

**SPACE  
ALLOCATION  
STANDARD  
For  
SSA FIELD OFFICES**

**August 1995**

**(Consolidated Version)**

**This document incorporates in *Italics* “Clarifications” from the 3/5/96 MOU and “Notes” reflecting changes in GSA or CO policy since the original SAS was written.**

# **Social Security Administration District Office, Branch Office and Resident Station Space Allocation Standard**

## **1. Organization and Functions**

Each Social Security Administration (SSA) field office (FO), [district office (DO), branch office (BO) or resident station (RS)] is responsible for the administration of the SSA programs within an assigned geographical area. The primary function of SSA FOs is to serve as the main point of contact for all customers of SSA. FO facilities are designed for interviewing clients to obtain the information necessary to process benefit payments. Interviews vary in length from a few minutes to well over an hour, resulting in long waiting times for visitors, in many, if not most of our FOs, especially in our metropolitan offices. The number of clients seen is cyclical in nature, with the largest number of visitors coming during the first week of the month and, in some areas, the first three months of the year.

Visitors to FOs range through all age groups and display all levels of health and/or infirmity. A large percentage of clients are aged, disabled, or both. Accessibility by the disabled is of vital importance to allow SSA to fulfill its mission. The location of FOs convenient to public transportation routes and services is essential, especially in metropolitan areas, since the agency sees so many indigent clients. *[Clarification: Failure to meet this criteria can be used as the basis for rejecting a site; meeting it is highly preferred but not absolutely essential.]* These FOs are also host to Office of Hearings and Appeals (OHA) remote hearing sites in some locations.

## **2. Building Criteria and Location in the Community**

The location of SSA FOs will be predicated on the ability of the location of the space to meet SSA's specific requirements for the administration of the SSA programs. Each FO is assigned a specific geographical area to serve the public (the service area), based on the zip code(s). The location of the FOs within this service area will be determined by SSA based on the population demographics and the accessibility to public transportation and the major highways in the area. *[Clarification: When justified, factors other than those listed can be taken into consideration when selecting the location of a FO within a service area. Examples include, but are not limited to, prior use of the land and building, noxious chemicals from neighboring tenants, proximity to related public service providers, etc.]*

First consideration shall be given to Federally-owned or Federally-controlled space if the space can meet SSA's specific requirements.

The following criteria apply to all space considered whether Federally owned, controlled or leased:

- The space offered must be within the delineated service area as defined by SSA.
- Proximity to other SSA FOs based on client demographics must meet SSA approval.

- Ease of access to and availability of public transportation and parking for visitors and employees.
- Space must meet the requirements provided by SSA and included in GSA's current Solicitation for Offers and must be located in a quality building of sound and substantial construction.
- Space must be accessible and already has (or will be remodeled to include) an adequate distribution system to accommodate electric and telephone wiring and cabling requirements for automated equipment; an adequate heating, ventilation and air-conditioning (HVAC) system and a configuration which lends itself to efficient space layout and work flow. Consideration will include but will not be limited to the following:
  - Configuration of the space being offered;
  - Size and number of columns and column placement;
  - Bay depths, and any angles-curves or off-sets that will result in inefficient use of space.
- Multi-use, flex space and warehouse space will be considered and acceptable only if the renovated space will meet the SSA requirements included in GSA's current Solicitation for Offers.
- First-floor contiguous space is considered most efficient for all SSA FOs. However, where security of visitors and employees is at risk according to local law enforcement records, SSA may require upper-story space.
- Space requiring ramps inside the office area will not be acceptable. *[Clarification: The reference to "space requiring ramps inside the office area" refers to those potential sites with floors at different levels. This type of space does not promote efficient layout, therefore, these are generally, but not always, considered unacceptable. This item does not preclude ramps for reception counter platforms.]*
- Sites which are located directly on a highway or 6-lane thoroughfare shall not be considered in the following instances:
  - (1) if the two directions of traffic are separated by a physical barrier or traffic indicator which does not permit access from either direction within a block;
  - (2) if the location access is directly from a highway, unless there is a traffic control device within two blocks or equivalent from the proposed office space.
- For asbestos, space shall be managed and operated in accordance with EPA, OSHA, DOT and GSA regulations and guidance. See the GSA Property Management Business Practices Handbook, and for leased space see the Solicitation for Offers (S.F.O) for additional details.
- The radon concentration in the air of leased space shall be less than the EPA residential radon action level of 4 picoCuries per liter. The lessor shall test for radon that portion of the offered space in ground contact or closest to the ground up to and including the second

floor above grade, using a laboratory that is rated proficient in the EPA Radon Measurement Proficiency (RMP) Program, and sampling devices that are listed in the EPA RMP Program Application Device Checklists. The lessor shall certify the results on a form to be provided by the Contracting Officer upon award, and promptly carry out a corrective action program for any radon level which equals or exceeds the EPA action level to reduce the radon levels below that level.

- GSA shall furnish all available test results for lead in drinking water.

In requesting space, SSA will delineate the service area which will best meet SSA program needs and identify boundaries for the location of a FO. The delineated area should provide adequate competition among potential lessors in those cases where adequate space in Federally-owned or controlled space is not available. Any disagreements between SSA and the General Services Administration (GSA) regarding boundaries will be resolved before an advertisement for leased space is issued.

Locations selected for SSA DOs, BOs and RSs should be as convenient to the visiting public as possible. Primary consideration in SSA's selection of boundaries for a FO will be accessibility by public and private transportation for the greatest number of people in the service area.

To allow for visibility to the public, SSA office space shall be located not more than the equivalent of two city blocks from a primary or secondary street serving the office. As an alternative to direct visibility, the lessor shall provide acceptable signage from the primary or secondary street at no separate cost. The route from the primary or secondary street shall be direct. Locations which have obscure, difficult access or which require additional turns shall not be considered. *[Clarification: Locations which have "obscure, difficult access or require additional turns" to get to the office are not considered unless locations with direct access are not available or are unacceptable for other reasons.]*

GSA shall consult with SSA and give appropriate consideration to the accessibility of an area to public and private transportation before attempting to alter SSA's selected boundaries in order to ensure or to enhance competition.

GSA and SSA shall adhere to all laws, executive orders and regulations governing the location, acquisition, assignment and utilization and management of space. SSA will certify that all location requests are in compliance with these laws, executive orders and regulations.

### **3. Location in the Building**

Access from outside to the SSA space within the building must provide access for wheelchair traffic. The primary entrance must be accessible for all persons with special needs. Street-level contiguous space is most desirable. Contiguous upper-floor space, which meets GSA lease criteria and has elevator service to the SSA office floor is an acceptable alternative in areas where more security is needed. Elevator service shall consist of a minimum of two

accessible elevators which serve the floor proposed for SSA. One of the accessible elevators may serve as a freight elevator.

All space must be contiguous on one floor with the exception of the storage room, multi-purpose room or both which may be separated from the primary space by a public corridor. SSA will specify the acceptable amounts of non-contiguous space, which will be based on Table B (attached) for those room sizes.

It is a requirement that space should be no more than twice as long as it is wide, and should have open areas where columns and other obstructions do not hinder the development of efficient space layouts and office work flow. Columns must be at least 20' from any interior wall and from each other, and be no more than 2' square. *[Clarification: Preference should be given to acquiring contiguous space with few or no large columns.]*

#### **4. Physically Disabled, Accident, and Fire Protection Features**

Consistent with its responsibility to provide commercially comparable space and services under Rent, GSA will provide SSA those standard levels of alterations and services listed in the Federal Property Management Regulation (FPMR) chapters and sections indicated below:

- a) 101-17, Appendix A, "Classification and Standard Alterations".
- b) 101-19.6, Appendix A, "Uniform Accessibility Standards".
- c) 101-20.1, "Building Operations Maintenance, Protection, and Alterations."

In addition to the above, if the Americans with Disabilities Act (ADA) contains provisions more stringent than the Uniform Accessibility Standards (UFAS), GSA will provide, as standard, those alterations required in the ADA. Conversely, if UFAS is more stringent, GSA will provide these as standard. *[Clarification: Although the UFAS is the controlling regulation for Federally occupied space and the ADA the controlling regulation for public buildings, the SAS provides that the more stringent of the ADA or UFAS will apply to the entire office space.]*

GSA will also provide lever-type standard commercial duty door handles on all exterior and interior doors as a part of the initial space alterations. GSA will provide push-button automatic doors for employee and claimant entrances and restrooms (FOs) on a reimbursable basis.

The provisions of this SAS shall apply to all space requests submitted after its effective date. GSA will provide standard levels of alterations and services as listed above. SSA will reimburse GSA for all above-standard alterations and services.

#### **5. Physical Protection and Building Security**

An intrusion detection system (IDS) is required to provide security to all SSA office space. Its exact design will depend upon the circumstances of each site as explained below. All access points should be protected, and the IDS alarm indication signal should appear in the nearest GSA law enforcement group or contract alarm monitoring station. The system can be one or a

combination of balanced magnetic or mercury door/window switches; metallic window foil; ultrasonic, infrared, or microwave motion detectors; photoelectric sensors; glass breakage sensor; or, capacitance or vibration sensors. GSA shall only provide those standard level security measures and services set forth in the FPMR based on security surveys and crime assessments for the individual building. The cost of all other security measures and services, including IDS systems not otherwise provided as standard level, will be fully reimbursable to GSA. In all FOs, the following features are minimum requirements and will be considered standard (non-reimbursable) space alterations:

- All exterior doors will have dead-bolt locks with at least a 1-inch throw and have inaccessible hinge pins or non-rising fixed-hinge pins. The locks must also be thumb-turn latches and not double keyway lock cylinders.
- All exterior doors will be constructed with solid wood cores or be metal sheathed with inaccessible hinge pins or non-rising fixed-hinge pins and be equipped with panic hardware and a key override.
- Each office shall be provided with a separate employee entrance providing ingress without going through the reception area. The employee entrance door will be equipped with push-button combination-type locks capable of being opened with one hand for ingress. Peepholes will be added to employee and rear entrances for security purposes. (The cost of peepholes and the difference in cost between push-button combination-type locks and standard commercial locks is reimbursable to GSA).
- In space located above the ground level, all doors leading into SSA space will be constructed of solid wood cores or be metal sheathed and will have panic hardware. (The cost of panic hardware is reimbursable to GSA).
- Adequate external lighting, especially at all entrances, must be provided.

In addition to the above standard space alterations, the following physical protection and building security feature is required, and will be considered above standard (reimbursable to GSA).

- Windows on at least the first or ground floor will require some IDS sensor protection.

Any additional protective measures or services needed to ensure reasonable security for employees, visitors, Government property and confidential records shall be determined on a case-by-case basis by the SSA RO and the GSA Law Enforcement Branch. When it is possible to anticipate the security measures and services needed, they shall be included in the space request.

In FO space located in a multi-tenant building, the following feature is the minimum requirement:

- SSA space perimeter walls must be solid to the true ceiling (slab). Exception: where slab-to-slab construction is precluded because access to the plenum is required, or in space located above the ground level where it would adversely affect the weight of the floor load, 9-gauge extruded wire mesh, will be installed from the top of the wall to the true ceiling.

## 6. Parking

SSA policy is that free or subsidized parking for the general public or employees will not be furnished at additional expense to SSA due to budgetary costs. In some instances, SSA will request parking for carpools, disabled employees, and in and out parking for employee use and for program purposes. Neither the ROs nor FOs have the authority to request parking from GSA for any other reasons. Written approval from the office of the Deputy Commissioner for Finance, Assessment and Management must accompany any request for parking to GSA other than as described above. Otherwise, GSA will not comply with the request for parking.

When SSA is the only building tenant and/or the only tenant utilizing the parking lot, additional accessible parking spaces for the disabled beyond those otherwise required or existing, (whichever is greater) shall be provided based on the size of the office. This shall be in addition to any reserved parking required by SSA for employees with disabilities.

When SSA is to be located in a multi-tenant building in a downtown location, parking for the disabled shall be provided:

- (1) In an adjoining parking lot or garage with a fully accessible route to the office. Quantity shall be five spaces in addition to existing disabled parking provided or in addition to disabled spaces required by code, whichever is greater.
- (2) Along city streets, by having the city provide a minimum of disabled spaces, in addition to any existing or otherwise planned or required spaces within 1/2 block from the accessible entrance (see schedule above). Written assurance from the offeror by the city shall be requested indicating that the spaces shall be restricted for usage by the disabled during the tenancy of SSA.

SSA will accept free parking only when the lessor furnishes parking for building tenants which is included as part of the lease. *[Clarification: It is SSA's intent to pursue with GSA acceptance of space which includes free parking for employees.]* This occurs when tenants are offered free parking spaces based on the amount of space leased. These parking spaces should be allocated on a priority basis to disabled employees, in and out business parking for program purposes, carpools, then others. *[Clarification: Employee parking spaces will be allocated pursuant to FPMR Chapter 101-20.104-2. The priority basis in descending order is: disabled employees, car pools/van pools, personally operated vehicles used for government business on a reimbursable basis for 12 or more days per month, and other personally owned vehicles. No FO employees meet the definition of Executive Personnel in this Chapter.]*

Public transportation, if available, must be within two blocks of the space. In suburban areas, in small communities and in areas of major cities where adequate public transportation and on-site parking are not available, secure vehicle parking facilities MUST be available at

reasonable commercial rates for visitors and employees within a two block radius of the space. Secure parking is defined as parking that meets Federal Protective Service guidelines and should be resolved before any lease is signed. "Reasonable rates" will be determined by local pricing levels.

In those locations where on-site parking is not available, parking for the disabled must be located within the same block. In addition, GSA will contact local authorities and request the placement of a loading/unloading zone in front of the office for the disabled and other visitors. *[Clarification: A request to GSA will also be made on behalf of disabled employees in those locations where on-site parking is not available.]*

Availability of public transportation, public and commercial parking, and on-site parking shall be considered as award factors in evaluating offers, but not as requirements of the Solicitation for Offers (S.F.O). Locations which meet SSA space requirements and have on-site parking for visitors and employees shall be given priority consideration during the process of evaluating offers from potential lessors.

Restricted or metered parking of one hour or less within the two block area of the space does not meet parking requirements. This is because many SSA contacts with the public cannot be completed within one hour.

Failure to meet the above parking requirements constitutes grounds for rejecting a site.

## **7. Space Allocation**

### **a. Determining Space Requirements**

In order to accommodate the public contact and interviewing requirements, which constitute the main operational mission of SSA, space will be allocated utilizing the criteria outlined in FPMR Temporary Regulation D-76 with the following modifications necessary to support the agency's program operations.

SSA FOs differ from most Federal agency offices due to their focus on public contact. As a result, the space requirements of SSA FOs must take into consideration the additional space needed to provide reception and interviewing facilities as well as standard office space.

The total amount of space and utilization rate (UR) of 125 square feet (S.F.) for each office will be determined according to the formula shown on Table A - Space Computation Worksheet.

Primary office space will be allocated on the basis of 125 S.F. per person plus 125 S.F. for public interviewing workstations. Public interviewing workstations include the Private Interview Room, reception window/workstations and front end interviewing (FEI) workstations. FEI workstations will be calculated at a rate of one workstation for every two interviewers.

In non-FEI offices, an additional 25 S.F. of space will be permitted to be requested for each interviewer (claims and service representatives) workstation. This will be included in the primary office space calculation.

Support space will be calculated at 22 percent of the primary office space. Support space includes space for copiers, printers, shared workstations other than FEI, FOSE terminals, personal computers, word processors, microfiche, etc.

The rental rate for special space is higher than for primary office space. Therefore, all special space alterations will be a part of the initial buildout and will not be considered reimbursable.

The following space will be classified as special space and will be excluded from the UR calculation:

ADP Room:	SP-5A
Multipurpose/Training Room:	SP-5A
Video Teleconferencing Room:	SP-5A
Public Restroom:	SP-1B
Employee Restroom:	SP-1B
Regional Training Center Space:	SP-5A
Storage Room:	SP-6
Reception/Public Waiting Room:	SP-5A
OHA Hearings Room:	SP-5A

Assignments with less than eight employees are excluded from meeting UR criteria. The reception/public waiting room, storage/mailroom, multi-purpose/training room and video teleconferencing room shall be a minimum of 180, 150, 160 and 120 S.F., respectively. Space will be proportional to the number of employees.

**b. Expansion**

Any expansion because of expected growth in the staff that is specified by SSA in its space requirements may be routinely projected for no more than one fiscal year (FY) beyond the intended occupancy date of the space. For example, if new SSA space is projected to be occupied in FY 1994, the projected expansion for FY 1995 can be included.

To accommodate anticipated staff accretion and avoid the necessity of relocation and reconfiguration of offices, expansion space, beyond one fiscal year, will be approved with written justification by the Regional Commissioner. A total of 152S.F. will be added to the initial space request for each documented anticipated new hire through the term of the lease.

**c. Vestibule**

A vestibule is required at the entrance to the reception room wherever requested by SSA. The vestibule is non-occupiable building support space. *[Clarification: When properly*

*justified (e.g., for weather or security purposes), a vestibule at the employee entrance is also an option.]*

**d. Private Offices/Other Rooms**

The room size for a District Manager, Assistant District Manager, Branch Manager or Resident Representative may be no larger than 150 S.F. (inside dimensions). *[Note: Discussion at the Facilities Conference in September 1998 elicited an agreement from CO that the manager's office could be as large as 225 S.F. for Class 1 offices in accordance with FPMR standards.]*

The Private Interview Room may be no larger than 80 S.F. in size (inside dimensions). Whenever possible, it is the Agency preference that this room have two doors for security purposes, and should be accessible from the reception area. *[Clarification: The Private Interview Room (PIR) may exceed 80 square feet, but is limited to no more than 125 square feet. Any request for a PIR which exceeds the 125 square foot total space allowance contained in the Space Computation Worksheet should include proper justification. In a two-door PIR, the door into the employee work area may be marked "NOT AN EXIT" and equipped with a thumb key or dead bolt lock on the work area side to prevent any visitor from following the interviewer into the general office space.]*

The ADP Room may range from 200 S.F. to 250 S.F. in size, depending on the equipment installed. The SSA RO will make this determination. *[Note: A number of regions expressed concern at the Facilities Conference in May 2000 about the amount of equipment which was going into this room. It was agreed that the room could routinely be enlarged to 250 S.F. in all locations.]*

**8. General Requirements for Primary Office Space**

**a. Electrical, Telephone Service and Computer Cabling**

Surface mounted (electrical) outlets or wires across public traffic aisles will not be permitted. It is preferred that electrical, computer cabling and telephone cabling be installed in ceiling space and in power poles. If not possible, then the cabling may be installed under-floor in conduits or modular raceways that permit the installation of floor mounted outlets in open working areas.

In modular or systems furniture installations, the duplex and isolated ground receptacles and power poles associated with the furniture are provided by SSA. Junction boxes and associated branch circuit wiring for the modular-systems furniture power poles are to be provided as part of the initial space alteration. The ceiling grid will be redesigned based on the furniture layout provided and the lighting system will be modified or replaced to provide even lighting throughout the office space, as part of the initial space alteration.

In multi-tenant buildings, electrical panels serving only SSA space shall be located inside SSA's space.

Large electrical current feeders installed in the ceiling space or below the floor of SSA office space shall be enclosed in rigid galvanized steel conduit (RGC) or electrical metallic tubing (EMT) to lessen possible electromagnetic interference with SSA color terminals. GSA shall provide a floor plan of the office space indicating the location of such feeders.

Conduit and/or raceways and cabling for FO computer equipment must meet the specifications provided with each request for space. Conduit and/or raceways to accommodate LAN cable installation on a floor or between floors shall be installed as part of the standard tenant buildout. All LAN cable shall be funded by SSA, using the RWA process with GSA. Installation instructions and diagrams must be provided by SSA or its computer vendor to GSA or the contractor along with the approved space (design intents) layout. Cable installation shall be done by GSA/contractor with the assistance or advice of SSA's personnel or computer vendor. The computer installation vendor must be hired and funded by SSA

An overall ratio of two duplex or one quadruplex electrical outlet to every 100 S.F. of total space is authorized for DO, BO and RS offices. The ratio includes copier outlets, for space classified as office space. Standard electrical outlets requested by SSA which exceed a ratio of two duplex or one quadruplex electrical outlet to every 100 S.F. of total space authorized will be reimbursable. *[Note: Under GSA's new pricing and Tenant Improvement Allowance (TIA) process, we no longer specify a standard ratio of outlets or identify additional items as reimbursable. As long as the total cost of our requested improvements doesn't exceed the TIA, we do not have to pay separately for extra outlets.]*

The above mentioned ratio may not include outlets requiring type (isolated ground) IG NEMA 5-20R receptacles or similar special receptacles or wiring to accommodate SSA computer equipment. Computer service electrical outlets will be provided to SSA as an initial space alteration on the basis of one duplex receptacle for each piece of computer equipment to be located in the office. Use only Bryant 53621G or Hubbell IG5362 isolated ground receptacles (orange). If the installation of isolated ground outlets exceeds the standard alteration ratio, the excess cost will be reimbursable to GSA.

Computer service outlets exceeding a ratio of one outlet to each piece of computer equipment will be reimbursable. Electrical power for computer equipment shall consist of one 115 volt, 60 Hz, single phase, 20 amp dedicated circuit with isolated ground (IG) wire for each four or fewer terminals and one 115 volt, 60 Hz, single phase, 20 amp dedicated circuit with an IG wire for a maximum of two printers per 20-amp dedicated circuit. SSA will advise GSA on the number of dedicated circuits required based on the clustering of the computer equipment.

Telephone outlets will be provided at a ratio of one outlet for every 100 S.F. of total space authorized. Outlets requested by SSA which exceed the ratio shall be reimbursable.

*[Note: As previously noted, under GSA's new pricing and TIA process, we generally no longer have to be concerned about items being reimbursable.]*

The purchase and installation arrangements and costs for separate telephone systems (key, hybrid, PBX) or Automatic Call Distributor phone systems for any SSA DO, BO or RS is the responsibility of SSA. Above standard office-type environmental space preparation costs to accommodate such systems will only be considered as an initial (non-reimbursable) space alteration if the space containing the equipment is classified SP-5A, e.g., ADP Room. The environmental requirements for such equipment must be provided along with the SSA space requirements submission.

**b. Interior Windows**

One window for each of the District or Branch Manager's office, the Assistant District Manager's office, and the Private Interview Room shall be authorized and will not exceed 4' wide by 3' high and be installed 42" above the finished floor. Alternate window designs which will enhance the appearance of the office or which represent a building standard configuration are acceptable. The number and location of the windows will be specified by SSA as a part of its space requirements submission. The installation of the above windows with installed draperies or mini-blinds will be considered above standard. More than three windows must be justified by the regional office and will also be considered reimbursable to GSA. *[Clarification: Requests for safety view panels, additional interior windows, and changes in the sizes and locations of windows will be approved when justified for safety or security reasons. Note: As previously noted, under GSA's new pricing and TIA process, we generally no longer have to be concerned about items being reimbursable.]* These windows may not be feasible in space having modular or systems furniture and may, therefore, be omitted.

**c. Office Identification Signs**

SSA offices must be clearly identified for easy location by the visiting public. Outside signs shall be provided by GSA. Outside signs will be mounted on the exterior wall and will be of sufficient size to be easily seen from the street. In addition, in locations with street-side marquees, GSA will install an additional sign on the marquee to identify the office location in the building. Directories and lobby signs shall be provided by GSA in multi-tenant buildings which clearly identify the location of the SSA office. As determined by SSA, directional signs shall be included.

**d. Drinking Fountains**

Drinking fountains shall be provided adjacent to public and employee restrooms. These fountains shall have an up-front spout and control so that they will be accessible to and usable by the physically disabled. If either fountain is in addition to what is provided under normal GSA criteria, it shall be installed on a reimbursable basis. *[Note: As previously noted, under GSA's new pricing and TIA process, we generally no longer have to be concerned about items being reimbursable.]*

**e. Floor Coverings**

Floors shall be carpeted with carpet tiles except where SSA has specifically requested that vinyl tile be provided. Carpet tiles shall be anti-static type with a static value of less than 2,500 volts at 20 percent humidity. The difference in cost between floor coverings requested by SSA and those provided by GSA as standard is reimbursable to GSA. *[Note: As previously noted, under GSA's new pricing and TIA process, we generally no longer have to be concerned about items being reimbursable.]* Carpeting in all offices shall be replaced as required.

**f. Wall Finishes & Coverings**

High quality satin paint or vinyl wall coverings of not less than 13 oz. per square yard are standard for the reception areas. Vinyl wall coverings which are not the building standard are reimbursable to GSA. *[Note: As previously noted, under GSA's new pricing and TIA process, we generally no longer have to be concerned about items being reimbursable.]* In FOs with heavy walk-in traffic, fiberglass liner panels are acceptable in lieu of washable vinyl wall covering in the reception room and are reimbursable.

Painted surfaces in reception areas and FEI areas in all metro offices (Table C) shall be repainted every three years. Painted wall surfaces in offices not listed in Table C shall be repainted every five years. Wall coverings shall be repaired or replaced as required.

**g. Cleaning**

Facilities shall be cleaned between the hours of 6:30 a.m. and 5:30 p.m. Wherever possible, vacuuming will be done either before or after the office is open to the public. Daytime cleaning is to be considered standard, and shall be covered as part of the lease not requiring additional funding from SSA to pay for this cleaning. Some metro offices listed in Table C may require additional restroom cleaning up to two times daily. Such additional cleaning would be a reimbursable expense to GSA, and will be negotiated on a case-by-case basis.

**h. Indoor Air Quality**

Application of insecticides (except traps); paints; glues; adhesives; and heating, ventilating and air-conditioning (HVAC) system cleaning compounds containing highly volatile or irritating organic compounds will be kept to a minimum during working hours in SSA-occupied spaces. A reasonable attempt will be made to schedule operations involving these substances outside of office hours. Advance notice will be provided to the on-site manager before applying noxious or objectionable chemicals in SSA spaces. Manufacturer's recommendations and Material Safety Data Sheets (MSDSs) will be consulted to ensure that adequate ventilation is maintained during work procedures involving chemicals.

GSA will control contaminants at their source. GSA indicator levels for carbon monoxide, carbon dioxide, and formaldehyde will be used to trigger actions directed at lowering pollutant levels.

GSA will promptly investigate indoor air quality complaints. The on-site manager will be notified whenever mechanical equipment affecting indoor air quality is mechanically defective, shut down, or otherwise impaired.

SSA reserves the right to conduct independent inspections of its workplaces and areas servicing its workplaces, to the extent that GSA has access to those areas.

The lessor shall promptly dry, remove or replace damp or wet areas or materials. Materials which cannot be removed will be decontaminated according to Public Health Service standards.

**i. Renovation and Construction**

Heating, ventilating and air-conditioning (HVAC) system balancing will be conducted after all systems alterations. *[Clarification: Heating, ventilating and air conditioning (HVAC) system balancing will be conducted after all space alterations.]*

Areas under renovation will be isolated from occupied spaces by the use of at least 4-mil sheets of polyethylene.

A reasonable attempt will be made to schedule major construction and renovation outside of office hours.

Adequate ventilation will be supplied during each phase of construction and renovation.

*[Clarification: All provisions contained in Article 9 of the National Agreement apply; notably Section 15 (application of chemicals) and Appendix B (ventilation, renovations and construction.)]*

**9. Special Requirements**

The following areas or rooms will require above-standard space preparations and will be classified as special space in all SSA FOs.

**a. ADP Room (SP-5A)**

The ADP Room will be a minimum of 200 S.F. This will accommodate a minimum configuration consisting of: telephone system; a Local Area Network (LAN) file server and related equipment, e.g., LAN rack; and computer equipment consisting of a controller and printer. Dependent upon the amount/type of additional computer or telephone equipment, the size will be increased accordingly. SSA RO will make this determination based on their knowledge of the equipment to be installed.

All ADP Rooms will contain the following standard special features:

**1. Architectural**

Painted ceiling-high walls will be required. The floor covering shall be smooth vinyl tile. The entry door to the room shall be of solid wood core or metal sheathed with hinges mounted inside the room. The room shall be secured with a six-pin tumbler, off-master lock with a deadbolt lock having a minimum throw of 1". All keys to the

room shall be controlled by SSA. If water sprinkler fire protection devices are present in the room, they must have on-off style sprinkler heads. A carbon dioxide fire extinguisher is required. The cost of a carbon dioxide fire extinguisher is reimbursable. *[Clarification: Offices will be equipped with an appropriate number of fire extinguishers. All extinguishers throughout the office, including those for use in the ADP room, will be of the ABC-type.]*

2. Electrical and Telephone Requirements

The ADP Room shall contain a minimum of three standard duplex electrical outlets, five quadruplex and six duplex electrical outlets, type IG NEMA 5-20R or equivalent. Two of these IG electrical outlets will be devoted to the IWS/LAN rack. Electrical power shall consist of one dedicated 115 volt, 60 Hz, single-phase, 20 amp dedicated circuit with an IG wire for each of the five quadruplex and six duplex electrical outlets. SSA will provide the number of each type of outlet required with the submission of the Request for Space. If an ACD system is to be housed in the ADP Room, two 110 volt grounded duplex outlets, fused for 20 amps will also be required and is not to be applied to the maximum.

3. HVAC

The ADP Room shall be maintained at a temperature range of between 68 and 80 degrees Fahrenheit, 24 hours per day, 7 days per week. The HVAC system must be capable of maintaining  $\pm 2$  degrees of the thermostat setting. Relative humidity will be maintained between 10 and 90 percent. The room shall be separately zoned and have its own separate thermostatic control inside the room. The HVAC system shall be designed to supply, on the average, 6 complete air changes per hour with a minimum of 20 percent fresh air. Utility costs to operate the HVAC system for the room beyond normal/standard HVAC equipment operating hours or on weekends or holidays are reimbursable to GSA. The air conditioning unit for the ADP Room is to be maintained/serviced at no cost to SSA.

4. Telephone Systems Requirements

Telephone systems for DOs/BOs and RSs with computer equipment will be installed in the ADP Room. For RSs without computer equipment, a dedicated, secure, well-ventilated area with temperature not exceeding 78 degrees Fahrenheit will be used to accommodate a telephone system.

One (dedicated circuit) telephone outlet will be required inside the room. These electrical and telephone outlets will be provided as a non-reimbursable initial space alteration and shall be in addition to the outlets specified in the General Requirements section above. If the number of outlets exceeds the maximum, the extra outlets shall be funded by SSA.

In the area within the ADP Room or dedicated area to be used for telephone systems, if sprinkler heads are present, they must be the on-off type. The area size for the telephone system will be determined by the number of employees, but is not in addition to the minimum dimensions outlined for the ADP Room, with one exception: if an ACD

is to be located in the ADP Room, an additional 160 S.F. of space is required. Electrical and HVAC requirements for the ACD are the same requirements as those specified above for the ADP Room.

Telephone systems (key, hybrid, PBX) in all offices have the following requirements:

A smooth surfaced sheet of 3/4" thick plywood, Class C or better, treated with at least two coats of fire retarding paint/or sealant applied per the manufacturer's instructions will be mounted on one wall. The longest side of the plywood sheet will be installed horizontally with the lowest edge 36" above the floor.

In offices with less than 45 employees, the sheet of plywood will be 4'H X 4'W.

In offices with more than 45 employees, the sheet of plywood will be 4'H X 8'W.

The architectural requirements, with the exception of surface-mounted acoustically-treated material, are the same requirements as those specified above for the ADP Room.

**b. Multipurpose/Training Room (SP-5A)**

The size of the Multipurpose/Training Room will be a minimum of 160 S.F. with an additional amount to be added based on the number of personnel. Refer to Table B under the Multipurpose/Training to determine the space allowance.

1. Architectural

All walls surrounding and door(s) leading into the Multipurpose/Training Room shall have a minimum Sound Transmission Coefficient (STC) of 45. The floor covering shall be either vinyl tile or carpet tile. Where specified by SSA, the room may require a special acoustically-treated folding wall which will be reimbursable to GSA. *[Note: As previously noted, under GSA's new pricing and TIA process, we generally no longer have to be concerned about items being reimbursable.]*

A stainless steel sink with hot and cold running water mounted in a 60" or 72" long cabinet base with matching overhead cabinets, a garbage disposal, paper towel dispenser, and a soap dispenser will be installed in all offices and will be reimbursable to GSA. *[Clarification: The cabinet base dimensions listed in the SAS for the sink in the multipurpose room may be flexible based on individual office needs. Note: As previously noted, under GSA's new pricing and TIA process, we generally no longer have to be concerned about items being reimbursable.]*

2. Electrical

Special duplex outlets (not to exceed six) on dedicated circuits for appliances and computer training will also be required and will be reimbursable to GSA. The standard electrical alterations shall be one duplex outlet to every 100 S.F. of total

office space. *[Note: As previously noted, under GSA's new pricing and TIA process, we generally no longer have to be concerned about items being reimbursable.]*

**c. Video Teleconferencing Room (SP-5A)**

The size of the Video Teleconferencing Room will be a minimum of 120 S.F. with an additional amount to be added based on the number of personnel. Refer to Table B under Video Teleconferencing to determine the space allowance. The proportion of the room shall be rectangular, and proportioned from just off square to 2:3 as a maximum ratio. This will allow for proper camera angle and monitor viewing by the participants. *[Note: At the May 2000 Facilities Conference, a number of regions expressed concern that this allocation isn't large enough to accommodate the purpose for which this room is currently being used, i.e. IVT training. It was agreed that the training center allocation could be used in lieu of the Video Teleconference Room amount when the room is to be used for IVT and general training. The number of employees in the office will determine the number of trainees used for this calculation.]*

The room will be located in the inner area of the office space. It shall not be located along exterior windows whenever possible. It shall also not be located adjacent to any noise or vibration producing building elements, such as elevators (shaft or machine rooms), mechanical rooms, restroom plumbing walls, doors or corridors that contain high traffic, etc.

1. Architectural

All walls surrounding and door(s) leading into the Video Teleconferencing Room shall have a minimum STC of 45. The wall surface color shall be light blue/gray. The floor covering shall be carpet tile. The ceiling shall be suspended acoustical panels.

2. Electrical and Telephone Requirements

The standard electrical alterations shall be two duplex outlets or one quadruplex outlet for every 100 S.F. of total office space.

For the VTC equipment within the room, at a minimum, there shall be one isolated ground duplex receptacle on a dedicated circuit. The duplex receptacle shall be isolated ground-type, orange in color, 20 amps, 125 volts. It shall be located within 3 feet of the VTC equipment on the short wall of the room. It shall be wired to a dedicated 20 amp, one pole circuit breaker back to existing isolated ground panel board. A separate isolated ground wire and neutral conductor shall be run with a phase conductor. There shall be a similar circuit provided for the Codec unit, wherever it is installed. These special duplex outlets and associated circuits are reimbursable to GSA. *[Note: As previously noted, under GSA's new pricing and TIA process, we generally no longer have to be concerned about items being reimbursable.]*

A separate telephone line shall be provided within the Video Teleconferencing Room for use by participants and for service personnel.

Lighting shall be provided by fluorescent ceiling fixtures. The fixtures shall be equipped with parabolic louvers/lenses. The lamps shall be in the 3600 to 4900 Kelvin range, the T8, cool white lamp type. These lamps shall be non-energy saving type. The lamps shall be located in such a configuration and pattern so as not to produce glare on the monitor as seen from the conference table and still provide adequate light on the conference table and the participants. *[Clarification: It is management's intent to pursue with GSA the use of recessed parabolic louvers/covers or other state-of-the-art interior lighting wherever video display terminals may be used in the general space, not only in the VTC room.]* The level of light on the conference table surface and the participants shall be between 80 and 100 foot-candles. For video teleconferencing purposes, the other areas of the room, i.e., behind the conference table and over the equipment and monitor, the level shall be 60 foot-candles.

3. HVAC

Supplemental, separately zoned heating, ventilation, and air-conditioning in conformance with GSA and ASHRAE standards, is required. All duct penetrations into the room shall be baffled so as not to compromise the STC requirement. Low velocity systems are necessary to minimize equipment and system generated noise. It is preferable to locate the Codec unit outside of the room. Wherever the Codec unit is to be installed, the heat gain generated by it should be accounted for in the HVAC calculations. HVAC service required beyond standard HVAC equipment operating hours or on weekends or holidays is reimbursable to GSA.

**d. Employee and Visitor Restrooms (SP-1B)**

Restrooms must be accessible to the disabled. Separate restroom facilities will be provided for employees and the public.

Employee restrooms in leased office space and Federal buildings shall be provided as building standard, and part of initial space alterations. They will not, however, be a part of the net usable space. Employee restrooms shall be placed by SSA at the time of layout. These facilities must be located on the same floor as the SSA office and meet the guidelines for facilities.

In proposed leased locations, the offered space shall indicate the public restrooms, showing location and fixtures sufficient to meet the schedule required. A unisex visitor restroom may be allowed in place of separate public restrooms, when appropriate. The Solicitation for Offers shall indicate that public restrooms, either existing or constructed, must be located near the public entrance to the space or from a public corridor, without requiring access to the employees' work area. All restroom construction and fixtures shall be amortized in the lease.

High quality satin paint or vinyl wall coverings of not less than 13 ounces per square yard consistent with the building standard shall be used in restroom areas. Wall coverings shall be replaced or repaired as required. Painted surfaces in all restrooms shall be repainted every three years.

**e. Reception Area (SP-5A)**

The reception area, as it pertains to space allowances, is defined to include space for a visitor's waiting room, claimant participation (self-help) and Freedom of Information.

The reception area will be a minimum of 180 S.F. SSA staffing figures for the respective office will be used to determine the total space allowance. Refer to Table B under the Reception Area column to determine the total space allowance.

However, when a DO/BO is in a city shown on Table C, the space allowance should be routinely increased by up to 50 percent. In certain rare exceptions, with appropriate justification provided by the RO (Regional Commissioner level), and approved by SSA central office, this figure may be increased above the 50 percent level. Upon request from GSA, SSA will support this request by providing data on the high incidence of walk-in public traffic and longer waiting times experienced in the specific office involved. *[Note: It was agreed at the Facilities Conference in May 2000 that the list on Table C is outdated and misses a number of offices which may require additional reception space. If an office meets the original MOEP criteria or is in a metropolitan area with high walk-in traffic, it may be allocated the additional reception space.]*

In locations not shown on Table C, SSA central office approval will also be required to support a request for an expanded reception area. *[Note: see note above.]*

In offices where remote OHA hearings rooms will be located (see f. "Hearings Room" below), 100 S.F. additional space will be added to the size of the reception area to accommodate visitors attending an OHA hearing.

**1. Architectural**

In order to most efficiently serve the public in an atmosphere of safety and security, the following space alterations, as specified by SSA in the initial space request, will be provided for the reception area:

- The reception area will be separated from the general office area by floor to ceiling partitions, or a wall.
- In those offices requiring the reception area to be separated from the general office area by floor to ceiling partitions, a Dutch door with a shelf is required. Passage locksets are required for both top and bottom portions of the Dutch door. *[Clarification: A Dutch door to the reception area, and Plexiglas or Lexan shields at reception counters and other interviewing locations are options rather than mandatory in metro and non-metro offices.]* The difference in cost between a Dutch door and standard door and the cost of a second passage lockset for the Dutch door is reimbursable to GSA. *[Note: As previously noted, under GSA's new*

*pricing and TIA process, we generally no longer have to be concerned about items being reimbursable.]*

- In all metro offices (Table C) and all other offices as justified by SSA, reception counters, equipped with Plexiglas or Lexan shield windows, will be incorporated into the floor to ceiling partition or wall. *[Clarification: A Dutch door to the reception area, and Plexiglas or Lexan shields at reception counters and other interviewing locations are options rather than mandatory in metro and non-metro offices.]* The cost of a reception counter, Plexiglas or Lexan shield windows in a reception counter is reimbursable to GSA. *[Note: As previously noted, under GSA's new pricing and TIA process, we generally no longer have to be concerned about items being reimbursable.]*
- In all metro offices (Table C) and all other offices as justified by SSA, doors leading from the general office area to the reception room will be equipped with electronic buzzer release latches activated at the reception counter, or push-button combination locks. *[Clarification: Electronic buzzer release latches or push-button locks on doors separating reception and general office areas will be provided if requested for metro and non-metro offices.]* The difference in cost between a passage lockset and a push-button combination lock and the cost of an electronic buzzer release latch are reimbursable to GSA. *[Note: As previously noted, under GSA's new pricing and TIA process, we generally no longer have to be concerned about items being reimbursable.]*
- Duress alarms to alert management of a security problem will be provided at the reception counter, FEI workstations, Private Interview Room and remote OHA hearings rooms, if applicable. *[Clarification: In non-FEI offices, duress alarms will be provided at all interviewing work stations, counters, or rooms of the kinds listed in this section of the SAS. The alarm will sound or be seen in a management office and at a location in the work area away from the reception area, at a minimum. Training on the proper use of these alarms will be provided.]* The cost of duress alarms is reimbursable to GSA. *[Note: As previously noted, under GSA's new pricing and TIA process, we generally no longer have to be concerned about items being reimbursable.]*
- In all offices, high quality satin paint or vinyl wall coverings are considered standard. All walls surrounding the reception area shall have a chair railing. The rail shall be a standard molding of 1" X 4" and shall be installed 26" above the floor. The cost of chair rail is reimbursable to GSA. *[Note: As previously noted, under GSA's new pricing and TIA process, we generally no longer have to be concerned about items being reimbursable.]*

Public restrooms and a drinking fountain will be directly accessible from the reception area without entry to the general office area. In some areas, additional cleaning of these restrooms may be required because of high use. The cost of additional cleaning of restrooms is reimbursable to GSA.

2. HVAC

The HVAC system must be designed to supply at least 6 complex air changes per hour with a minimum of 20 percent fresh air. *[Clarification: The HVAC system will supply 6 complete air changes per hour with a minimum of 20 percent fresh air.]* The room will receive supplemental, separately zoned HVAC and must be separately zoned with a separate thermostat control and lockcase. The cost of the separate thermostat control and lockcase is reimbursable to GSA. Service required beyond normal HVAC equipment operating hours or on weekends or holidays is also reimbursable.

**f. Storage Room (SP-6)**

The Storage Room will be a minimum of 150 S.F. Refer to Table B under the Storage/Mailroom column to determine the total space allowance. An expanded storage/mailroom will be approved by GSA with appropriate written justification from the SSA RO.

For non-contiguous storage space, SSA prefers the special space classification of SP-6 rather than office quality space. GSA shall specify SP-6 quality space in all space actions and SFOs.

**g. Hearings Room (SP-5A)**

Some SSA offices will be used as an OHA remote hearings site, where a hearings room of 300 S.F. and a private office of 200 S.F. for an OHA administrative law judge (ALJ) will also be required. This room will be used by an OHA ALJ to conduct hearings on SSA and other claims, and are considered to be an OHA remote site hearings room, not SSA space. These rooms are for the sole use of the ALJ when hearings are held in the room.

Administrative hearings are conducted in a hearings room in accordance with the provisions of the Administrative Procedure Act.

1. Architectural

The room will have two entrances, and be accessible from the reception area wherever possible. The doors shall be solid core, without louvered openings. The room enclosure (floor, ceiling, walls, doors, including all penetrations) shall have an STC no less than 45. Ceiling-high partitions shall be textured vinyl covered or equivalent, and the ceiling shall be acoustically treated. The hearing room shall be furnished with quality carpet and draperies, and equipped with a raised dais (6' 9" in depth spanning the entire width of the room, with a height of 6"), and a judicial bench (see Table D for dimensions). The cost of the raised dais and judicial bench shall be reimbursed by SSA. The difference in cost between an STC of 40 and 45 for ceilings shall also be reimbursable to GSA.

GSA will add an appropriate amount of space to comply with the general guidelines for visitor restroom facilities and drinking fountain(s) to the total space requirement, as submitted by SSA.

2. Electrical

A standard electrical outlet shall be provided in the judicial bench as part of initial tenant alterations in addition to other normally required wall mounted electrical outlets.

3. HVAC

The hearings room shall be maintained at a temperature range of between 68 and 78 degrees Fahrenheit with relative humidity between 10 and 90 percent. The room will be separately zoned and have its own separate thermostatic control inside the room. The HVAC system shall be designed to supply at least 6 air changes per hour with a minimum of 20 percent fresh air. Service required beyond normal HVAC equipment operating hours or on weekends or holidays is reimbursable to GSA.

Attachments:

- Table A - Space Computation Worksheet
- Table B - Estimating Space Requirements
- Table C - List of Metropolitan Offices
- Table D - Judicial Bench

**TABLE A**

**SPACE COMPUTATION WORKSHEET**

The total amount of space for each office will be determined according to the following formula:

**PRIMARY SPACE**

**PERSONNEL**

- 1. Total No. Authorized SSA Staff \_\_\_\_\_
- 2. Total No. Authorized NON-SSA Staff \_\_\_\_\_
- 3. Total Personnel (Add #1 and #2) \_\_\_\_\_
- 4. Item #3 X 125 SQ.FT. \_\_\_\_\_

**PUBLIC INTERVIEWING WORKSTATIONS**

- 5. Private Interviewing Room \_\_\_\_\_ 1
- 6. Total No. Reception Counter Windows \_\_\_\_\_
- 7. FEI Offices Only - Breakout:
  - a. # of Claims Reps \_\_\_\_\_
  - b. # of Service Reps \_\_\_\_\_
- 8. For FEI add 7.a & 7.b \_\_\_\_\_
- 9. Item #8 divided by 2 = \_\_\_\_\_
- 10. Total of Public Interviewing (Add #s 5,6 & 9) \_\_\_\_\_
- 11. Item #10 X 125 SQ. FT. \_\_\_\_\_

**SUPPORT SPACE**

- 12. Items #4 and #11 X 22% \_\_\_\_\_
- 13. Files Area: Number of file cabinets in excess of figure shown in Item #1 X 7 SQ. FT. \_\_\_\_\_
- 14. Non-FEI Offices (Total No. of Interviewing Workstations X 25 SQ. FT.) \_\_\_\_\_

**SPECIAL SPACE**

- 15. ADP Room \_\_\_\_\_ 200
- 16. Multipurpose Room - see table B to size \_\_\_\_\_
- 17. Storage Room - see table B to size \_\_\_\_\_
- 18. Video Teleconference Room - see table B to size \_\_\_\_\_
- 19. Reception Room - see table B to size \_\_\_\_\_
- 20. Metropolitan Offices - see table C for list  
Breakout: Item # 19 X 50% \_\_\_\_\_
- 21. OHA Remote Hearing Site (NTE 100 SQ.FT) \_\_\_\_\_
- 22. Total size of Reception Room (add #19 thru #21) \_\_\_\_\_
- 23. OHA Hearing Room (NTE 300 SQ. FT.) \_\_\_\_\_
- 24. Regional Training Center - see table B to size \_\_\_\_\_

**TOTAL SPACE REQUIRED:**

Add Items # 4, #11, #12 thru #18, #22 thru #24 \_\_\_\_\_

**SQ. FT.  
TOTALS**

**SQ. FT.  
TOTALS**

**SQ. FT.  
TOTALS**

TABLE B

ESTIMATING SPACE REQUIREMENTS					
SSA EES*	RECEPTION AREA* (Minimum 180 S.F.)	STORAGE/ MAILROOM* (Minimum 150 S.F.)	MULTIPURPOSE/ TRAINING** (Minimum 160 S.F.)	VIDEO TELE CONFERENCE* (Minimum 120 S.F.)	TRG CTRS***
9	297	240	250	150	
10	310	250	260	160	440
11	323	260	270	170	
12	336	270	280	180	
13	349	280	290	190	
14	362	290	300	200	
15	375	300	310	210	560
16	388	310	320	220	
17	401	320	330	230	
18	414	330	340	240	
19	427	340	350	250	
20	440	350	360	260	680
21	453	355	370	270	
22	466	360	380	280	
23	479	365	390	290	
24	492	370	400	300	
25	505	375	410	310	800
26	518	380	420	320	
27	531	385	430	330	
28	544	390	440	340	
29	557	395	450	350	
30	570	400	460	360	920
31	583	405	470	370	
32	596	410	480	380	
33	609	415	490	390	
34	622	420	500	400	
35	635	425	510	410	
36	648	430	520	420	
37	661	435	530	430	
38	674	440	540	440	
39	687	445	550	450	
40	700	450	560	460	
41	713	455	570	470	
42	726	460	580	480	
43	739	465	590	490	
44	752	470	600	500	
45	765	475	610	510	
For each additional person add:					
	+13	+03	+10	+10	

\* S.F. allowance based on total number of SSA employees

\*\* S.F. allowance based on total number of persons in office

\*\*\*S.F. allowance based on total number of students the Training Center will accommodate.

**List of Metropolitan Offices**

List has been eliminated. Any office which would meet the original criteria for MOEP can be considered for the expanded reception area.

