2011, the Green Proving Ground program (GPG) tests 10-20 technologies and practices each year.

Current and recent evaluations include alternatives for adaptable lighting (work stations and windows), thermal retention (via different types of energy efficient windows), solar energy production, heating-cooling-ventilation (for office space and data centers), water use reduction and recycling, and on-site power distribution and scheduling. PBS will adopt the best technologies and practices to its portfolio of federal properties to generate cost savings and reduce environmental impact and reported favorable impacts for the use of

- Responsive lighting in work stations to create energy savings from 27 to 63 percent over baseline conditions (per work station), and
- Advanced power strips to reduce plug loads at workstations by 25 percent and nearly 50 percent in kitchens and printer rooms. This could lead to major cost reductions as plug-load account for about a quarter of total energy consumed within office buildings.

New evaluations targeted for 2013 include the use of wireless lighting controls, LED luminaries, glazing retrofit coatings, wireless pneumatic thermostats, solar thermal collectors and water saving landscape irrigation systems. Other planned evaluations will look to standardize funding procedures across GSA joint projects, and a cost analysis of the Western and Eastern Distribution Centers.

6.3 Verification and Validation of Performance Measurement Data

The GSA Chief Financial Officer certified the FY 2012 performance data contained in this report as complete and reliable, as required by the GPRA Modernization Act of 2010. GSA has verification and validation techniques in place which provide reasonable assurance over the completeness and reliability of all performance data contained in this report. These techniques include (1) maintaining a data dictionary of performance data which includes data sources, computation methodology, and reliability assessment for each performance measure; (2) verifying, at least annually, the accuracy and completeness of the information contained in the data dictionary; and (3) validating, at least annually, the measures reported by collecting measure source data and calculation files and applying the calculation methodology defined in the data dictionary.

6.4 Lower-Priority Program Activities

The 2013 Cuts, Consolidations, and Savings (CCS) Volume of the President's Budget identifies the lower-priority program activities under the GPRA Modernization Act, 31 U.S.C. 1115(b)(10). The public can access the volume at: <http://www.whitehouse.gov/omb/budget>.

U.S. General Services Administration
BENEFITS of ELECTRONIC GOVERNMENT

Fiscal Year 2014 Budget Request

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This section reports on the benefits realized and expected from Electronic Government (E-Gov) initiatives funded by GSA, either as the managing agency or through contributions to other agencies. This section is intended to comply with the reporting requirements first established in section 737 of Public Law 110-161, the FY 2008 Consolidated Appropriations Act.

E-Gov initiatives are designed to make the Federal Government more efficient and cost-effective. E-Gov initiatives benefit multiple Federal agencies and are supported by the knowledge, experience and financial contributions of all benefiting agencies. The contributions of a particular Federal agency are typically characterized as “Managing Partner” or “Participating Partner”. Only one agency is selected to be the Managing Partner of an E-Gov initiative, and all other agencies involved in the initiative are considered Participating Partners. The Managing Partner coordinates a mutually agreed upon project plan, budgetary requirements, funding model, and agency milestones with agency partners and the Office of Management and Budget (OMB).

Funding for each E-Gov initiative is reported as either *agency contributions* or *agency service fees*. Agency contributions (including in-kind contributions) are the total value of cash and in-kind contributions provided. The value of in-kind contributions (including staff time, commodities, and equipment) are determined by the contributing agency. Service fees represent fees collected based on actual usage.

E-Gov initiatives provide the following benefits to Federal agencies, including GSA:

- Enhanced productivity as a result of improved information technology infrastructure, shared services, and automated processes;
- Improved productivity of Federal employees, leading to improved mission delivery by Federal agencies and higher performance levels for services provided by the Federal government;
- Cost savings from: (1) reducing the number of providers of duplicative or compatible administrative services across Federal agencies; and (2) aggregating purchases to leverage the buying power of the Federal government and obtain the lowest prices from industry; and
- Improved coordination and effectiveness government-wide as a result of enterprise-level standards for technology, common processes, and citizen-facing services.

GSA as Managing Partner

GSA is a Managing Partner for four E-Gov initiatives: (1) E-Government Travel Service (ETS); (2) Electronic Federal Asset Sales (eFAS); (3) the Integrated Award Environment (IAE); and (4) Performance Management Line of Business.

Summary of GSA Contributions, GSA as Managing Partner

(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Current	FY 2014 Request
1. E-Government Travel Service (ETS)			
Working Capital Fund.....	\$459	\$787	\$686
2. Electronic Federal Asset Sales (eFAS)			
Acquisition Service Fund.....	768	765	765
3. Integrated Award Environment (IAE)			
Government-wide Policy (Personnel).....	2,465	2,000	-
Government-wide Policy.....	1,550	1,550	-
Acquisition Service Fund (Personnel).....	-	-	5,700
Acquisition Service Fund.....	-	-	25,000
Working Capital Fund.....	1,653	1,884	1,507
Subtotal, IAE.....	\$5,668	\$5,434	\$32,207
4. Performance Management Line of Business....			
	-	5,000	5,000
Total, GSA as Managing Partner	\$6,895	\$11,986	\$38,658

Notes:

1. Contributions from the GSA Working Capital Fund represent fee-for-service payments.
2. IAE contributions from the Acquisition Services Fund increased in FY2014 as result of IAE transitioning to the Federal Acquisition Service with additional resources dedicated to the program.

E-Government Travel Service (ETS)

The E-Government Travel Service (ETS) standardizes, automates, and consolidates the Federal government's travel process in a Web-centric service, covering all steps of a travel transaction, from authorization and reservations to travel claims and voucher reconciliation. It eliminates paper processes while leveraging administrative, financial and information technology best practices.

ETS is a fully integrated, end-to-end travel solution. ETS allows agencies to focus resources on mission achievement by reducing the time spent by travelers and managers in planning, arranging, authorizing, and approving travel, as well as reducing the effort to process post-travel reimbursement. Travelers also benefit from expedited reimbursement, a result of the increased efficiency of the ETS end-to-end electronic solution.

Additional savings are realized from the elimination of costly paper-based systems, the decommissioning of legacy travel systems and the reduction of agency overhead by consolidating the total number of travel contracts across the government.

Key benefits include:

- Increased cost savings associated with overall reduction in Travel Management Center (TMC) transaction service fees;
- Advantageous strategic source pricing through cross-government purchasing agreements;
- Improved business process functionality as a result of streamlined travel policies and processes;
- Enhanced security and privacy controls for the protection of government and personal data; and
- Significantly improves internal controls over the travel process particularly in high risk visibility areas such as first class and international travel.

Key accomplishments include:

- Eliminated over 250 disparate, paper-driven systems costing \$180 million annually;

- Increased online adoption from less than 5% in 2003 to 69% in FY12, saving over to \$17 million annually;
- Reduced traveler reimbursement cycle time from 28 days to 3 days; and
- Leveraging commercial technology to position the government for future technology such as cloud computing.

Future Plans include:

- Continue to support agencies and manage ETS vendors;
- Execute ETS extension contracts that provide service coverage beyond contract expiration date; and
- Work with agencies on transition planning activities for ETS.

Summary of Spending, E-Government Travel Service (ETS)

(Costs in Thousands)

	PY-1 and Earlier	PY 2012	CY 2013	BY 2014	Total to Date
Planning					
Budgetary Resources	39,377				39,377
Outlays	39,377				39,377
Acquisition					
Budgetary Resources					
Outlays					
Operations & Maintenance					
Budgetary Resources	34,765	7,367	7,356	7,345	56,833
Outlays	34,765	7,367	7,356	7,345	56,833
Government FTE Costs (includes planning, acquisition, and operations & maintenance costs)					
Budgetary Resources	4,962	348	359	370	6,039
Outlays	4,962	348	359	370	6,039
TOTAL					
Budgetary Resources	\$ 79,104	\$ 7,715	\$ 7,715	\$ 7,715	\$ 102,249
<i>Outlays</i>	<i>79,104</i>	<i>7,715</i>	<i>7,715</i>	<i>7,715</i>	<i>102,249</i>

Note: GSA collects an Industrial Funding Fee to fund the costs of the ETS initiative program management office. These costs include continued systems development and agency migration support, which provides comprehensive advisory and consulting services to assist customer agencies with change management, technical functionality, security, and training as they migrate to ETS.

None of the costs reported on the following table of agency contributions – including GSA costs reported there – are included on the table above.

U.S. General Services Administration
E-Government Benefits

Summary of All Agency Contributions, E-Government Travel Service (ETS)

(Costs in Thousands)

Partner Agency Name	FY 2012		FY 2013		FY 2014	
	Agency Contributions	Fee-for-Service	Agency Contributions	Fee-for-Service	Agency Contributions	Fee-for-Service
Agriculture		4,550		6,213	750	5,319
Commerce		85		191		88
Education		241		290	255	313
Energy		632		792		2,057
EPA		872		1,314	150	1,184
GSA		459		787		686
HHS		2,865		2,895		2,987
DHS		9,514		6,440	1,816	11,049
HUD		511		494	2,042	439
Interior		4,112		4,646	850	4,347
Justice	2,000	4,547		5,535		5,577
Labor		1,164		1,370		1,210
NARA		77		84		87
NASA		1,951		2,563		1,932
NSF		249		257		184
NRC		419		470	50	449
OPM		197		308	1,000	288
SBA		126		16		119
SSA		657		1,257	250	693
State		3,535		2,165		3,224
Transportation		3,525		4,142		3,509
Treasury		3,650		5,948	10	4,295
USAID		311		230		277
Veterans Affairs		2,701		3,093		2,233
TOTAL	\$ 2,000	\$ 46,950	\$ 0	\$ 51,500	\$ 7,173	\$ 52,546

Note: This table reports total cost to agencies, including internal costs for implementation and operation of ETS, and will not match the Summary of Spending table on the preceding page. Agency contributions report in-kind contributions that each agency, including GSA, is investing internally for implementation and integration of ETS. Likewise, the Fee-For-Service columns include the amount that each agency, including GSA, is projected to pay directly to their ETS vendor for travel services. None of these funds go to GSA.

Electronic Federal Asset Sales (eFAS)

Electronic Federal Asset Sales (eFAS) has improved the way the Federal government disposes of unneeded assets. The program consolidates the inventory of multiple Sales Centers for both real and personal property under a single portal to make it easier for citizens to search and buy assets. Seven agencies have been selected to become Sales Centers for personal property: GSA, the Department of Agriculture, the Department of Justice (U.S. Marshals Service), the Department of Interior (Aviation Management Directorate), the Department of Treasury (Internal Revenue Service and Asset Forfeiture Division), and the Department of Defense. These Sales Centers serve as sales outlets that other Federal agencies will be required to use to dispose of surplus, forfeited, and exchange/sale personal property. The eFAS portal is located on the web at www.govsales.gov and links all participating Sales Centers to a central website. The Real property sales centers (GovSales.gov) include General Services Administration, United States Department of Agriculture, Department of Housing and Urban Development, and the Department of Veterans Affairs.

Key benefits include:

- Provides Federal agencies with a standardized mechanism to sell government-owned property. A single portal allows agencies to reach a broader customer base and obtain greater exposure for their assets during disposal. Automating the disposal process has reduced cycle time, saving storage and transportation expenses;
- Provides citizens with a single, user-friendly portal to search Federal assets. GovSales.gov reduces the number of websites and mouse “clicks” previously required for the public to search assets for sale by the Federal community, making it easier for citizens to find government asset sales; and
- Increases transparency in government operations and Public outreach and interaction within government.

Key accomplishments include:

- Restructured marketing strategies for the general public; Increasing citizen participation in sales;
- Launch of a revised GovSales website;

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- Full page advertisement in the USA Today Specialty magazines; and
- Made prominent attendances at State Fairs and other Citizen events, such as Automobile, Boat and Aircraft Shows, distributing information to the public.

Summary of Spending, Electronic Federal Asset Sales (eFAS)

(Costs in Thousands)

	PY-1 and Earlier	PY 2012	CY 2013	BY 2014	Total to Date
Planning					
Budgetary Resources	12,789				12,789
Outlays	12,789				12,789
Acquisition					
Budgetary Resources	1,797				1,797
Outlays	1,797				1,797
Operations & Maintenance					
Budgetary Resources	10,993	627	624	624	12,868
Outlays	10,797	627	624	624	12,672
Government FTE Costs (includes planning, acquisition, and operations & maintenance costs)					
Budgetary Resources	1,274	141	141	141	1,697
Outlays	1,236	141	141	141	1,659
TOTAL					
Budgetary Resources	\$ 26,853	\$ 768	\$ 765	\$ 765	\$ 29,151
Outlays	26,619	768	765	765	28,917

Summary of All Agency Contributions, Electronic Federal Asset Sales (eFAS)

(Costs in Thousands)

Partner Agency Name	FY 2012		FY 2013		FY 2014	
	Agency Contributions	Fee-for-Service	Agency Contributions	Fee-for-Service	Agency Contributions	Fee-for-Service
GSA	768		765		765	
TOTAL	\$ 768	\$ 0	\$ 765	\$ 0	\$ 765	\$ 0

Note: The Summary of Spending and Summary of Contributions tables report the costs of government-wide program management and do not include the cost of Sales Center operations.

Integrated Award Environment (IAE)

The Integrated Award Environment (IAE) offers a portfolio of services and systems that support the collection, dissemination, and management of data supporting the Federal acquisition and financial assistance processes. IAE services and systems are: the System for Award Management (SAM), the Consolidated Hosting Services (CHS), the Federal Service Desk (FSD), and legacy services planned to be combined into SAM which are the electronic Subcontracting Reporting System (eSRS), FFATA Sub-award reporting System/FSRS, Federal Business Opportunities (FBO), the Federal Procurement Data System - Next Generation (FPDS-NG), past performance systems (Past Performance Information Retrieval System (PPIRS), Contractor Performance Assessment Reporting System (CPARS), and Federal Awardee Performance and Integrity Information System (FAPIIS)), and the Wage Determinations On-Line (WDOL). Together these services and systems provide central support to agencies' key aspects of the Federal procurement process and data collection, dissemination, and management for both Federal procurement and financial assistance awards.

The SAM is consolidating and sharing services currently duplicated in these legacy applications and the Catalog of Federal Domestic Assistance (CFDA), such as authentication, hosting management, and web services. The SAM effort will increase efficiencies, streamline access, reduce redundancies, improve data quality, and reduce the cost of operating shared services. These and other advances in award service delivery will reduce the administrative costs of Federal awards, support increased competition by making it easier for vendors to do business with the government, and increase transparency by improving the speed, volume, and quality of Federal award data that are available to the public.

IAE provides standardized and automated support services that facilitate each step of the procurement process: market research, ordering, solicitation, evaluation, contract award, and contract administration. IAE replaced paper-based processes and stand-alone information systems to eliminate duplication of effort, establish common data standards, reduce costs and burden, and support investment in government-wide award processes, services, and systems. Key benefits include:

- Increasing transparency through data sharing to enable better decisions in procurement, logistics, payment and performance assessment;

- Creating a common integrated suite of tools that support the business processes that will promote competition, transparency and integrity; and
- Modernizing acquisition tools to leverage investment costs for business related processes.

Key accomplishments include:

- Merged three separate systems into a one-stop single site under SAM;
- Helped agencies meet the requirements of the Federal Funding Accountability and Transparency Act (FFATA) by making Federal award data available to the public, through www.USASpending.gov; and

Through consolidation of three systems into SAM, reduced burden on businesses seeking to do business with the government by locating entity registration information, representation/certification requirements, and other essential items under one environment.

Summary of Spending, Integrated Award Environment (IAE)

(Costs in Thousands)

	PY-1 and Earlier	PY 2012	CY 2013	BY 2014	Total to Date
Planning					
Budgetary Resources	44,632	14,376	2,293	6,617	67,918
Outlays	72,716	14,002	2,139	6,452	95,309
Acquisition					
Budgetary Resources	1,622			15,000	16,622
Outlays	10,832			15,000	25,832
Operations & Maintenance					
Budgetary Resources	366,155	45,644	52,168	69,545	533,512
Outlays	263,532	44,458	48,661	62,810	419,461
Government FTE Costs (includes planning, acquisition, and operations & maintenance costs)					
Budgetary Resources	25,244	2,465	2,000	5,700	35,409
Outlays	25,244	2,465	2,000	5,700	35,409
TOTAL					
Budgetary Resources	\$ 437,653	\$ 62,485	\$ 56,461	\$ 96,862	\$ 653,461
Outlays	372,324	60,925	52,800	89,962	576,011

Notes:

FY 2012 Budgetary Resources of \$62,485 includes carryover of \$7,119.

FY 2013 Budgetary Resources of \$56,461 includes carryover of \$1,560.

FY 2014 Budgetary Resources of \$96,862 includes carryover of \$3,661.

FY 2014 Budgetary Resources increased as result of IAE transitioning to the Federal Acquisition Service with additional planned resources for the program.

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Summary of All Agency Contributions, Integrated Award Environment (IAE)

(Costs in Thousands)

Partner Agency Name	FY 2012		FY 2013		FY 2014		
	Agency Contributions	Fee-for-Service	Agency Contributions	Fee-for-Service	Agency Contributions	Fee-for-Service	In-Kind
Agriculture		1,883		1,939		2,434	
Commerce		430		473		219	
Defense		29,373		29,373		31,890	
Education		742		752		1,365	
Energy		2,583		2,038		2,074	
EPA		223		209		245	
GSA	4,015	1,653	3,550	1,884	25,000	1,507	5,700
HHS		3,594		3,381		7,366	
DHS		1,787		1,654		1,948	
HUD		818		843		1,009	
Interior		511		842		349	
Justice		953		787		917	
Labor		241		251		527	
NASA		1,811		1,819		1,908	
NSF		108		105		254	
NRC		8		7		8	
OPM		92		40		63	
SBA		226		228		17	
SSA		107		111		104	
State		874		899		1,142	
Transportation		680		682		3,636	
Treasury		474		756		871	
USAID		400		422		514	
Veterans Affairs		1,780		1,856		2,134	
TOTAL	\$ 4,015	\$ 51,351	\$ 3,550	\$ 51,351	\$ 25,000	\$ 62,501	\$ 5,700

Notes: This table reports total cost to agencies, including internal costs for operation of IAE, and will not match the Summary of Spending table on the preceding page. Agency contributions are the total cash value provided. The value of in-kind contributions (including staff time, commodities and equipment) are determined by the contributing agency. Service fees represent fees collected based on actual usage.

Performance Management Line of Business (PM LoB)

The Performance Management Line of Business (PM LoB) is an interagency effort to develop government-wide performance management capabilities and meet the transparency requirements of the GPRA Modernization Act. Signed into law on January 4, 2011, the GPRA Modernization Act seeks to shift the focus of Federal managers from the production of plans and reports to the active use of goals and performance data to improve outcomes and reduce costs. Currently, Federal agencies develop a strategic plan, an annual performance plan, and an annual performance report largely as static printed documents. This traditional printed format, and even the PDF version of it, limits the usefulness of performance information for people both within and outside the agency. For example, the format does not allow for frequent updates, nor does it support analysis to find relationships and patterns or opportunities to fix fragmented delivery and reduce possible overlap and duplication. Among other important changes, the GPRA Modernization Act calls for modernizing the fifteen-year old performance reporting framework by requiring:

1. Development of a single Federal website which provides progress updates on cross-agency and agency priority goals, including quarterly measures and milestones;
2. The consolidation of all agency strategic plans, annual performance plans, and annual performance reports on this website in a “searchable and machine readable format”; and
3. Development of a consolidated list of Federal government programs for inclusion on the site.

The Performance Management Line of Business (PM LoB) is an interagency effort to fulfill the intentions of the GPRA Modernization Act in a phased approach that is both useful and cost-effective. The PM LoB will develop data collection application and warehouse that will be used to support the Federal website, as well as report-generating and display tools, that support more advanced Federal agency data reporting, analysis, and display. It will also enhance capacity to see relationships across government-wide data pertaining to programs, performance, human capital, and spending. The PM LoB will support more frequent data updates, more user-friendly formats, and easier public access to government performance information than is currently the case. By not requiring each agency to build a performance reporting capability on its own while supporting agencies that already have robust performance measurement and management systems, this inter-agency collaboration will result both in government-wide efficiencies and greater program impact. The PM LoB will not only develop a framework and display of government-wide performance data, but also support technology and tool sharing across agencies.

GSA is the PM LoB managing partner and is utilizing new government-wide capabilities to improve agency decision-making and enhance external visibility into GSA’s performance and the public’s understanding of what the GSA is trying to accomplish, the challenges faced, results achieved, and areas needing improvement.

The Office of Management and Budget (OMB) and GSA are taking initial steps to meet GPRA Modernization Act requirements in 2013 using funding provided by the Electronic Government Fund along with agency funding. GSA will be the managing partner, as operational responsibility for interagency performance reporting is transferred to the PMLoB in FY 2013. GSA will work with a PMLOB Executive Steering Committee comprised of agency representatives, OMB, and GSA to determine final agency contribution amounts.

For additional information, please contact the General Services Administration's Office of the Chief Information Officer, the Managing Partner of the PM LoB.

Key benefits include:

- Provides one place the public can view goals, progress, and measures for the Federal agencies and government-wide initiatives;
- Provides a single, user-friendly website that aggregates performance information from agencies, enabling access, transparency, analysis, and efficiencies not possible if this information was separately housed on individual agency websites with inconsistent approaches; and
- Specifically fulfills the intent of the GPRA Modernization Act of 2010.

Future Plans include:

- Establish performance data standard to enable cross-comparisons of information and automated data uploads;
- Expand content and site functionality to meet the requirements in the GPRA Modernization Act;
- Establish the government program listing and initiate cross data source information comparisons;
- Enhance performance information display capabilities and respond to customer interests in overall platform enhancement; and
- Additional development/maintenance/tools/metrics to gather/display data from other agencies.

Summary of Spending, Performance Management Line of Business (PM LoB)
(Costs in Thousands)

	PY-1 and Earlier	PY 2012	CY 2013	BY 2014	Total to Date
Development					
Budgetary Resources	\$0	\$0	\$3,378	\$2,678	\$6,056
Outlays	\$0	\$0	\$3,378	\$2,678	\$6,056
Operations & Maintenance					
Budgetary Resources	\$0	\$0	\$700	\$1,400	\$2,100
Outlays	\$0	\$0	\$700	\$1,400	\$2,100
Government FTE Costs					
Budgetary Resources	\$0	\$0	\$922	\$922	\$1,844
Outlays	\$0	\$0	\$922	\$922	\$1,844
TOTAL					
Budgetary Resources	\$0	\$0	\$5,000	\$5,000	\$10,000
<i>Outlays</i>	<i>\$0</i>	<i>\$0</i>	<i>\$5,000</i>	<i>\$5,000</i>	<i>\$10,000</i>

Summary of All Agency Contributions, Performance Management Line of Business (PM LoB)

(Costs in Thousands)

Major Departments and Agencies	FY 2012 Fee for Service	FY 2013 Fee for Service	FY 2014 Fee for Service
Department of Defense - Military Programs	\$0	\$2,782	\$2,782
Department of Health and Human Services	0	358	358
Department of Veterans Affairs	0	273	273
Department of Education	0	204	204
Department of Homeland Security	0	196	196
Department of Housing and Urban Development	0	185	185
Department of Energy	0	135	135
Department of Justice	0	123	123
Department of State	0	121	121
Department of Agriculture	0	112	112
National Aeronautics and Space Administration	0	81	81
Department of Treasury	0	68	68
Department of Transportation	0	61	61
Department of Labor	0	56	56
Department of the Interior	0	53	53
Department of Commerce	0	39	39
Environmental Protection Agency	0	39	39
National Science Foundation	0	34	34
US Agency for International Development	0	29	29
Corps of Engineers - Civil Works	0	19	19
Social Security Administration (On-Budget)	0	17	17
General Services Administration	0	15	15
TOTAL	\$0	\$5,000	\$5,000

Notes: Agencies will plan for the contribution amounts listed above, with final funding commitments and details regarding the shared solution being determined by a PMLOB Executive Steering Committee comprised of agency representatives, OMB, and GSA.

GSA as Participating Partner

GSA is a Participating Partner in seven E-Gov initiatives: (1) Budget Formulation and Execution Line of Business (BFE LoB); (2) E-Rulemaking; (3) Enterprise Human Resources Integration (EHRI); (4) Geospatial Line of Business; (5) Human Resources Management Line of Business (HR LoB); (6) Recruitment One-Stop; and (7) Financial Management Line of Business.

Summary of Contributions, GSA as Participating Partner

(Dollars in Thousands)

	FY 2012 Actual	FY 2013 Current	FY 2014 Request
1. Budget Formulation and Execution Line of Business			
Working Capital Fund.....	\$ 105	\$ 105	\$ 105
2. E-Rulemaking			
Working Capital Fund.....	\$ 187	\$ 62	\$ 140
3. Enterprise Human Resources Integration			
Working Capital Fund.....	\$ 247	\$ 309	\$ 193
4. Geospatial Line of Business			
Federal Buildings Fund.....	\$ 35	\$ 35	\$ 50
5. Human Resources Management Line of Business			
Working Capital Fund.....	\$ 65	\$ 65	\$ 65
6. Recruitment One-Stop			
Working Capital Fund.....	\$ 81	\$ 75	\$ 81
7. Financial Management Line of Business			
Working Capital Fund.....	\$ 21	\$ 41	\$ 41
Total, GSA as Participating Partner.....	\$ 741	\$ 692	\$ 675

Budget Formulation and Execution Line of Business

The Budget Formulation and Execution Line of Business (BFE LoB) promotes information sharing across government agency budget offices and building a “community of practice.” The BFE LoB strives to find solutions that link budget formulation, execution, planning, performance, and financial information. Initiative goals include (1) improving the integration and standardized exchange of budget, planning, performance measurement, and financial management data and activities across government; and (2) enhancing capabilities for aligning program budgets, costs, and performance metrics.

E-Rulemaking

E-Rulemaking provides the public with a common, automated repository of Federal government policy and regulatory-related documentation at the *Regulations.gov* website. Dockets and rule-related materials are consolidated and centrally managed in a web-based environment, providing the public with one location for accessing public documents, and the opportunity to comment on these documents. GSA benefits from its participation in this effort in the form of cost savings and reduction of duplicative efforts. Partner agencies – including GSA -- are no longer operating individual online storage, retrieval, and public comment repositories because of the centralized systems and services provided through e-Rulemaking.

Enterprise Human Resources Integration

Enterprise Human Resources Integration (EHRI) data (HR, payroll, and training data elements) submissions allow OPM to maintain electronic records of the basic HR data available on all Federal employees. The EHRI initiative also includes digitizing all employee Official Personnel Files (eOPF) and implementing their electronic access. EHRI gives each employee on-line access to his or her personnel folder, offers HR specialists and managers timely and convenient access to HR data on employee, and eliminates the need for GSA to house the paper personnel files.

Geospatial Line of Business

The Geospatial Line of Business supports a coordinated approach to producing, maintaining, and using geospatial data within the Federal government. This approach will allow GSA to review and leverage existing geospatial data created by partner agencies, rather than initiating redundant and costly business-driven geospatial analysis within the agency. GSA has actively participated in geospatial data collection efforts and helped to establish a baseline for benchmarking and measuring geospatial costs and anticipated efficiencies.

Human Resources Management Line of Business

The Human Resources Management Line of Business (HR LoB) initiative allows agencies to realize economies of scale through a shared service provider concept. Shared service providers offer Federal employees and customer agencies state-of-the-art, timely, and cost-effective HR services. GSA payments to the HR LoB initiative help shape a government-wide solution and identify best practices and lessons learned that benefit all government agencies.

Recruitment One-Stop

GSA uses the Office of Personnel Management's USAJobs.gov portal as the public link to advertise vacancies at GSA. Use of this portal has simplified the process of locating and applying for Federal jobs. USAJobs delivers many benefits to potential job seekers including: improved job searching; providing clean, concise, understandable and appealing job announcements; a "create once" basic job resume that can be used to apply to multiple vacancies; a resume mining feature that allows fast, cost efficient candidate sourcing for Federal managers and human resources specialists; and on-line real-time application status tracking.

Financial Management Line of Business (FM LoB)

As of January 31, 2013, the Department of Treasury assumed the responsibility of serving as the managing partner for the Financial Management Line of Business (FM LoB). The FM LoB fosters lowered overall cost, improved quality and performance of Federal financial assistance services by (1) leveraging shared service solutions and implementing other government-wide reforms that foster efficiencies in Federal financial, acquisition, and financial assistance

operations; (2) improving connectivity and operational management to provide improved solutions for the financial management community including financial assistance program management and reporting including enhanced alignment among the financial assistance communities; (3) streamlining financial assistance program management and reporting mechanisms, enabling better alignment between the financial services communities, which leads to increased clarity of Federal payments; (4) improving coordination amongst the principal governmentwide solutions, such as the System for Award Management and USAspending.gov, relevant to financial management federal spending transparency; and (5) enhanced integration and data exchange with all other Lines of Business, as well as other service areas, in support of the Federal Shared Services Strategy and the Digital Government Strategy.