

PRACTICAL
ADAPTABLE
HELPFUL
INTEGRATED
HOLISTIC
SUSTAINABLE
COMPREHENSIVE
PRODUCTIVITY
STATE-OF-THE-ART
PROFESSIONAL
FORWARD-THINKING
FUNCTIONAL
FORWARD-LOOKING
CUSTOMER-FOCUSED
PERFORMANCE-ORIENTED
STRONG
CHANGING
INNOVATIVE

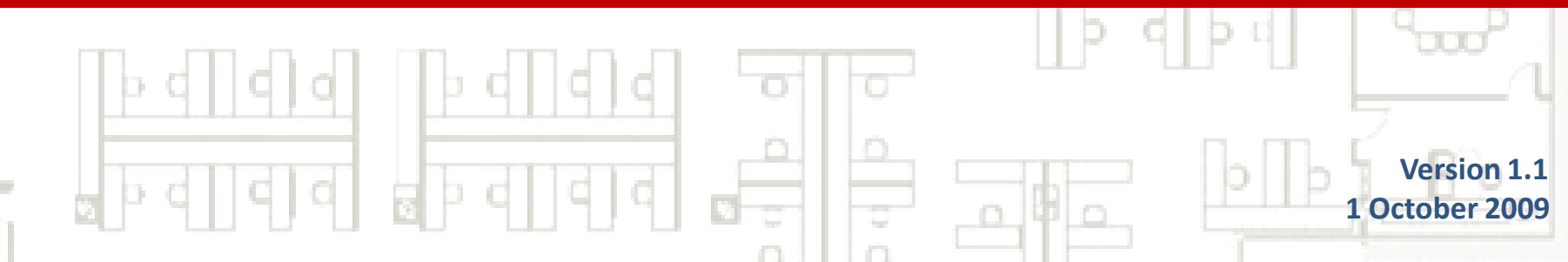


Government of the District of Columbia
DEPARTMENT OF GENERAL SERVICES

Workplace Design Guidelines



FOCUSED
PERFORMANCE-ORIENTED
STRONG
CHANGING
INNOVATIVE
FLEXIBLE
APPROACHABLE



Version 1.1
1 October 2009

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Section 1: Introduction

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Purpose

- To provide guidelines for new and renovated District workplaces.
- To provide background on development of guidelines and context for each of the subsequent chapters.

Suggested Uses

- Introduce users to the Design Guidelines framework.
- Give context for the District of Columbia Department of General Services' latest thinking about the workplace.
- Explain goals, purpose and opportunities for change.
- Define who should use these guidelines.

Structure of Design Guidelines

	Design Guideline Element	Overview Description
1	Introduction	What are the District Design Guidelines and how do I use them? What are the needs of a high performance workplace and how do these guidelines support it?
2	Space Types	What are the requirements for all individually assigned and shared spaces?
3	Space Allocation	What are guidelines for allocating spaces for my project?
4	Zoning & Planning Principles	What are lessons learned from previous planning exercises? What are the rules to follow for zoning and space planning? How do we work within constraints?
5	Branding, Wayfinding & Graphics	What are the brand attributes of District space? How will a visitor “know it when they see it”?
6	Furniture Performance Specifications	What should we expect from our furniture? What language should be incorporated into an RFP to ensure that furniture solutions will support a high performance workplace?
7	Sustainable Design	What are sustainable design practices that can be integrated into my project?
8	Technology	What forms of technology are recommended for District workplaces to support users?

Purpose

The District of Columbia Department of General Services Services (DGS) developed these guidelines to provide agencies, planners, space programmers and designers a reference guide and toolkit for creating a high performance workplace. These guidelines provide more than a menu of space types. They also include ways to integrate sustainable principles, leverage technology, understand generational thinking and its impact on the workplace and showcase unique “brand” features in District space and the like.

Suggested Uses

The Guidelines are intended to:

- Serve as a guide for space usage and allocation
- Guide direction of future office space for all District agencies
- Serve as a training tool
- Provide benchmarking information
- Incorporate sustainable practices into future development
- Maintain consistency throughout District facilities
- Integrate and leverage technology solutions to streamline space design

Today, doing business, especially in serving the public, means reacting to many different forces, including the economy, world events, changes in demographics, new technology and the like. Our work is having to change in response – we have to be flexible, collaborative and speedy to react.

Economy

- Competition
- Globalization
- Cost containment

World Events

- War
- Terrorism
- Continued off-shoring

Demographics

- Slower workforce growth
- Growing skill gaps
- Greater diversity

Business

- Innovation
- Labor regulation
- Possible recession

Employee Expectations

- Work-life balance
- Healthy environments
- Social networks

Technology

- Rapid evolution and deployment
- Cost/productivity balance
- Real-time access and connectivity

Nature of Work

- Virtual
- Shift to knowledge-intensive
- Team-based

Sustainability

- District and federal regulations
- Integrated thinking

The nature of our work is changing. For example, the traditional view of work is that it is individually-focused and an organized flow of information. Today, workflow is much more organic and the way we work is much more collaborative. Whereas in the past, it was customary to primarily worked with those who sat within close proximity, today, employees work with others throughout their agency, the District and beyond.

Traditional Psychology

- Command and control
- Individually-focused work
- Influence through organization
- Managed flow of information
- Managers as experts
- Job security
- Work = income
- Employer-defined career planning
- Clear boundaries
- Inward-looking perspective
- Relationships by proximity
- Process-driven work
- Vertical workflow
- Hierarchal organization



21st Century Psychology

- Active and engaged leadership
- Collaborative team project work
- Influence through communities
- Unstructured flow of information
- Knowledge workers as experts
- Employability
- Work = enrichment and income
- Individually-designed experience portfolio
- No boundaries
- Outward-looking perspective
- Relationships by networks
- Outcome-measured work
- Lateral workflow
- Flat organization

New View of the Office

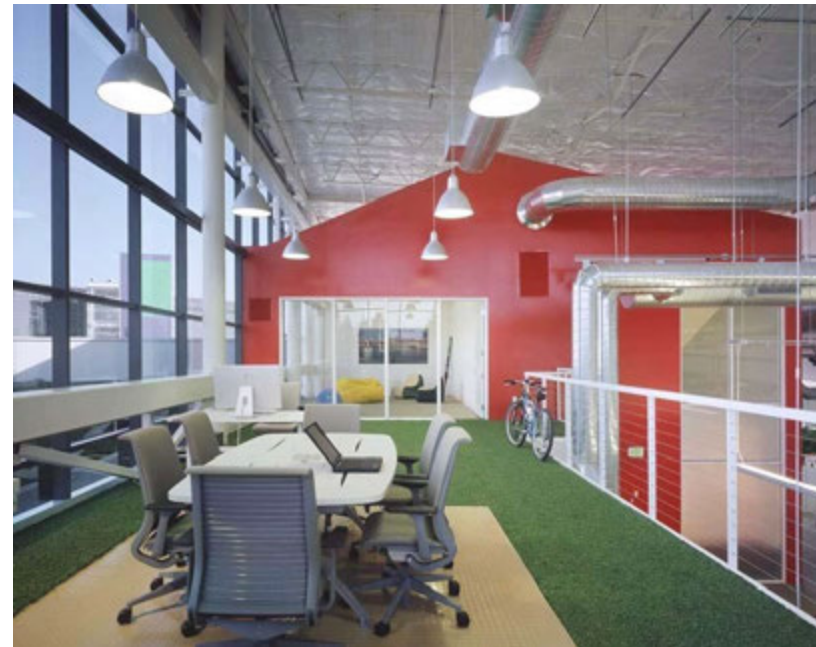
The traditional view of the “office” is that it is a physical container for all work. Everything work-related happens there. The high performance workplace of today is able to accommodate work in not just one location, but in multiple open and enclosed environments. It’s all about technology, flexibility and mobility. It must also facilitate collaboration and complex problem solving.

Traditional Psychology



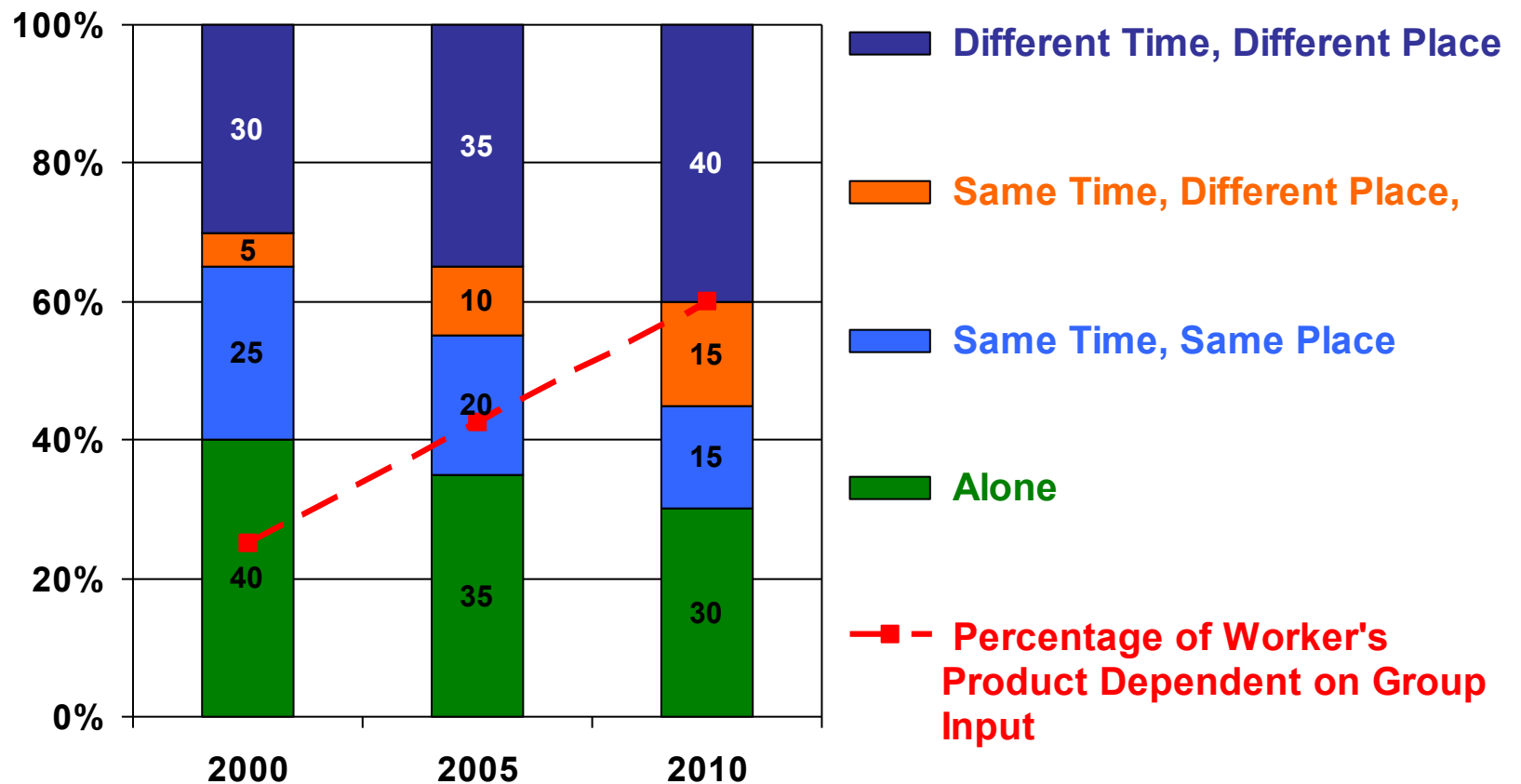
Hierarchies
Boundaries
Enclosed
Individual

21st Century Psychology



Loosen up the boundaries
Balance team meetings & heads down work
Relationship-building
Networking

How is Work Changing?



Source: Michael Joroff MIT and The Gartner Group

Workplace Trends

Examining the last several years in workplace design, there has been a significant shift in how people work and how space is designed to support that work.

The traditional view was that each person needed to have a dedicated office to be effective. The new consensus is that open environments (with access to enclosed environments) stimulate collaboration, innovation and productivity.

The workplace now has a shift of emphasis from individual workspaces to providing a “variety of collaboration areas.”



Old



New

Many organizations and government entities are carefully studying the ways that their employees actually work compared to their current work environment. There are five major findings that are surprisingly universal:

- *Work function is often misaligned with space allocation.* Many managers sit in large enclosed offices and rarely occupy them. Some employees are sitting in small workstations, due to the level of their position, but need workspaces better configured for their actual work. This is often because space has been assigned based on entitlement rather than job function. However, a shift to job function is occurring as organizations focus more on performance.
- *People aren't at their desk as much as they say they are.* Most employees think they sit at their desk all day, but this is often an inaccurate perception. Countless studies have resulted in evidence that the workforce is on the move! Whether meeting with the public, collaborating with a team, sending emails from home or PDA messages from anywhere. It is not that our employees are not working, it's that they are not sitting in one place anymore. Successful workplaces support people working in multiple settings, not just their office or workstation.
- *Virtual space is just as important as physical space.* Remember back when there were no cell phones, no PDAs, no internet and no email? It's hard to imagine, given the amount of work that gets done virtually today. Virtual space requires as much attention as physical space to support work effectiveness. This means attention to software, hardware, lighting, ergonomics, electronic file storage, remote access and security issues.
- *Technology contributes to square footage needs.* As technology becomes more integrated into the workplace, employees have more options in how they work and, depending on the function, where they work. In this way, technology supports the workplace as it supports the type of work. It does not mean that an employee is entitled to more or less space, but does mean that space can be designed to better support work functions when also supported by appropriate technology.
- *Sustainability is seen not only in physical space, but also in best practices throughout the workplace.* Sustainable initiatives are becoming more integrated in design and construction, as well as becoming increasingly regulated by governing institutions. At the same time, the habits of building occupants are also becoming smarter and more sustainable.

Who is occupying these new workplaces? For the first time ever, there are four generations in the workplace at the same time. A great deal of study has gone into understanding the implications of this. The graph below is a summary of findings from “Generations at Work” by Zemke, Raines and Filipczak. Through their research they found that each generation has a different world view based on events that impact their outlook, work ethic, views of authority, leadership, relationships and dislikes. What this means for the workplace is that there are varied opinions about what is “effective” space. Good planning and flexibility are essential for meeting the expectations of all generations in the workplace.

	Civic/Adaptive 1901-1943 (when born) VETERANS	Idealist 1943-1960 BOOMERS	Reactive 1960-1980 XERS	Civic 1980+ MILLENNIALS
Outlook	Practical	Optimistic	Skeptical	Hopeful
Work Ethic	Dedicated	Driven	Balanced	Determined
View of Authority	Respectful	Love/Hate	Unimpressed	Polite
Leadership by	Hierarchy	Consensus	Competence	Pulling Together
Relationships	Personal Sacrifice	Personal Gratification	Reluctant to Commit	Inclusive
Dislikes	Vulgarity	Political Incorrectness	Cliché, Hype	Immoral Behavior

World-Class Organizations Use Workplace as a Strategic Tool.

GSA, Public Buildings Service, Workplace 20.20 Research Project Findings

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ORIENTED
STRONG
CHANGING
INNOVATIVE
FLEXIBLE
APPROACHABLE
GREEN
ORGANIZED
PRODUCTIVE
FOCUSED
FORWARD
STRATEGIC
EXCELLENCE
WELCOMING
ENERGETIC
MODERN



What is a high performance workplace?

A high performance workplace includes more than just space – it also incorporates technology, business operations and changes in human behavior through policy. It provides a variety of “settings” like huddle rooms, team rooms, conference areas, phone booths to support individual as well as collaborative tasks. It provides workspace where and when it is needed. It goes without saying too that a high performance workplace will be designed to ensure that the programs, services, benefits, activities and facilities operated or funded by the District of Columbia are fully accessible to, and useable by people with disabilities.

What are the benefits of a high performance workplace?

- Workplace supports work function
- Creates opportunities for collaboration
- Improves work processes
- Encourages learning and knowledge-sharing
- Leverages technology and real estate
- Attracts and retains top talent
- Fosters innovations
- Promotes overall satisfaction

What is the value proposition of a high performance workplace?

- Increases productivity
- Maximizes flexibility
- Integrates and leverages technology
- Invests wisely in the future
- Improves the quality of the workplace
- Uses resources wisely




To create a high performance workplace environment, those responsible for design and planning space must have a thorough understanding of an agency or department's structure, strategic goals and changing management practices. Significant knowledge about the individual user and the workplace process is essential. With this information, the planning process can begin to take shape. Planning solutions should reflect this understanding in the provision of a workplace that supports how and where people work.

The implementation of different strategies involves the full participation of users in developing the concepts along with complete support by management. This approach requires a willingness to evaluate and question existing work processes, adequate lead-time and resources. The resultant strategies not only enable people to achieve their maximum effectiveness, but often the consequence is increased efficiency, more flexible layouts and reduced space requirements.

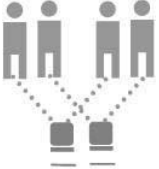
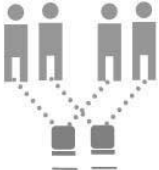
These strategies can be considered as a continuum. The most conservative and common approach maintains the traditional one-person-one-workspace ratio, but may reduce the size of individual workplaces to free space for team meeting areas and project rooms. In a cutting-edge solution, the traditional office takes advantage of 'virtual' workspace and is characterized by a flexible office where all employees can work anywhere anytime. In between these extremes, a number of alternatives exist which allow for long-term flexibility.

The following slides show a variety of "alternative work settings" for consideration.

The following describe “**on-site**” work settings that can support new ways of working for District employees:



	Strategy	Benefits	Disadvantages	Possible Location
Shared settings 	Two or more employees sharing a single, assigned workspace	<ul style="list-style-type: none"> ▪ Better space utilization ▪ Increase headcount without increasing space required 	<ul style="list-style-type: none"> ▪ Requires timing coordination of resource use ▪ Takes away the potential to personalize space 	<ul style="list-style-type: none"> ▪ Office ▪ Workstation
Group settings 	Designated group or team space for a specified period of time	<ul style="list-style-type: none"> ▪ Better space utilization ▪ Increase headcount without increasing space required 	<ul style="list-style-type: none"> ▪ Requires timing coordination of resource use ▪ Takes away the potential to personalize space 	<ul style="list-style-type: none"> ▪ Project room ▪ Multi-use room
Activity settings 	Variety of work settings to fit diverse individual or group activities	<ul style="list-style-type: none"> ▪ Provides users with a choice of settings <i>(to best respond to tasks)</i> ▪ Fosters team interaction 	Unassigned nature of settings may result in conflicts with cultural expectations	<ul style="list-style-type: none"> ▪ Project room ▪ Multi-use room

The following describe “**on-site**” work settings that support new ways of working for District employees:

	Strategy	Benefits	Disadvantages	Possible Location
Hoteling 	Employees call to reserve workspace in main office facility where there are fewer offices than staff	<ul style="list-style-type: none"> ▪ Accommodates staff increases without corresponding increases in facilities and leasing costs ▪ Minimizes costs of workstations and office construction 	<ul style="list-style-type: none"> ▪ Reservation systems can be cumbersome—employees reserve, then don’t show ▪ Effort required to keep employees from effectively “moving in” ▪ Requires cultural change ▪ Employees must abide by new protocols 	<ul style="list-style-type: none"> ▪ Office ▪ Workstation
Free address 	Workspaces shared on a first-come, first-serve basis	<ul style="list-style-type: none"> ▪ Maximizes use of unassigned space ▪ Minimizes real estate overhead ▪ Minimizes costs of workstations and office construction ▪ Suitable for highly mobile/transient occupancies 	<ul style="list-style-type: none"> ▪ Non-ownership takes away the potential for personalization ▪ May be inadequate accommodations on peak days in the office ▪ Requires cultural change ▪ Employees must abide by new set of protocols 	<ul style="list-style-type: none"> ▪ Office ▪ Workstation

Alternative Work Settings

The following describe “**off-site**” work settings that support new ways of working for District employees:

	Strategy	Benefits	Disadvantages	Possible Locations
Home office 	Support connectivity and an appropriate working environment in the home	<ul style="list-style-type: none"> Helps employee balance work/life Major attraction/retention leverage Reduces space required in office locations 	<ul style="list-style-type: none"> Requires employees to structure time and work differently Implies alternate management/supervision techniques 	<ul style="list-style-type: none"> Home
Virtual office 	Work anywhere, anytime	<ul style="list-style-type: none"> Helps employee balance work/life Major attraction/retention leverage Reduces space required in office locations 	<ul style="list-style-type: none"> Seamless connectivity is a requirement Requires employees to structure time and work differently Implies alternate management/supervision techniques 	<ul style="list-style-type: none"> Home Car Train Airplane Coffee shop Book store

One of the most contentious issues that emerges when moving to a high performance workplace is the question of “who deserves an enclosed office.” Even the way this question is phrased reflects a culture that says “space is about entitlement.” It may reflect a more general hierarchical culture. That said, even District organizations that have always been and continue to be hierarchical in their structure are looking for new ways to collaborate and break down silos. And most organizations today are really focused on using the resources they have (space being one) in the most effective way to enhance performance.

Thus, as an agency or department begins to look at transitioning to a high-performance workplace, it is important to ask first, “Who requires a fully-enclosed space to be effective at their job? And do they need it every day or just a few hours a week?” High performance workplaces still have enclosed spaces – it’s just that the way the organization uses them is more flexible and reflects need as opposed to entitlement.

Ask first...Who requires a fully-enclosed space to be effective at their job? And do they need it every day or just a few hours a week?

Much research has been conducted in the area of high-performance workplace, supporting the new trends towards flexibility, mobility and collaboration. Much of this research, particularly as it relates to government entities, has been conducted by the U.S. General Services Administration (GSA) during the development of their Workplace 20.20 initiative, which examined the future of working environments for the Federal Government.

GSA Workplace 20.20 Research Partners

- Carnegie Mellon
- Cornell IWSP
- Georgia Tech
- MIT
- Pacific NW Labs
- University of California-Berkeley, Center for the Built Environment
- University of Michigan School of Information
- University of Washington

Other Key Sources for Workplace Research

- The Gartner Group
- The Conference Board
- CoreNet Global, Workplace Community Knowledge Project
- Judith Heerwagen employees



Carnegie Mellon



Gartner



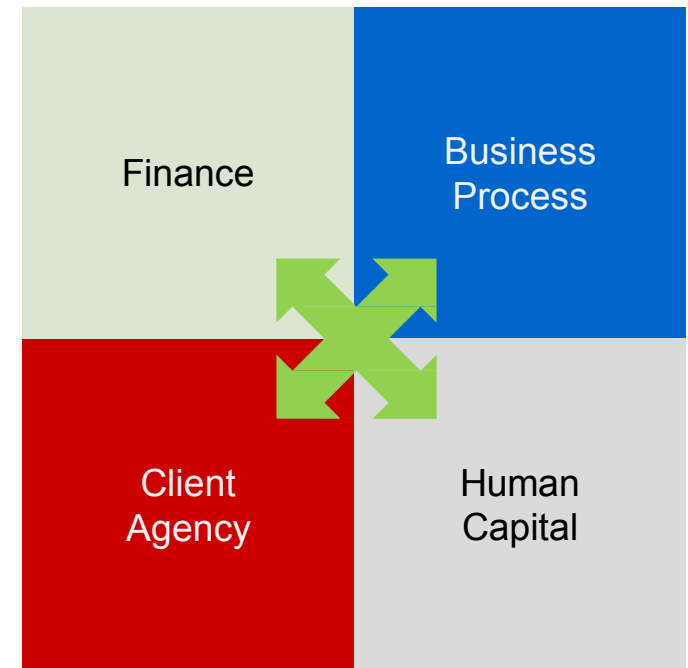
Balanced Scorecard

The Balanced Scorecard approach, developed in the early 1990's by Drs. Robert Kaplan and David Norton at the Harvard Business School, is a management and measurement solution designed to help organizations and agencies develop a reasonable, well-rounded and strategic approach to organizational success. There are four primary domains assessed in the Balanced Scorecard approach: *human capital*, *business process*, *client agency* and *finance*. Within each domain, leadership considers the following:

- Clarify mission, vision and strategy goals
- Translate goals into action
- Structure solutions to support internal business processes and maximize external outcomes
- Continually improve performance results

The methodology provides an effective and balanced framework for decision-making.

The District Design Guidelines make recommendations that always tie back to this framework. Why? Because if focus is only placed on financial measures, it is possible to lose sight of the importance of the workplace supporting the business happening there. If the only agenda examined is whether or not the workplace engages the District's client agencies, it would be easy to compromise the requirements of employees and contractors that work there everyday.



Adopted from the Balance Scorecard developed by Drs. Robert Kaplan and David Norton, Harvard Business School

Measurement: The Balance Scorecard

The Balanced Scorecard is commonly used by federal agencies, such as the GSA, as well as state and city governments around the U.S. When it comes to space, the specific measurements used to evaluate the success of a workplace include the following:

Finance

- Reduced churn cost
- Fewer change orders and costly construction adds
- Reduced cost of absenteeism
- Low turnover costs

- Increased collaboration and knowledge sharing
- Mission achievement
- New ways of thinking and managing
- Enabled remote work
- Sustainable practices and design

Business Process

Client Agency

- Enhanced brand/image
- Improved organizational reputation
- Increased client agency satisfaction and engagement
- Repeat client agencies

- Increased retention of key knowledge workers
- Enhanced personal productivity
- Increased job satisfaction
- More effective ways of working
- Increased personal comfort and well-being
- Reduced absenteeism

Human Capital

GSA, Public Buildings Service, Workplace 20.20 Research Project Findings, 2006. Balanced Scorecard derived from Kaplan and Norton, Harvard Business School.

Measurement: The Triple Bottomline

The Triple Bottom Line

The triple bottom line is an accounting principle that suggests that the traditional reporting framework should take into account environmental and social performance in addition to financial performance. In a corporate setting, the triple bottom line may be “People, Profit, Planet”; in a government setting, it is more appropriately “People, Service, Planet.”

The triple bottom line is a means for measuring economic, environmental and social net gain. Organizations and agencies that successfully locate the intersection of the three have developed remarkably robust workplaces and businesses as a result.

People

- Reduce safety/health risks
- Attract and retain top talent to build a strong workforce

Service

- Decrease net operating costs and reconcile streamlined service delivery through more efficient use of taxpayer revenue
- Focus on developing and producing technologically superior services and products to meet client agency demand

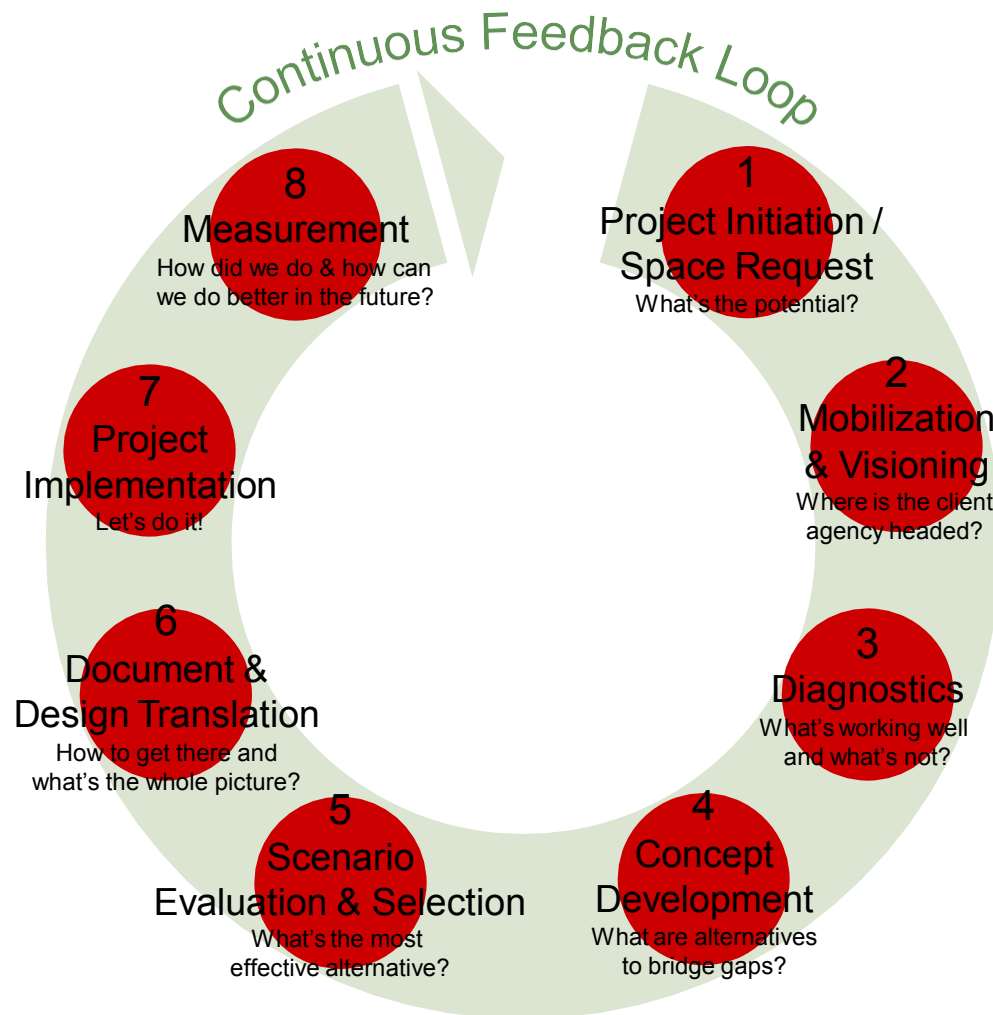
Planet

- Provide for client agencies and utilize, as much as possible, eco products that have the ability to save energy and cost, and that comply with the District’s requirements
- Reduce waste and improve efficiency

The triple bottom line and the balance scorecard are used to ensure these workplace guidelines are mindful of people, the environment and cost.



This diagram illustrates DGS's process for delivering space to their client agencies. It starts with a project initiation or space request and ends with implementation and measurement of the project. These guidelines come into play throughout this process. Though these first steps are often the shortest in duration, they can be the most impactful when it comes to engaging the client, minimizing future risk and ensuring the project team is planning a solution for the "right problem."



This guide is directed at all individuals responsible for planning, programming, designing and executing changes to the work environment as well as those who will occupy the new or renovated space. The types of individuals who may often utilize the District Design Guidelines include:

- Agency Directors
- Managers
- Supervisors
- Union Staff
- Non-union Staff
- Planners
- Programmers
- Designers
- A/Es

The following are references and links included in these guidelines:

1. Redesign Business Processes

- a. Coordinate with the DGS Office of the
Director: Frank D. Reeves Municipal Center
2000 14th Street, NW
8th Floor
Washington, DC 20009
(202) 724-4400

2. Technology

- a. OCTO - <http://octo.dc.gov/octo/site/default.asp>
- b. DC-NET - <http://octo.dc.gov/octo/frames.asp?doc=/octo/lib/octo/dc-net/overview.pdf>

3. LEED & Sustainability

- a. DGS LEED Guidelines - <http://opm.dc.gov/opm/cwp/view,a,1214,q,643457.asp>
- b. "Greening the District's Facilities" - <http://opm.dc.gov/opm/cwp/view,a,1214,q,640755.asp>
- c. "Green DC" - <http://green.dc.gov/green/cwp/view,a,1248,q,461471.asp>

4. Accessibility

- a. Office of Disability Rights - <http://odr.dc.gov/odr/site/default.asp>

The following groups participated in the development of these guidelines.

ARCHITECTURE FIRMS

McKissack & McKissack



SORG
ARCHITECTS



DISTRICT AGENCIES AND DEPARTMENTS



Office of the Mayor

Office of the City Administrator

Department of General
Services Services

Office of Planning

Office of Chief Financial Officer



Section 2: Space Types

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Purpose

- To provide a description of the menu of space types that can be used to plan a high performance workplace environment. Recommendations for allocations of these space types are covered in Section 3.

Suggested Uses

- As a menu of what space types are available.
- As a guideline for standard sizes, attributes, and requirements. Sizes and specifications and needs are recommendations and will vary between specific programs and agencies.

The space types included in this menu support individual and group work, collaboration, and community needs. Sizes and specifications and needs are recommendations and will vary between specific programs , departments and agencies.

Individual

- All space used as the primary work area for employees
- Includes assigned and unassigned spaces
- Examples: individual workstations, enclosed offices, touchdowns

Group

- All space that supports work groups
- Examples: team collaboration areas, project rooms, team storage, library/resource areas

Community

- All space that supports multiple work groups, including core spaces that support building operations
- Examples: conference rooms, pantries, informal break out spaces, copy rooms, mail room, electrical closets, and janitorial closets

Visitor

- All space intended to be used by non-employees
- Examples: lobby/reception, waiting area, coat room

Amenity

- All major amenities and services that support a facility or campus
- Examples: cafeteria, retail, concierge, training

Measurement: The Balance Scorecard

Government of the District of Columbia

DEPARTMENT OF GENERAL SERVICES

Individual spaces support individual work either by providing an open setting where collaboration can easily happen and heads-down work can be achieved or an enclosed setting for audio privacy.

Spaces include: 2.6

Type A

Type B 2.7

Type C 2.8

Type D 2.9

Type E 2.10

Type F 2.11

Individual Spaces Work Functions

Determining work functions for space types can begin to be examined in the following way:

	Type A	Type B	Type C	Type D	Type E	Type F
Administrative	●	●	●			●
Data	●	●	●			●
Clerical	●	●	●			●
Analyst	●	●	●			●
Specialist/ Manager	●	●	●			●
Supervisor			●			●
Associate			●	●	●	
Deputy			●	●	●	
Director			●	●	●	

Type A

General Description

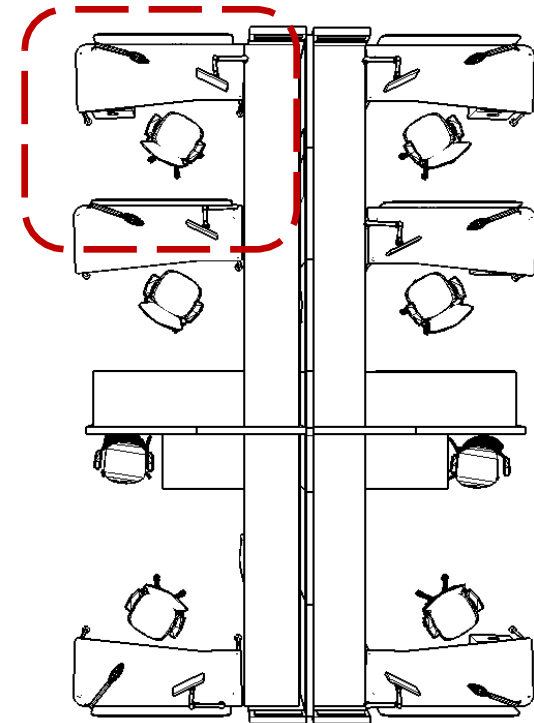
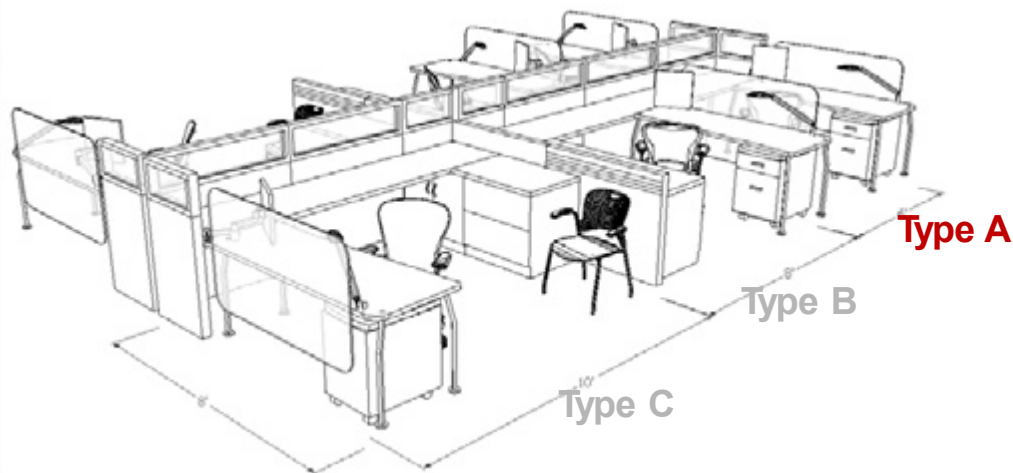
- Type A supports highly autonomous work activities
 - Functions that can be accommodated in this setting include, but are not limited to:
 - Administrative
 - Data
 - Clerical
 - Analyst
 - Specialist/Manager

Location

- Open office area

Typical Size

- 48 SF



Type B

General Description

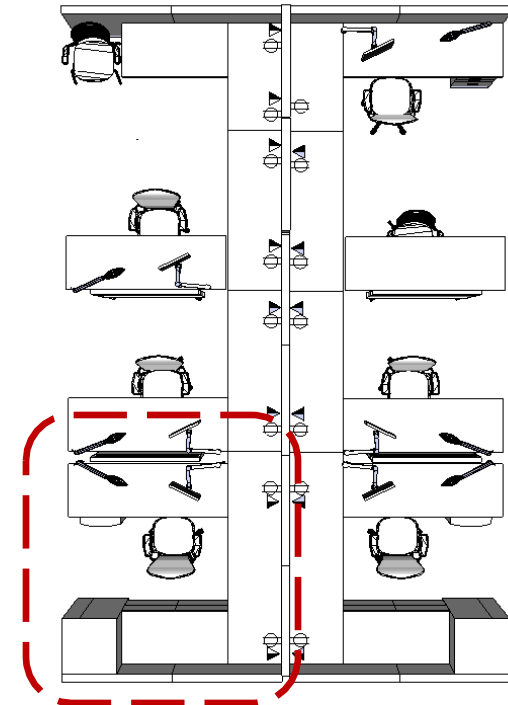
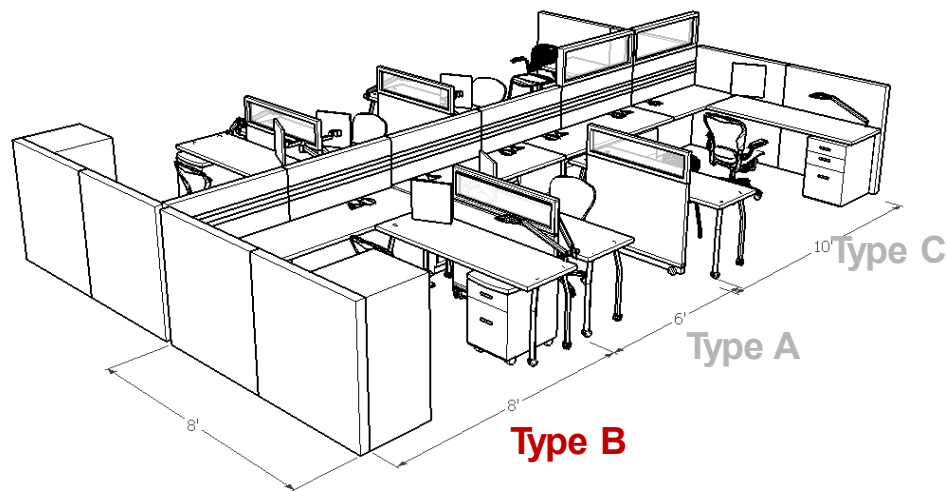
- Type B supports highly autonomous work activities
 - Functions that can be accommodated in this setting include, but are not limited to:
 - Administrative
 - Data
 - Clerical
 - Analyst
 - Specialist/Manager

Location

- Open office area

Typical Size

- 64 SF



Type C

General Description

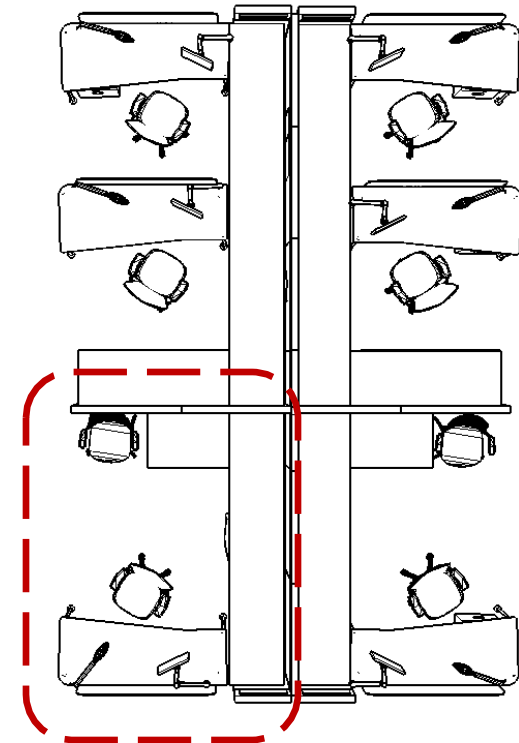
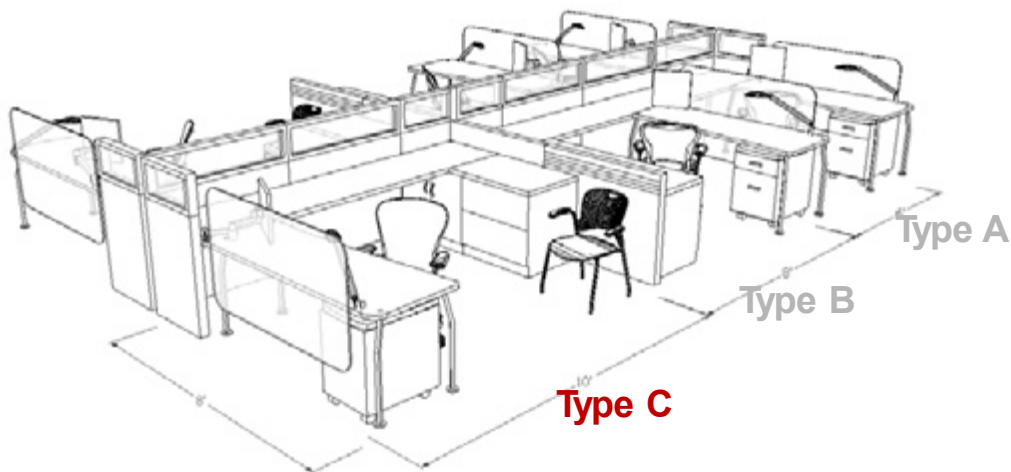
- Type C supports highly autonomous work activities
 - Functions that can be accommodated in this setting include, but are not limited to:
 - Analyst
 - Specialist/Manager
 - Supervisor
 - Associate
 - Deputy
 - Director

Location

- Open office area

Typical Size

- 80 SF



Type D

General Description

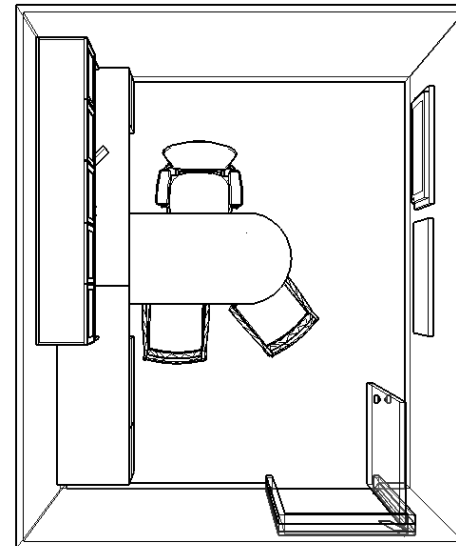
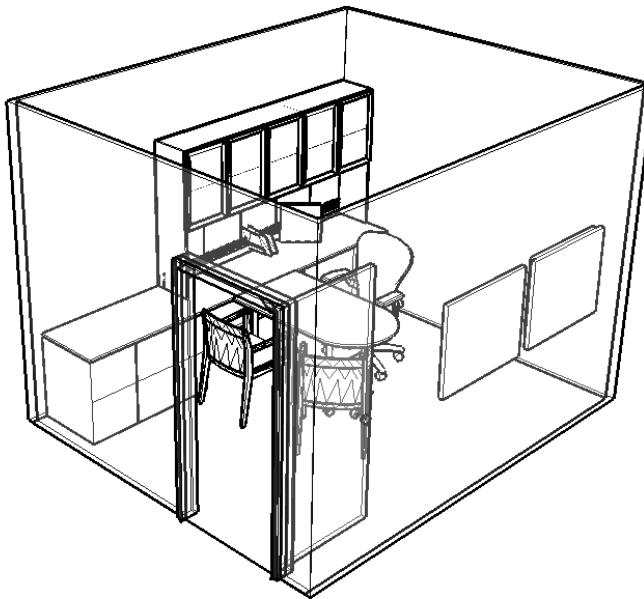
- Type D supports highly autonomous work activities with some need to meet privately with direct reports
- Functions that can be accommodated in this setting include, but are not limited to:
 - Associate
 - Deputy
 - Director

Location

- Enclosed

Typical Size

- 120 SF



Type E

General Description

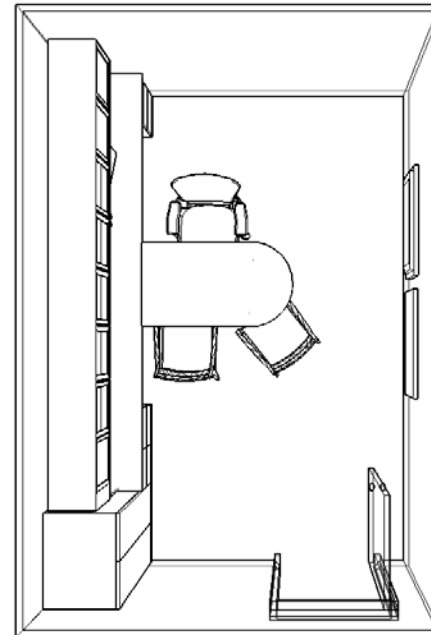
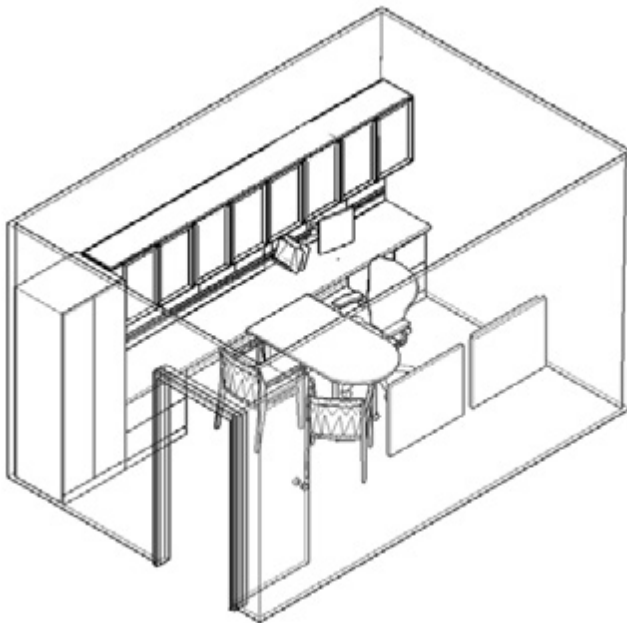
- Type E supports highly autonomous work activities with some need to meet privately with direct reports. The office of the Director/Chief Officer should be adjacent to conference room, with a door connecting the two.
- Functions that can be accommodated in this setting include:
 - Associate
 - Deputy
 - Director

Location

- Enclosed

Typical Size

- 150 SF



General Description

- Type F supports highly autonomous work activities
- Functions that can be accommodated in this setting include, but are not limited to:
 - Administrative
 - Data
 - Clerical
 - Analyst
 - Specialist/Manager
 - Supervisor

Location

- Open/flexible office area

Typical Size

- 48 SF



Group spaces support collaboration and meetings whether they are formal or informal, scheduled or just-in-time. Some team spaces may be enclosed; others may be open or semi-enclosed.

Group spaces include:

Project Room	2.13
Focus Room	2.15
Quiet Room	2.17
Multi-Use Room – Small	2.19
Multi-Use Room – Medium	2.21
Multi-Use Room – Large	2.23
Multi-Use Room – Board Room	2.25

General Description

- Intended to be used by staff for short to medium term projects where collaboration and communication are important to a team's ability to be productive

Location

- For convenient access in the core area with other shared support places

Room Description

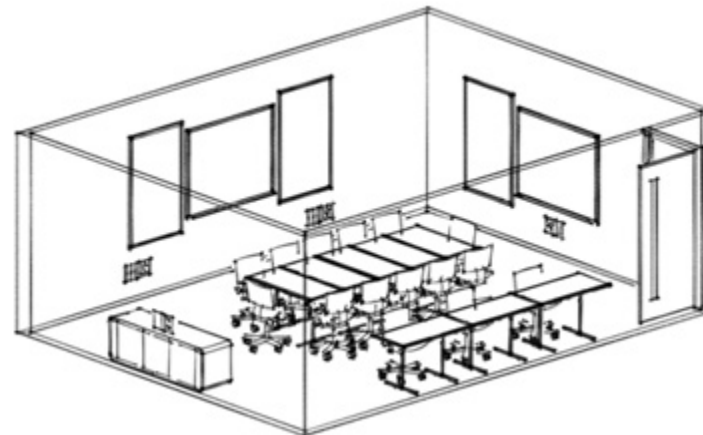
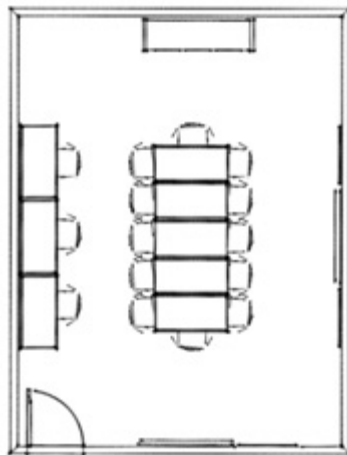
- Enclosed hard wall room with door. Glazing to be incorporated into door

Typical Size

- 400 SF

Furniture Provision Options

- Large table consisting of several individual tables joined together – tables should have folding legs and be easily configurable for alternative layouts. Ten (10) to twelve (12) chairs with casters optional, whiteboard/pin board/tackable surface/flip chart and credenzas (optional)
- One credenza with either one (1) laminated large table, twelve (12) conference seating chairs (Level 1) **or** 30"x60" laminate tables and twelve (12) chairs



Power/Voice/Data

- If one large table: twelve (12) outlets; twelve (12) jacks in table; two (2) outlets above credenza and two (2) outlets on each wall
- If multiple tables: eight (8) outlets on each side wall; eight (8) jacks on each side wall; two (2) outlets and two (2) jacks on front and rear walls; two (2) outlets above credenza

Acoustic Rating

- STC 43: 5/8" gypsum board on either side of 3 5/8" metal studs/sound attenuation

Doors/Hardware

- 1 3/4" solid core door with lite, office lockset, floor mounted doorstop

Equipment and Accessories

- White board on entry wall, one (1) tack board on each side of wall

Signage/Artwork

- Room signage
 - Etiquette signage
 - Artwork (one piece)
- Approved District graphics

Lighting

- General lighting

Security

- None

HVAC

- Sound boot required on return duct

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD (insulation if walls are not to deck)

General Description

- Non-reservable place for one employee to facilitate conference calls and private one-on-one meetings. Intended for short term use and are not intended to serve as a private office. These rooms are designed for matters that require confidentiality/privacy only

Location

- For convenient access in the core area with other shared support places in groupings where possible

Room Description

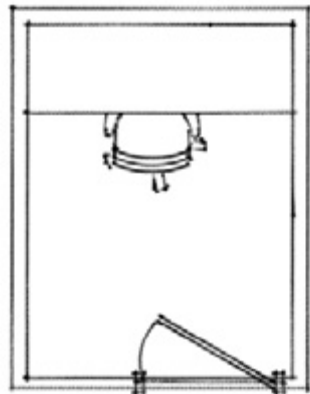
- Enclosed hard wall room with door. Glazing to be incorporated into door

Typical Size

- 48 SF

Furniture Provision

- Millwork laminated counter set at standard desk height of 29". Provide sides and back to protect walls. One task chair on casters
- If multiple focus rooms are part of a project, at least one of these focus rooms shall be configured as follows:
 - Millwork laminated counter or table set at café height with 42"
 - Two (2) café height chairs



Power/Voice/Data

- Two (2) outlets above work surface; two (2) data jacks above work surface; two (2) outlets on side wall at standard height

Acoustic Rating

- STC 43: 5/8" gypsum board on either side of 3 5/8" metal studs

Doors/Hardware

- 1 3/4" solid core door with lite, passage lockset, floor mounted doorstop

Equipment and Accessories

- N/A

Signage/Artwork

- Room signage
 - Etiquette signage
 - Artwork (one piece)
- Approved District graphics

Lighting

- General lighting, task lighting

Security

- None

HVAC

- Sound boot required on return duct

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD (insulation if walls are not to deck)

Quiet Room

General Description

- Non-reservable place for four (4) to six (6) persons to allow quiet working environment without phone or conversations

Location

- Core area separated from path of traffic as possible

Room Description

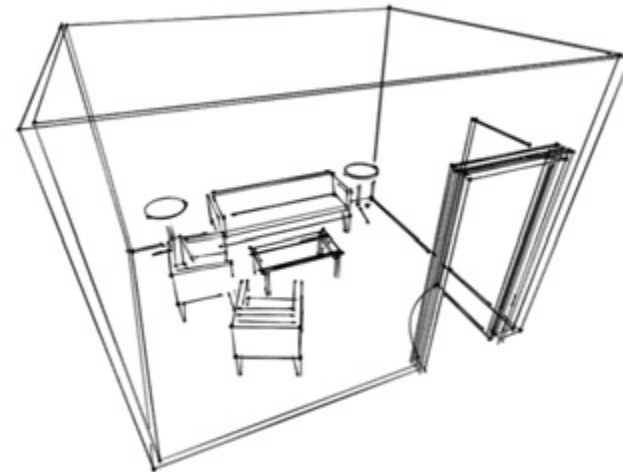
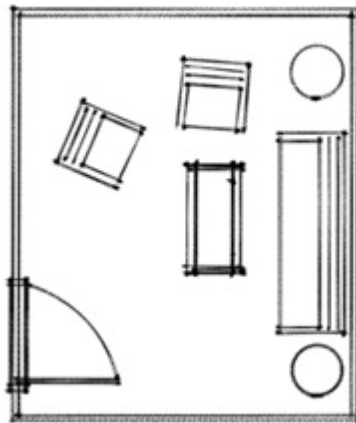
- Enclosed hard wall room with door. Glazing to be incorporated into door.

Typical Size

- 120 SF

Furniture Provision

- One (1) 72" sofa
- Two (2) lounge chairs
- Two (2) small occasional tables
- One (1) coffee table



Quiet Room

Power/Voice/Data

- Two (2) outlets on each wall (distributed around furniture layout)

Acoustic Rating

- STC 43: 5/8" gypsum board on either side of 3 5/8" metal studs

Doors/Hardware

- 1 3/4" solid core doors with lite, passage lockset, floor-mounted stop

Equipment and Accessories

- Two (2) floor lamps

Signage/Artwork

- Room signage
 - Etiquette signage
 - Artwork (one piece)
- Approved District graphics

Lighting

- General lighting (dimmable)

Security

- N/A

HVAC

- Sound boot on return duct

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD

Multi-Use Room - Small

General Description

- Reservable place for up to four (4) persons to support meetings and conference calls

Location

- For convenient access in the core area with other shared support places

Room Description

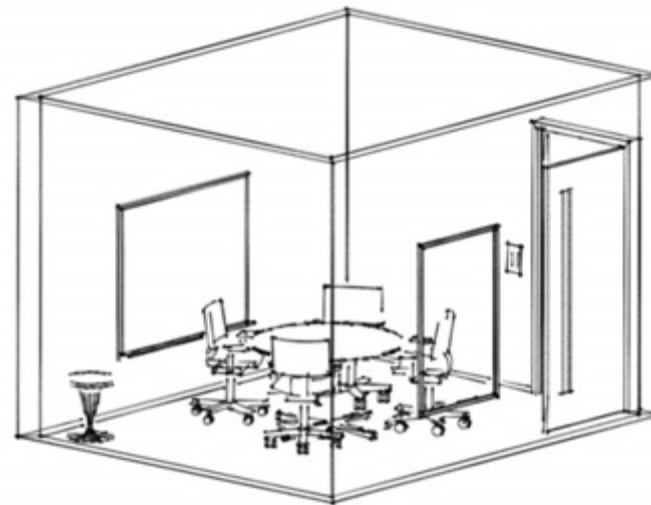
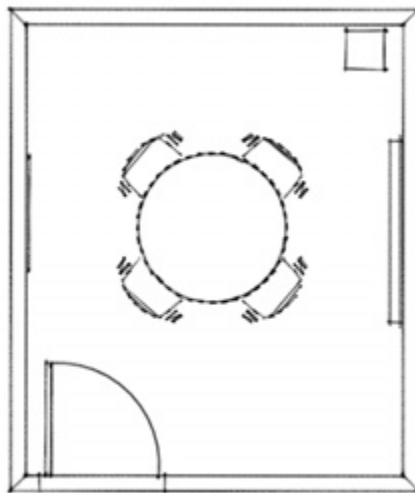
- Enclosed hard wall room with door. Glazing to be incorporated into door

Typical Size

- 120 SF

Furniture Provision

- Round laminated table (36" to 48" diameter) or square laminated table (36"x36" to 48"x48")
- Four (4) conference seating chairs (Level 2)
- One (1) phone table



Multi-Use Room - Small

Power/Voice/Data

- Four (4) outlets and four (4) jacks on wall opposite door
- One (1) jack in back corner (for phone)

Acoustic Rating

- STC 43: 5/8" gypsum board on 3 and 5/8" metal studs

Doors/Hardware

- 1 3/4" solid core door with lite, passage lockset, floor mounted stop

Equipment and Accessories

- White board
- Tack board

Signage/Artwork

- Room signage
 - Etiquette signage
 - Artwork (one piece)
- Approved District graphics

Lighting

- General lighting

Security

- None

HVAC

- Sound boot required on return duct

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD (insulation if walls are not to deck)



Multi-Use Room - Medium

General Description

- Reservable place for six (6) to eight (8) persons to support meetings and conference calls

Location

- For convenient access in the core area with other shared support places

Room Description

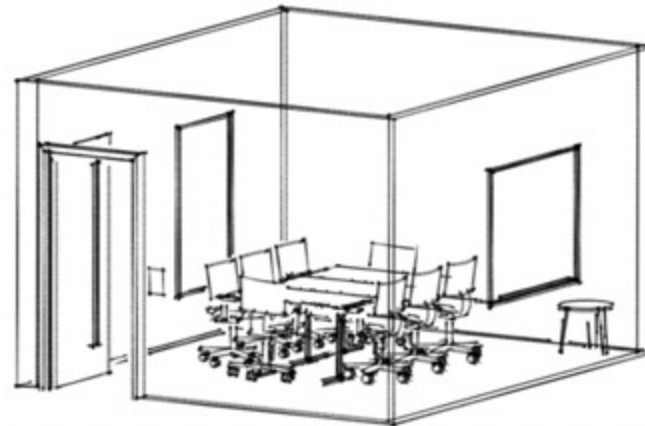
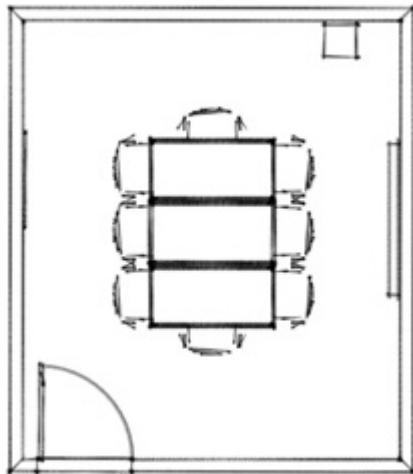
- Enclosed hard wall room with door. Glazing to be incorporated into door

Typical Size

- 180 SF

Furniture Provision

- One (1) laminated table (36"x72" to 48" x96") or three (3) laminated tables (30"x60") with casters or slides
- Eight (8) conference seating chairs (Level 2)
- One (1) phone table



Multi-Use Room - Medium

Power/Voice/Data

- For flexible tables:
 - Eight (8) outlets and eight(8) jacks on wall opposite door
 - One (1) jack in back corner (for phone)
- For fixed table:
 - Eight (8) outlets on table
 - Eight (8) jacks on table
 - Two (2) outlets on wall opposite door
 - Two (2) jacks on wall opposite door
 - One (1) jack in back corner (for phone)

Acoustic Rating

- STC 43: 5/8" gypsum board on 3 and 5/8" metal studs

Doors/Hardware

- 1 3/4" solid core door with lite, passage lockset, floor mounted stop

Equipment and Accessories

- White board
- Tack board

Signage/Artwork

- Room signage
 - Etiquette signage
 - Artwork (one piece)
- Approved District graphics

Lighting

- General lighting

Security

- None

HVAC

- Sound boot required on return duct

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD (insulation if walls are not to deck)

Multi-Use Room - Large

General Description

- Reservable place for ten (10) to twelve (12) persons to support meetings and conference calls

Location

- For convenient access in the core area with other shared support places

Room Description

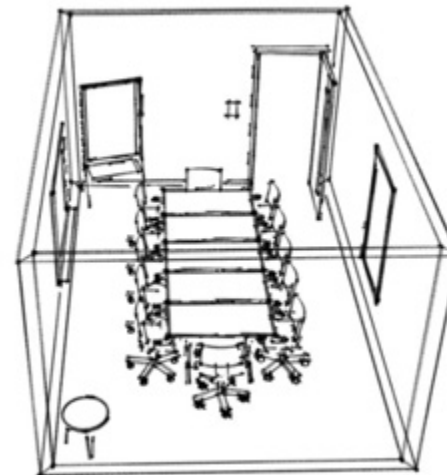
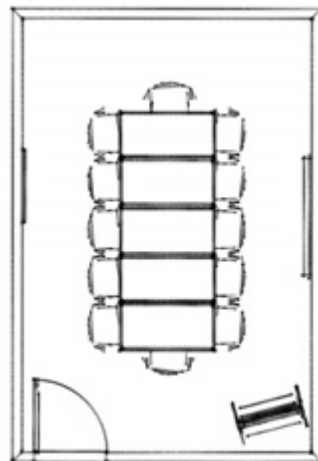
- Enclosed hard wall room with door. Solid partition with glazing for at least one side of the door

Typical Size

- 240 SF

Furniture Provision

- Large table consisting of several individual tables joined together – tables should have folding legs and be easily configurable for alternative layouts. Ten (10) to twelve (12) chairs with casters optional, whiteboard/pin board/tackable surface/flip chart and credenzas(optional)



Multi-Use Room - Large

Power/Voice/Data

- For flexible tables:
 - Eight (8) outlets and eight(8) jacks on wall opposite door
 - One (1) jack in back corner (for phone)
 - Four (4) outlets and four (4) jacks on each side wall
- For fixed table:
 - Twelve (12) outlets on table
 - Twelve (12) jacks on table
 - Four (4) outlets on wall opposite door
 - Four (4) jacks on wall opposite door
 - One (1) jack in back corner (for phone)

Acoustic Rating

- STC 43: 5/8" gypsum board on 3 and 5/8" metal studs

Doors/Hardware

- 1 3/4" solid core door with lite, passage lockset, floor mounted stop

Equipment and Accessories

- White board
- Tack board
- Mobile flip chart
- Ceiling mounted projector
- Wall-mounted flat screen for data protection
- Input interface
 - For flexible tables, locate input interface in front corner
 - For fixed tables, locate input interface in table top

Signage/Artwork

- Room signage
 - Etiquette signage
 - Artwork (one piece)
- Approved District graphics

Lighting

- General lighting, two (2) zones

Security

- None

HVAC

- Sound boot required on return duct

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD (insulation if walls are not to deck)

Multi-Use Room – Board Room

General Description

- Reservable place for up to twenty (20) persons for high-level executives to support meetings, conference calls, and video conferencing

Location

- For convenient access in the core area with other shared support places

Room Description

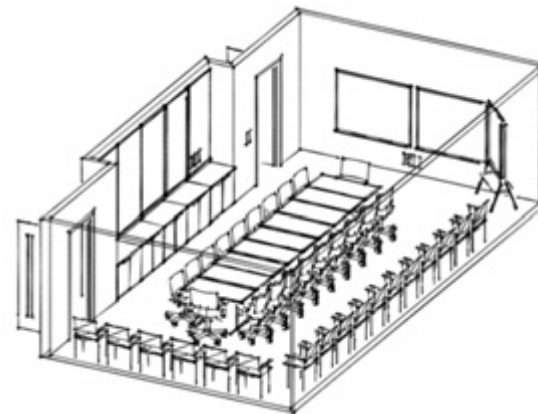
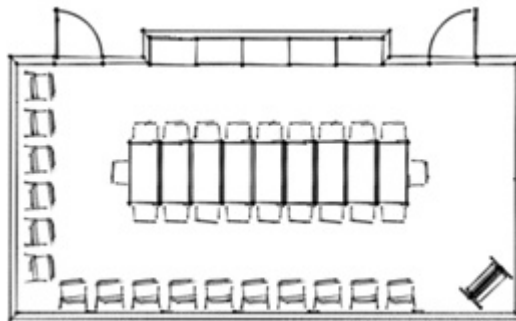
- Enclosed hard wall room with door. Glazing to be incorporated into doors. Finishes to be high quality

Typical Size

- 600 SF

Furniture Provision

- One (1) laminated table (5'x18' to 5'x20') or eight (8) laminated tables (30"x60") with casters or slides
- Twenty (20) conference seating chairs (Level 2)
- Sixteen (16) conference seating chairs (Level 1)
- Credenza



Multi-Use Room – Board Room

Power/Voice/Data

- Sixteen (16) outlets along perimeter of room at seating
- Two (2) outlets at front wall
- Four (4) outlets above credenza
- One (1) jack above credenza
- For flexible tables:
 - Twenty (20) outlets floor mounted
 - Twenty (20) jacks floor mounted
- For fixed table:
 - Twenty (20) outlets table mounted
 - Twenty (20) jacks table mounted

Acoustic Rating

- STC 43: 5/8" gypsum board on 3 and 5/8" metal studs

Doors/Hardware

- 1 3/4" solid core door with lite, passage lockset, floor mounted stop

Equipment and Accessories

- White board
- Tack board
- Mobile flip chart
- Ceiling mounted projector
- Wall-mounted flat screen for data projection
- Mounted speakers
- Equipment rack: audio power amplifier, audio mixer, DVD player, input interface
 - For flexible tables, locate input interface in front corner
 - For fixed tables, locate input interface in table top

Signage/Artwork

- Room signage
- Etiquette signage
- Artwork (one piece)
- Approved District graphics

Lighting

- General lighting, two (2) zones, access lighting

Security

- None

HVAC

- Sound boot required on return duct

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD (insulation if walls are not to deck)

Community space includes places that are support for employees and partners, or places that support building infrastructure.

Community spaces include:

Multi-Purpose Break Area	2.28
Kitchenette	2.30
Team Bulletin Area	2.32
Copy Area	2.34
Copy Room	2.36
Open Locker Area	2.38
Mail Stop	2.40
Equipment Room	2.42
File Area	2.44
File Room	2.46

General Description

- Open multi-purpose break area with food and beverage wet area, generally near the open plan work area, that can also serve as a multi-purpose meeting area for approximately 50 people.

Location

- Near open plan area or near core and other support spaces for convenient access.

Room Description

- Open area that can serve as a meeting area and an employee break area

Typical Size

- 20 USF per person

Furniture Provision

- Some lounge seating, as well as freestanding tables (with castors or slides) and that can be rearranged to form a meeting area.
- One (1) or two tack boards
- One (1) enclosed tack board – optional
- Millwork base cabinets (laminate). No upper cabinets.

Multi-Purpose Break Area

Power/Voice/Data

- Per equipment

Acoustic Rating

- N/A

Doors/Hardware

- N/A

Equipment and Accessories

- Refrigerator – required/TBD
- Microwave – required/TBD
- Oven – optional /TBD
- Sink with disposal– required/TBD
- Multi-port Recycling Bin – required
- Ice Machine – optional /TBD
- Coffee Maker – optional /TBD
- Vending Machines – optional /TBD
- Flat Screen Monitor ,wall mounted with video and network feed – optional /TBD

Signage/Artwork

- Room signage
 - Etiquette signage
- Approved District graphics

Lighting

- General lighting

Security

- N/A

HVAC

- N/A

Flooring

- VCT
- Rubber base

Walls

- Paint

Ceiling

- TBD

General Description

- Open multi-purpose break area with food and beverage wet area, generally near the open plan work area

Location

- Near open plan area or near core and other support spaces for convenient access.

Room Description

- Open area

Typical Size

- 350 SF

Furniture Provision

- Some lounge seating, as well as freestanding tables (with castors or slides) and that can be rearranged to form a meeting area.
- One (1) or two tack boards
- One (1) enclosed tack board – optional
- Millwork base cabinets (laminate). No upper cabinets.

Power/Voice/Data

- Per equipment

Acoustic Rating

- N/A

Doors/Hardware

- N/A

Equipment and Accessories

- Refrigerator – required/TBD
- Microwave – required/TBD
- Oven – optional /TBD
- Sink with disposal– required/TBD
- Multi-port Recycling Bin – required
- Ice Machine – optional /TBD
- Coffee Maker – optional /TBD
- Vending Machines – optional /TBD
- Flat Screen Monitor ,wall mounted with video and network feed – optional /TBD

Signage/Artwork

- Room signage
 - Etiquette signage
- Approved District graphics

Lighting

- General lighting

Security

- N/A

HVAC

- N/A

Flooring

- VCT
- Rubber base

Walls

- Paint

Ceiling

- TBD

General Description

- Area where employees can share their team accomplishments

Location

- For convenient access in the core area or near waiting area where applicable

Room Description

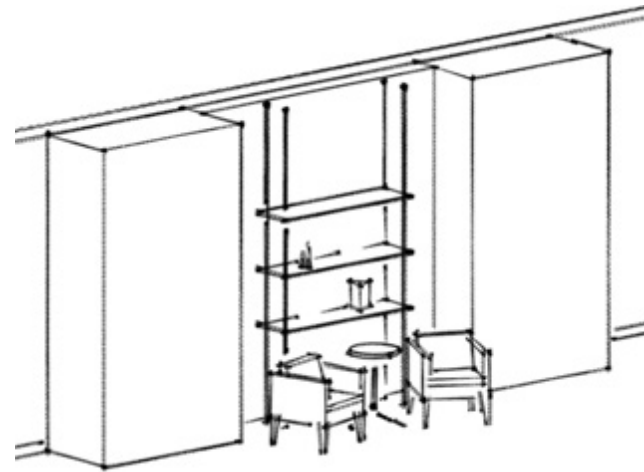
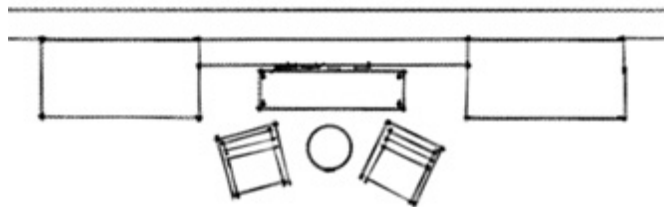
- Open area with full height solid partition on one side

Typical Size

- 40 SF

Furniture Provision

- Cable mounted shelving system
- Two (2) lounge chairs
- One (1) occasional table



Power/Voice/Data

- N/A

Acoustic Rating

- N/A

Doors/Hardware

- N/A

Equipment and Accessories

- N/A

Signage/Artwork

- Approved District graphics

Lighting

- General lighting

Security

- N/A

HVAC

- N/A

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD

General Description

- Contains copy, fax and scanning equipment as well as storage for general use

Location

- For convenient access in the core area with other shared support places (about one (1) area for every thirty (30) users)
- Option: may be created within furniture panel system

Room Description

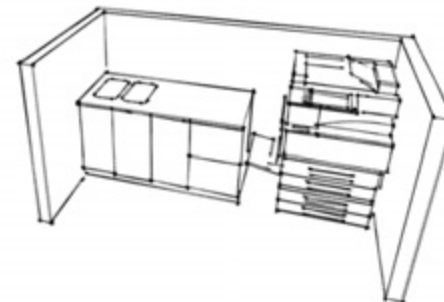
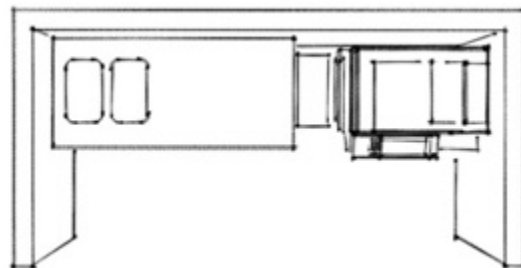
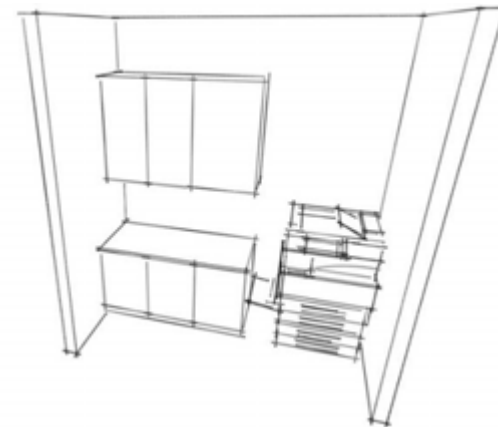
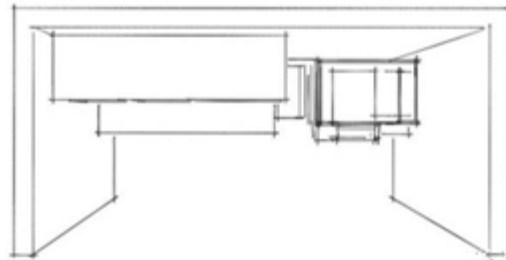
- Placed in open plan along hard wall or furniture panels

Typical Size

- 40 SF

Furniture Provision

- Millwork cabinet with laminate top *or* furniture cabinet



Power/Voice/Data

- Two (2) outlets (per equipment requirement)
- One (1) data jack

Acoustic Rating

- N/A

Doors/Hardware

- N/A

Equipment and Accessories

- Recycling bin
- Floor mounted multi-function device (model to be determined by the District)
- Wall-hung paper sorter

Signage/Artwork

- Room signage
 - Etiquette signage
- Service signage

Lighting

- General lighting

Security

- N/A

HVAC

- N/A

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD

Copy Room

General Description

- Contains copy, fax and scanning equipment as well as mail slots and storage for general use.

Location

- For convenient access in the core area with other shared support places.

Room Description

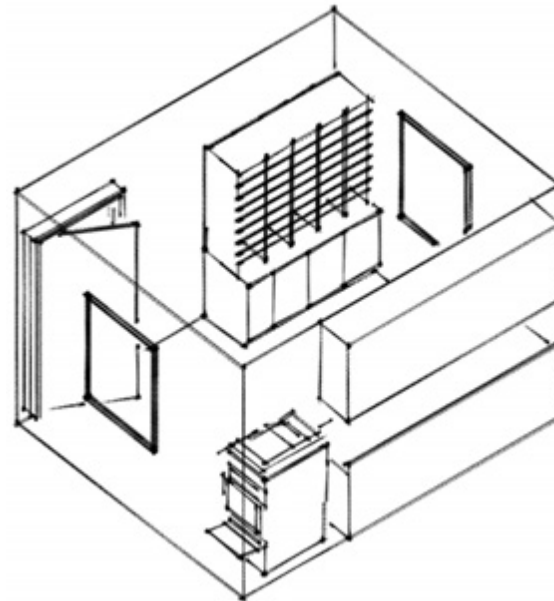
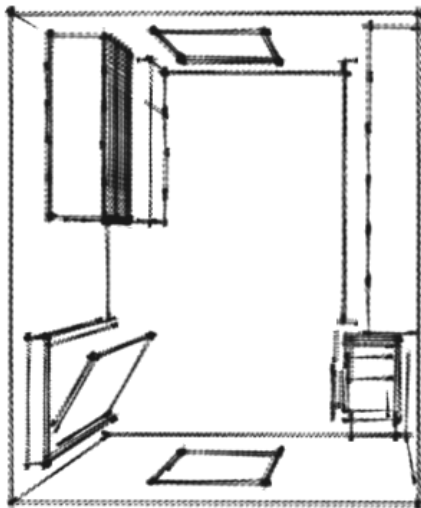
- Enclosed hard wall room with door.

Typical Size

- 120 SF

Furniture Provision

- 1 to 2 tackboards.



Power/Voice/Data

- Four (4) outlets (per equipment requirement)
- Two (2) data jack

Acoustic Rating

- N/A

Doors/Hardware

- N/A

Equipment and Accessories

- Recycling bin
- Waste bin
- Floor mounted multi-function device (model to be determined by the District; to contain at least one)
- Wall-hung paper sorter
- Wall-mounted tack board
- Wall-mounted white board

Signage/Artwork

- Room signage
 - Etiquette signage
- Service signage

Lighting

- General lighting

Security

- N/A

HVAC

- N/A

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD

Open Locker Area

General Description

- Space provided for visiting or mobile employees and partners to safely store personal belongings during their time in the office

Location

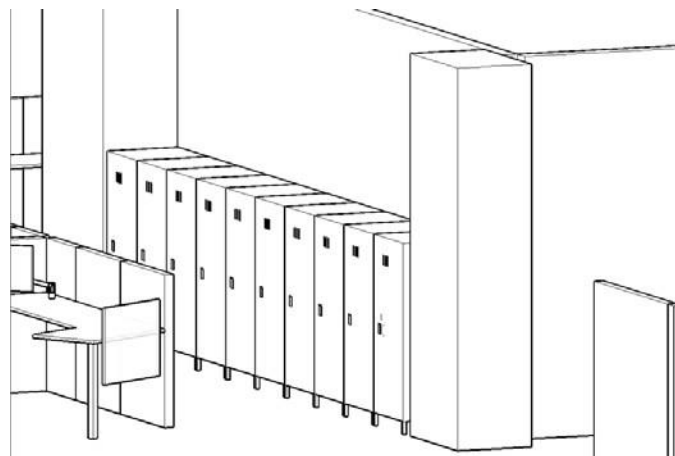
- To be placed in the core area or interior space without windows such as a basement, or in aisles

Room Description

- Open area

Typical Size

- 3 SF/Person
- Typical locker = 15"w x 18"d x 60"h



Power/Voice/Data

- N/A

Acoustic Rating

- N/A

Doors/Hardware

- N/A

Furniture

- N/A

Equipment and Accessories

- Lockers and seating as required by local law or business requirements and visiting/mobile population
- Multi-port Recycling Bin – required

Signage/Artwork

- Room signage
- Etiquette signage

Lighting

- General lighting

Security

- N/A

HVAC

- N/A

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD

Mail Stop

General Description

- Mail slots and mail supplies
- Optional postage machine

Location

- For convenient access in the core area with other shared support services

Room Description

- Located in open area

Typical Size

- 40 SF

Furniture Provision

- N/A

Power/Voice/Data

- If postage machine is used: two (2) outlets at counter level, one (1) phone jack at counter level
- If no postage machine is used, no power or data are required

Acoustic Rating

- N/A

Doors/Hardware

- N/A

Equipment and Accessories

- Mail sorting station and supply cabinet
- If postage machine is included, provide cabinet
- Large recycling bin for paper products and cardboard

Signage/Artwork

- Room signage
- Etiquette signage

Lighting

- General lighting

Security

- N/A

HVAC

- N/A

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD

General Description

- Space housing a concentration of computer equipment used for research, testing, integration, development, or production application purposes.

Location

- To be placed in the core area or interior space without windows.

Room Description

- Enclosed hard wall room with secure door. Allow ample floor space for carts.

Typical Size

- Will vary with program.

Furniture Provision

- Provide chairs and tables with casters to allow for reconfiguration as needed per project. Option to include powered tables or table height power/data modules. Open shelving shall also be incorporated.

Equipment Room

Power/Voice/Data

- Plug mounting at wall – twelve (12) outlets; twelve (12) jacks (9 data/3 voice)
- Two (2) outlets on wall opposite door

Acoustic Rating

- STC 43: 5/8" gypsum board on 3 - 5/8" metal studs

Doors/Hardware

- 1 3/4" solid core door with lite, office lockset, floor mounted stop

Equipment and Accessories

- Two (2) white boards (60" wide x 48" high)
- Industrial storage shelving

Signage/Artwork

- Room signage

Lighting

- General lighting

Security

- N/A

HVAC

- Sound boot on return duct

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD

General Description

- Area designated for storage of files that need to remain on site for a period of time before scanning, archiving or shredding

Location

- For convenient access in the core area with other shared support places, not near windows
- Incorporate into core areas available near circulation

Room Description

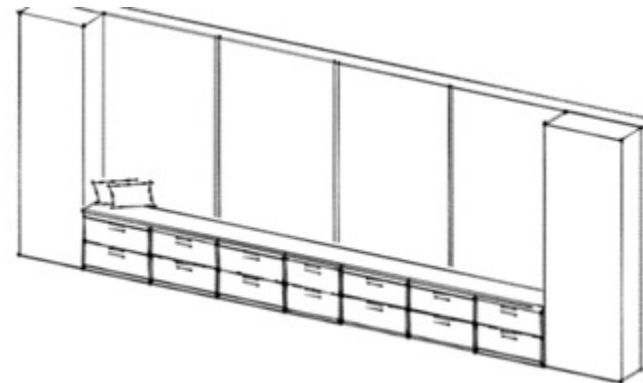
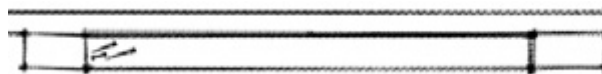
- Located within open area

Typical Size

- Varies according to program

Furniture Provision

- Laminate tops for file cabinets



Power/Voice/Data

- N/A

Acoustic Rating

- N/A

Doors/Hardware

- N/A

Equipment and Accessories

- Free-standing lateral file cabinets bolted together as required to avoid tipping

Signage/Artwork

- Room signage
- Etiquette signage

Lighting

- General lighting

Security

- N/A

HVAC

- N/A

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD

General Description

- Area designated for storage of files that need to remain on site for a period of time before scanning, archiving or shredding

Location

- Convenient access in open workstation areas.

Room Description

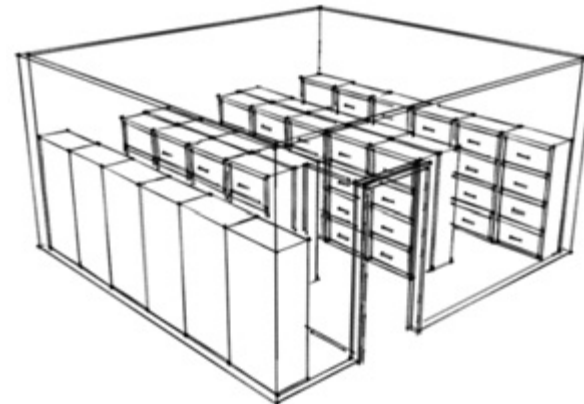
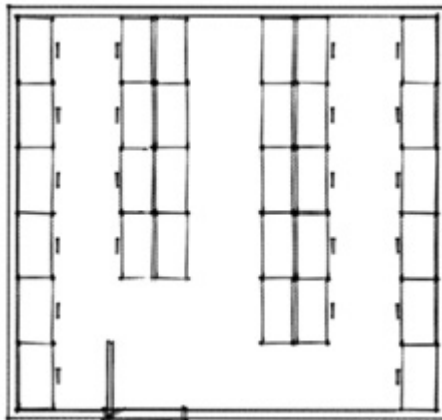
- Open workstation area

Typical Size

- Amount of files will vary according to program

Furniture Provision

- Laminate top for file cabinets under 48" in height
- Scanning station



Power/Voice/Data

- Two (2) outlets adjacent to door
- Two (2) outlets opposite wall of door

Acoustic Rating

- STC 43: 5/8" gypsum board on 3 - 5/8" metal studs

Doors/Hardware

- Solid core door with lite, passage lockset or classroom lockset, floor-mounted stop

Equipment and Accessories

- Four (4) high lateral file cabinets, bolted together as required to avoid tipping
- Floor loading to be confirmed as necessary
- Large recycling bin for paper products and cardboard

Signage/Artwork

- Room signage
- Etiquette signage

Lighting

- General lighting

Security

- N/A

HVAC

- Sound boot on return duct

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD

Core space includes areas that support the operation and maintenance of the building.

Core spaces include:

Store Room	2.49
Janitorial Closet	2.51
Electrical Room	2.53
Intermediate Distribution Frame Closet (LAN)	2.55
Main Distribution Frame Closet (LAN)	2.57

Store Room

General Description

- Room containing storage shelving, filing cabinets, or cupboards

Location

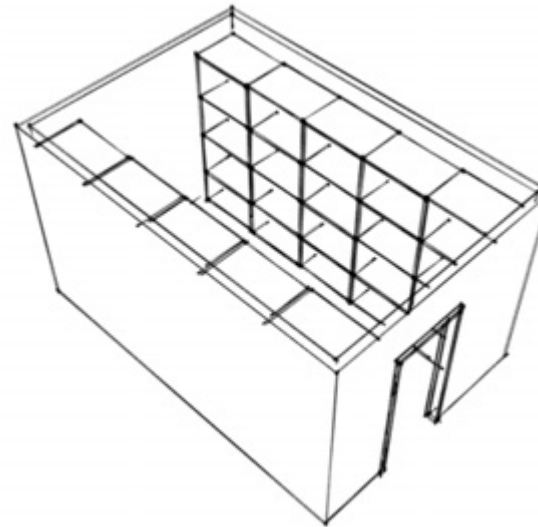
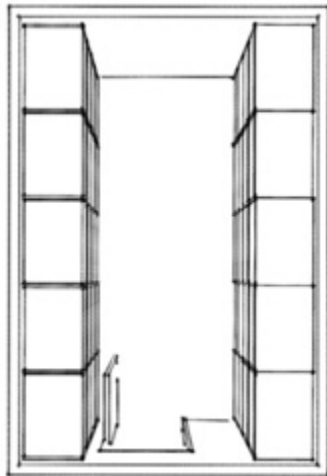
- For convenient access in the core area with other shared support places

Room Description

- Enclosed hard wall room with door. Full height solid partitions on all sides. Locking door optional. Partition and door fire rating per local code

Typical Size

- 120 SF



Power/Voice/Data

- Two (2) outlets adjacent to the door

Acoustic Rating

- STC 43: 5/8" gypsum board or 3 5/8" metal studs

Doors/Hardware

- 1 3/4" solid core door with lite, passage lockset *or* classroom lockset, floor mounted stop

Furniture

- N/A

Equipment and Accessories

- Full height industrial-strength storage shelving, filing cabinets, and/or cupboards.
Dependent on business requirements
- Trash bin

Signage/Artwork

- Room signage

Lighting

- General

Security

- None

HVAC

- Sound boot on return duct

Walls

- Paint

Flooring

- VCT
- Rubber base

Ceiling

- TBD

Janitorial Closet

General Description

- Room containing storage shelving, desk or counter, and mop sink

Location

- For convenient access in the core area

Room Description

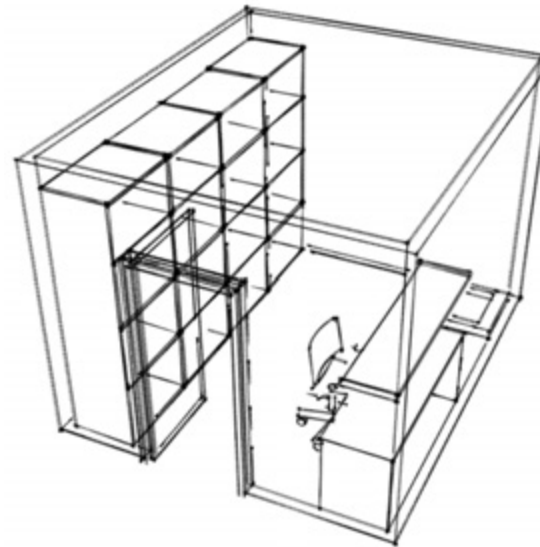
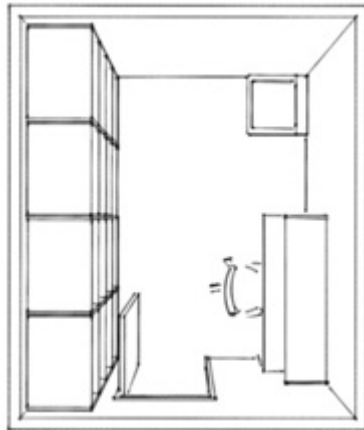
- Enclosed hard wall room with door. Full height solid partitions on all sides. Locking door required. Partition and door fire rating per local code

Typical Size

- 120 SF

Furniture Provision

- Desk or counter
- One (1) 60"x30" laminate table millwork shelving (on standards)
- One (1) task chair on casters



Power/Voice/Data

- Four (4) outlets at 44" above floor at table location
- Two (2) data jacks at 44" above floor at table location

Acoustic Rating

- STC 43: 5/8" gypsum board on 3 - 5/8" metal studs

Doors/Hardware

- 1 3/4" solid core door with office lockset, floor mounted stop

Equipment and Accessories

- Floor-mounted janitor sink

Signage/Artwork

- Room signage

Lighting

- General lighting

Security

- N/A

HVAC

- Sound boot on return duct

Flooring

- VCT
- Rubber base

Walls

- Paint
- FRP panels around mop sink

Ceiling

- TBD

General Description

- Room or closet for electrical supply only

Location

- To be placed in the core area or interior space not near windows

Room Description

- Enclosed hard wall room with lockable door. Full height solid partitions on all sides. Partition and door fire rating per local code

Typical Size

- As required per project or building

Furniture

- None

Power/Voice/Data

- Four (4) outlets (near panel)

Acoustic Rating

- STC 43: 5/8" gypsum board on 3 - 5/8" metal studs

Doors/Hardware

- 1 3/4" solid core door with store room lockset

Equipment and Accessories

- As required by local code

Signage/Artwork

- Room signage

Lighting

- General lighting

Security

- N/A

HVAC

- Sound boot on return duct

Flooring

- VCT
- Rubber base

Walls

- Paint

Ceiling

- TBD

Intermediate Distribution Frame Closet

Government of the District of Columbia

DEPARTMENT OF GENERAL SERVICES

General Description

- Also referred to as “Hub Room” containing computer equipment, cable racks, network communications
- Coordinate with OCTO for specific requirements

Location

- To be placed in the core area or interior space not near windows

Room Description

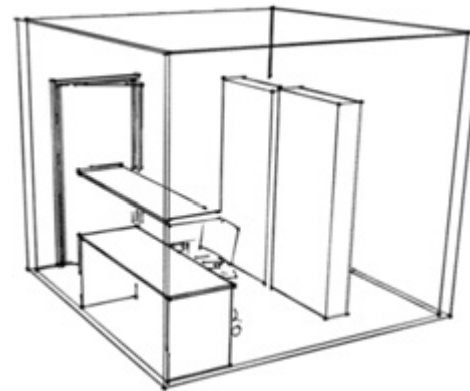
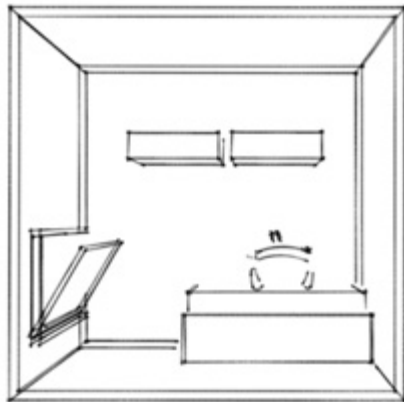
- Enclosed hard wall room with door. Full height solid partitions on all sides. Doors to be locked – high security environment. Partition and door fire rating per local code. Critical 24/7 environment. Air-conditioned access floor environment optional

Typical Size

- 100 SF (Consult IT representative)

Furniture Provision

- One (1) 30”x60” laminate table
- One (1) task chair on casters
- Millwork shelving on wall-mounted standards



Sizes and specifications are recommendations and may be modified to meet the needs of specific spaces or agencies.

Intermediate Distribution Frame Closet

Government of the District of Columbia

DEPARTMENT OF GENERAL SERVICES

Power/Voice/Data

- Power as required for equipment rack and cooling
 - Four (4) outlets at 44" above floor at desk location
- Two (2) data jacks at 44" above floor at desk location

Acoustic Rating

- STC 43: 5/8" gypsum board on 3 - 5/8" metal studs

Doors/Hardware

- 1 3/4" solid core door with store room lockset, electric strike

Equipment and Accessories

- Cable trays for cable management; equipment racks; firewalls; security system and have process cooling with humidification

Signage/Artwork

- Room signage

Lighting

- General lighting

Security

- Card reader

HVAC

- 24/7 operation – possible supplemental cooling required
- Sound boot on return duct

Flooring

- Anti-static VCT
- Rubber base

Walls

- Paint

Ceiling

- TBD

General Description

- Also referred to as “Computer Room” or “Data Center”, containing PBX, network servers and other computer, Communications, LAN and WAN equipment to serve the building
- Coordinate with OCTO for specific requirements

Location

- To be placed in the core area or basement areas, not near windows

Room Description

- Enclosed hard wall room with door. Full height solid partitions on all sides. Doors to be locked – high security environment. Partition and door fire rating per local code. Critical 24/7 environment. Air-conditioned access floor environment

Typical Size

- 500 SF min. Varies based on program

Furniture Provision

- NA

Main Distribution Frame Closet

Power/Voice/Data

- Power as required for equipment rack and cooling
 - Four (4) outlets at 44" above floor
- Two (2) data jacks at 44" above floor

Acoustic Rating

- STC 43: 5/8" gypsum board on 3 - 5/8" metal studs

Doors/Hardware

- 1 3/4" solid core door with store room lockset, electric strike

Equipment and Accessories

- Cable trays for cable management, equipment racks, emergency power-off system, firewalls, fire suppression system, fire detection system, security system and a UPS system

Signage/Artwork

- Room signage

Lighting

- General lighting

Security

- Card reader

HVAC

- 24/7 operation – possible supplemental cooling required
- Sound boot on return duct

Flooring

- Anti-static VCT
- Rubber base

Walls

- Paint

Ceiling

- TBD

Visitor spaces include places that are used by non-District employees.

Visitor spaces include:

Lobby/Reception	2.60
Waiting Area	2.62
Coat Room	2.64

General Description

- Place where guests and visitors are initially greeted and may wait for their party. This function is located after guests have cleared security. Security check will happen in or near the lobby/reception area. Larger reception areas would serve as main point of arrival, however there could also be smaller reception areas on floors that require it (to be determined by the agency).

Location

- Near main/street access and/or elevators

Room Description

- Open area

Typical Size

- 480 SF; varies based on program

Furniture Provision

- Millwork desk
- One (1) task chair on casters
- Four (4) lounge seats
- One (1) coffee table

Power/Voice/Data

- Four (4) outlets, two (2) data jacks within reception desk
 - Four (4) outlets, two (2) data jacks near seating area
- One (1) wall-mounted phone

Acoustic Rating

- N/A

Doors/Hardware

- Suite/entry door per site requirements with electric strike

Equipment and Accessories

- Card reader
- Door bell
- Remote release for door

Signage/Artwork

- Suite signage
 - Approved District graphics
 - Artwork (one piece)
- Directory (for telephone)

Lighting

- General lighting
- Accent lighting at desk

Security

- Card reader

HVAC

- Sound boot on return duct

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD

General Description

- Place where guests and visitors may wait for their party or gather between meetings. This function is located after guests have cleared security and may occur in various places throughout the space.

Location

- Near main corridors, by elevators, or outside of enclosed offices/conference rooms

Room Description

- Open area

Typical Size

- Varies based on program

Furniture Provision

- Two (2) or four (4) lounge seats
- One (1) coffee table

Power/Voice/Data

- Two (2) outlets, two (2) data jacks near seating area

Acoustic Rating

- N/A

Doors/Hardware

- N/A

Equipment and Accessories

- N/A

Signage/Artwork

- Suite signage
 - Approved DC graphics, if applicable
- Artwork (one piece)

Lighting

- General lighting
- Table lamp

Security

- N/A

HVAC

- Sound boot on return duct

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD

Coat Room

General Description

- Area where employees, guests and visitors can store their outerwear

Location

- For convenient access in the core area with other shared support places or near waiting area where applicable

Room Description

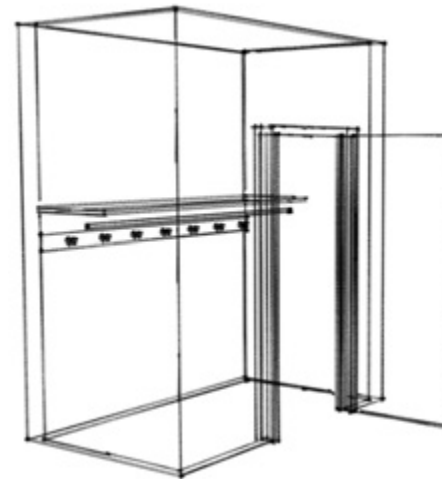
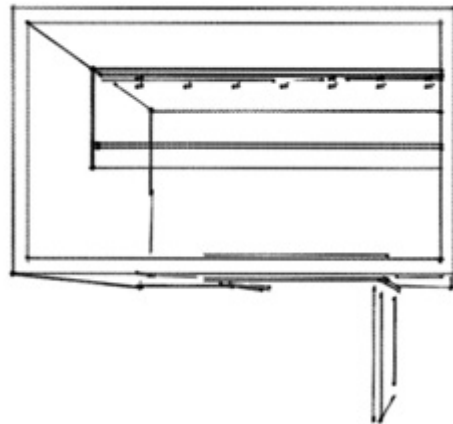
- Enclosed hard wall room with door. Full height solid partitions on all sides

Typical Size

- 24 SF

Furniture Provision

- Laminated millwork shelf with rod
- Laminated millwork panel with pegs on back wall



Coat Room

Power/Voice/Data

- N/A

Acoustic Rating

- N/A

Doors/Hardware

- 1 3/4" solid core door with passage lockset

Equipment and Accessories

- N/A

Signage/Artwork

- Room signage

Lighting

- N/A

Security

- N/A

HVAC

- N/A

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD

Amenities include spaces that support worker needs, and also may support individual or informal team collaboration that does not require audio privacy.

Amenities include:

Training Room	2.67
Privacy Room	2.69

Training Room

General Description

- Reservable place for up to twenty-four (24) persons and one (1) instructor to support training and implementation in commercial space

Location

- For convenient access in the core area with other shared support places

Room Description

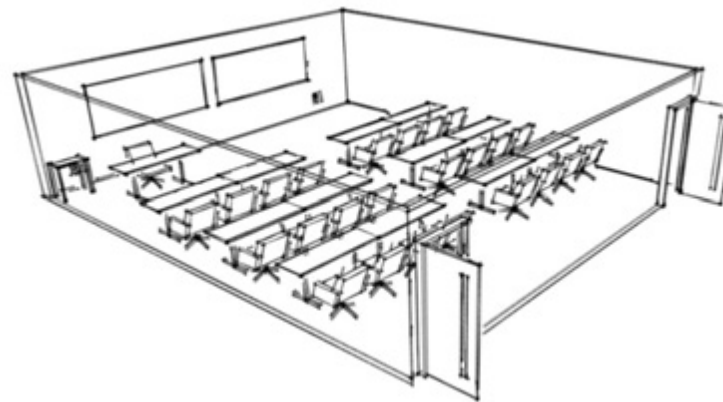
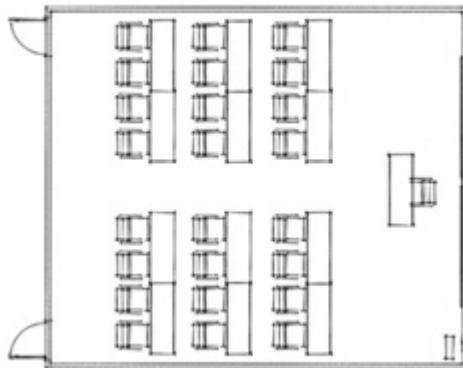
- Enclosed hard wall room with doors. Glazing to be incorporated into door

Typical Size

- 1,200 SF (increase for circulation)

Furniture Provision

- Thirteen (13) laminated tables (30"x72") with folding legs; stackable. Tables to be on sliders or casters
- Twenty-five (25) task chairs (level 2)



Power/Voice/Data

- Twelve (12) outlets on each side wall at standard height
- Three (3) data jacks on each side wall at standard height
- One (1) wall-mounted data jack at front wall corner (54" aff)
- Two (2) outlets, one (1) data jack, one (1) A/V connection at center of front wall at standard height

- Eight (8) outlets for A/V rack

Acoustic Rating

- STC 43: 5/8" gypsum board on either side of 3 5/8" metal studs

Doors/Hardware

- 1 3/4" solid core doors with lites, classroom lockset, door closers, floor-mounted stops

Equipment and Accessories

- Two (2) white boards
- One (1) ceiling-mounted, motorized projector screen – optional
- Wall-mounted flat screen panel for data projection
- Projector
- Mounted speakers
- Mobile flip chart
- Equipment rack
- Audio power amplifier
- DVD player
- Input interface (at wall behind presenter)

Signage/Artwork

- Room signage
- Etiquette signage
- Artwork (two pieces)
- Approved DC graphics

Lighting

- General lighting (two zones)

Security

- N/A

HVAC

- Sound boot on return duct; individual control required for room zone

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD (insulation if walls are not to deck)

Privacy Room

General Description

- Room used by nursing mothers

Location

- To be placed in the core area or interior space near women's restroom

Room Description

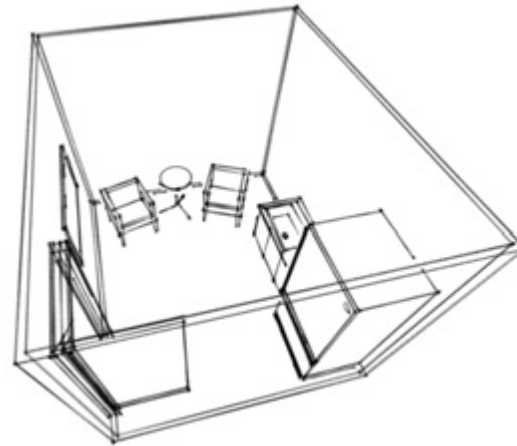
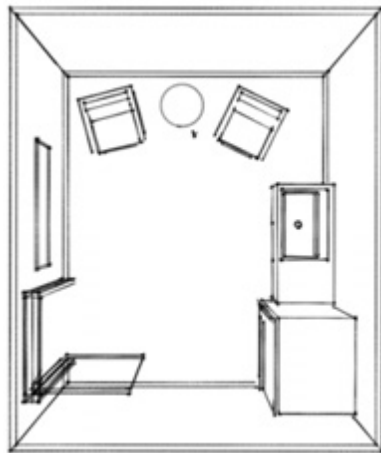
- Enclosed hard wall space with door. Full height solid partitions on all sides. Door to be lockable. Do not use view panels or glazing

Typical Size

- 120 SF

Furniture Provision

- Two (2) lounge chairs
- One (1) occasional table
- One (1) millwork counter with sink



Power/Voice/Data

- Two (2) outlets near seating
- One (1) data jack near seating

Acoustic Rating

- STC 43: 5/8" gypsum board on either side of 3 5/8" metal studs

Doors/Hardware

- 1 3/4" solid core doors with storeroom lockset

Equipment and Accessories

- Refrigerator – optional
- Single bowl sink and faucet

Signage/Artwork

- Room signage
 - Etiquette signage
- Artwork (one piece)

Lighting

- General lighting

Security

- N/A

HVAC

- Sound boot on return duct

Flooring

- Carpet
- Rubber base

Walls

- Paint

Ceiling

- TBD

Optional Spaces

The following amenities are not included as a part of these guidelines because they are not “standard” and will need custom design:

- Fitness Center
- Media Room
- ATM
- Cafeteria
- Vending Machine Closet

Section 3: Space Allocation

Contents	Page
Overview	3.2
Space Considerations	3.3
Allocation Framework	3.4
Shared Places	3.6
Individual Places	3.11
Allocation of Space Types	3.12
Shared Space Allocation	3.14
Prototypical Allocation	3.19

Purpose

- To assist with the development, planning and allocation of space across the District.
- To provide benchmarks based upon best practice averages from peer agencies and regional examples from pilot projects.
- To provide guidelines that inform, but do not replace, the need for individual, project-by-project architectural programming.
- To give broad planning ratios and guidelines that can be used for early project scoping.
- To yield facilities that are consistent and standardized, which will minimize the need for frequent modification as agencies move, grow and churn.
- To assure that adequate support facilities accompany all workplaces.

Suggested Uses

- Basic guide for managers to assist with space development and allocation.
- Basic guide to learn planning ratios and guidelines and asset type definitions.

This section focuses on the allocation of space within administrative spaces that house various agencies and operations within the District's real estate portfolio. These spaces may be located in portions of leased facilities or in buildings entirely occupied by the Government of the District of Columbia.

Design considerations for administrative spaces include:

- More collaborative places to accommodate a higher proportion of knowledge workers in the workforce.
- An appropriate mix of spaces to serve customers and constituents, as well as support places to house business units, infrastructure groups and back-of-house functions.
- Abundant opportunities to communicate the District's values and goals to customers, visitors, constituents and partners.

Allocation guidelines are intended to be used as a planning tool in the development of high-level, generic program requirements for both new and renovated facilities. They represent simple “rules of thumb” for size and quantity of the places that are part of the District’s design guidelines. The ratios and sizes are provided as a guideline for high-level space planning.

These allocation guidelines cannot replace project and site specific detailed programming. Each facility/project program will develop and validate unique requirements based on type of operation, functions, anticipated growth, financial viability and agency-specific considerations. Special circumstances that may dictate the need to consider variations from these guidelines include:

- Legacy conditions
- Variances in cost impact
- Project/building scale
- Security constraints
- Technology access or infrastructure
- Existing conditions constraints

This section documents allocation based on individual and shared space. Individual space includes workstations, enclosed offices and touchdown spaces, while shared space includes arrival and public spaces, group and community spaces and amenities.

Individual space and shared space are allocated differently:

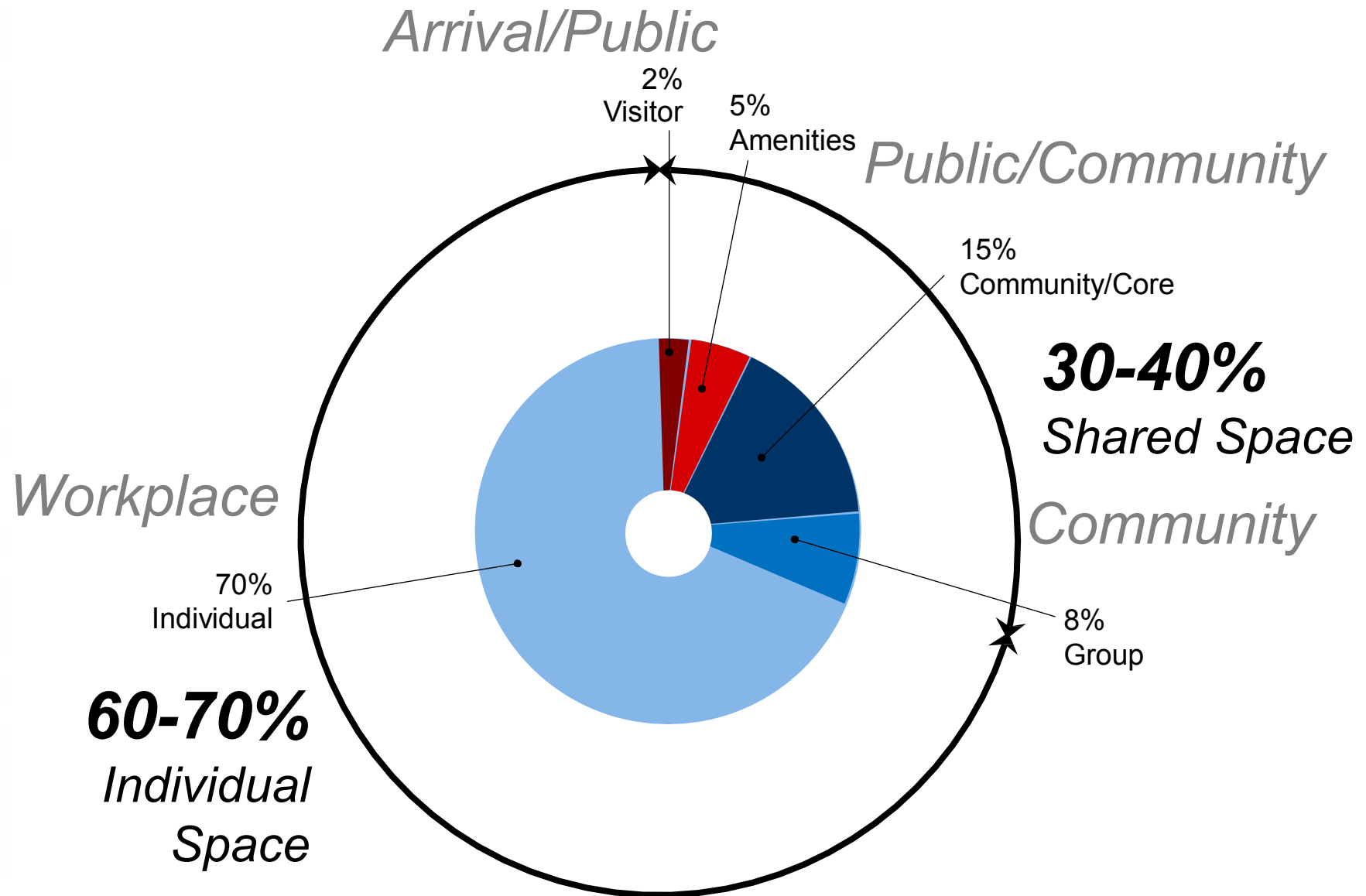
- **Individual space:** Represents **60-70%** of total square footage and is allocated based upon assessment of individual work style/function
- **Shared space:** Represents **30-40%** of total square footage and is allocated based upon asset type and number of persons served

The diagram on the following page illustrates the breakdown of space by space type.

Allocation Framework

Government of the District of Columbia

DEPARTMENT OF GENERAL SERVICES



The Allocation Framework is a planning tool and is not prescriptive. The allocation may change based on programmatic needs of a particular project. For example, the ratio of individual space to shared space may vary +/- 10% based on the size of the building.

3.5

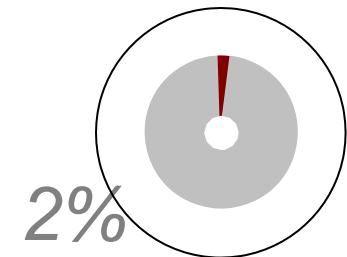
Version 1.1

1 October 2009

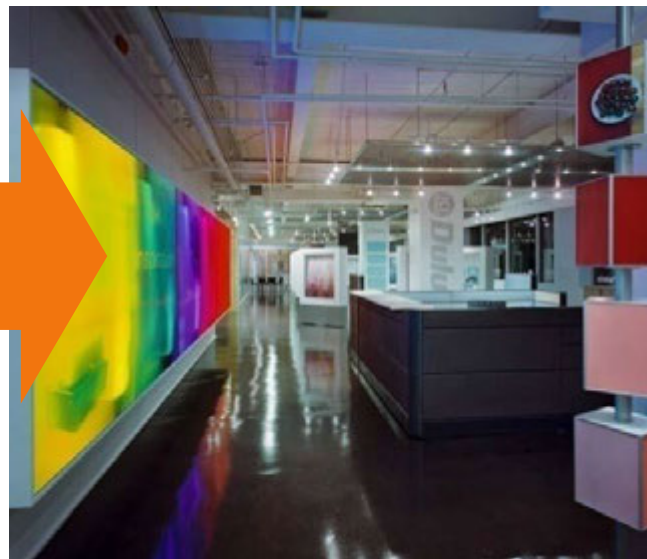
Shared Spaces: Arrival

Arrival

Place Type	Description	Allocation
Visitor Lobby/Reception Waiting Area Coatroom	Sharp Customer-focused Helpful Lively Energetic Welcoming Interaction Modern	Unassigned Unreservable



The percent of allocation may vary based on specific programmatic needs of the space.



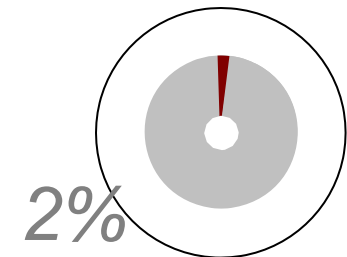
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Shared Spaces: Visitor

Public Spaces	Place Type	Description	Allocation
	Visitor Lobby/Reception Waiting Area	Professional Innovative Experienced Forward-looking	Unassigned Unreservable



The percent of allocation may vary based on specific programmatic needs of the space.



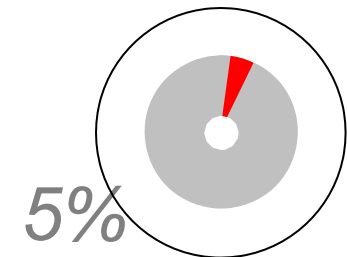
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Shared Spaces: Amenities

Public Spaces	Place Type	Description	Allocation
	Amenities Training Room Privacy Room	Professional Innovative Experienced Forward-looking	Unassigned Some reservable Some unreservable



The percent of allocation may vary based on specific programmatic needs of the space.



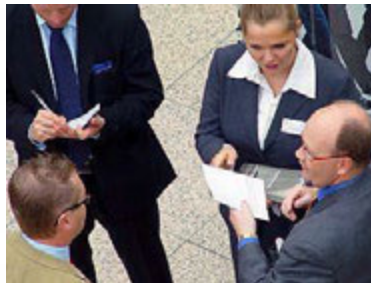
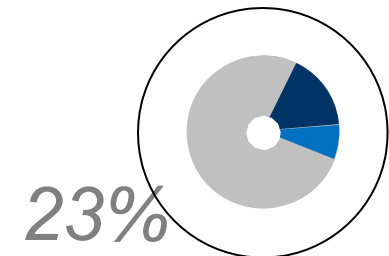
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Shared Spaces: Group

Group	Place Type	Description	Allocation
	Group Project Room Focus Room Quiet Room Multi-Use Room: Small Multi-Use Room: Medium Multi-Use Room: Large Multi-Use Room: Board	Integrated Focused Flexible Smart Holistic	Some assigned Some reservable Supports group work



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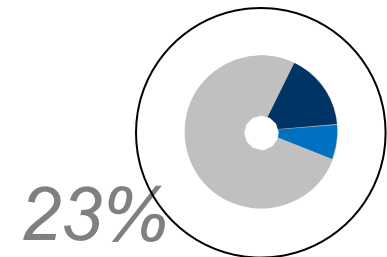


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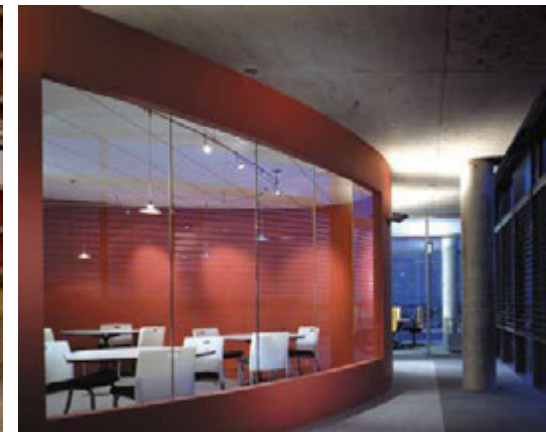
Shared Spaces: Community/Core

Community/Core

Place Type	Description	Allocation
Community Multi-Purpose Break Area Kitchenette Copy Area Copy Room Open Locker Area Mail Stop Equipment Room File Area File Room	Integrated Focused Flexible Smart Holistic	Some assigned Some reservable Supports groups
Core Store Room Janitorial Closet Electrical Room IDF Closet (LAN) MDF Closet (LAN) Team Bulletin Area		



The percent of allocation may vary based on specific programmatic needs of the space.



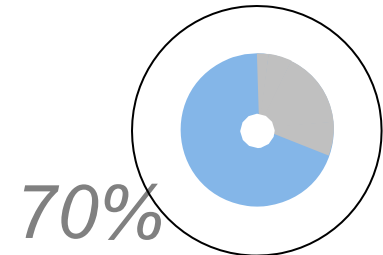
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Individual Spaces

Individual Spaces

Place Type	Description	Allocation
Workstation	Professional	Some assigned
Type A	Innovative	Some unassigned
Type B	Experienced	Unreservable
Type C	Forward-looking	
Type D		
Type E		
Type F		



The percent of allocation may vary based on specific programmatic needs of the space.



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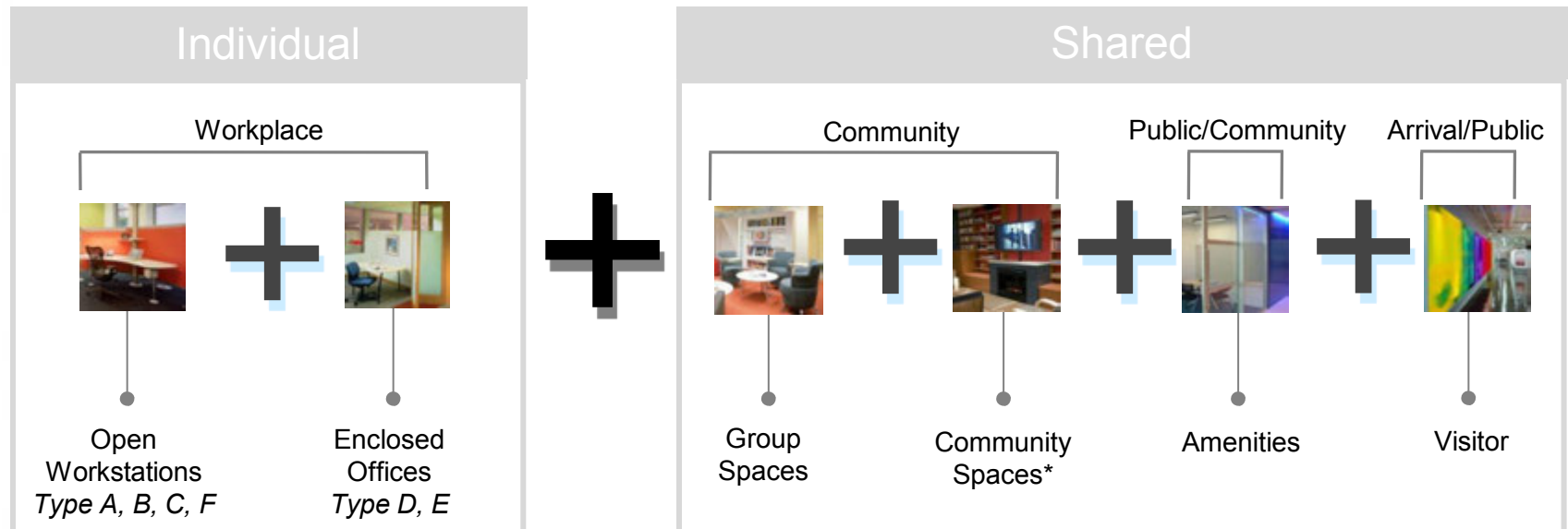
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Allocation of Space Types

Government of the District of Columbia

DEPARTMENT OF GENERAL SERVICES

Framework for Allocation of Space Types



*Community Spaces includes Core Spaces.

Allocation guidelines
based on

Function

Allocation guidelines
based on

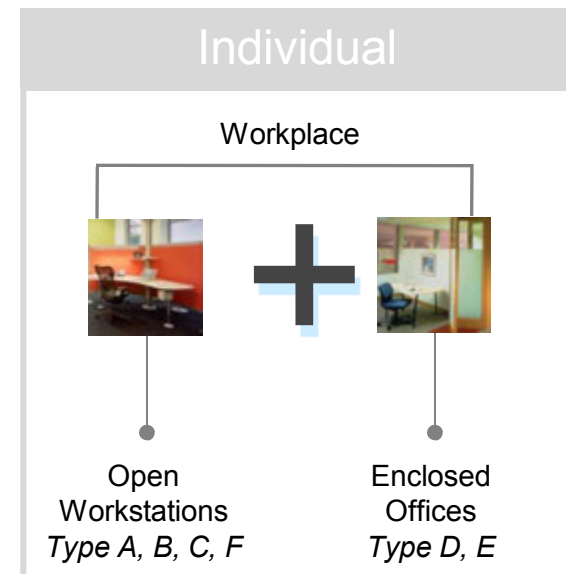
Asset Type and Persons Served

Note: Shared spaces may be allocated by both population and asset type method depending on place type. Refer to space allocation guidelines for specifics.

Individual space is accommodated in one of six space types:
Type A, B, C, D, E and F.

Individual space allocation is a two-step process.

1. Determination of the number of individual seats required based on personnel and sharing opportunities where applicable.
2. Allocation of space type. This is done by the following:
 - All non-executive staff are assigned to space types A, B, C or F. Each project should have a mix of individual space types that utilizes the “neighborhood” concept and maximizes efficient use of space. However, exact numbers should be determined by a group of executives and project designers based upon organization requirements and unique building constraints. In no situation should one of the space types be abandoned entirely.
 - All “senior level” staff may sit in Type C, D, or E space. The configuration of this space is determined by the director and project designer.
 - Space type E includes both a private office and a small, attached conference area used for private meetings. This conferencing space is included in the allocation of individual space, though it may be utilized by other staff.

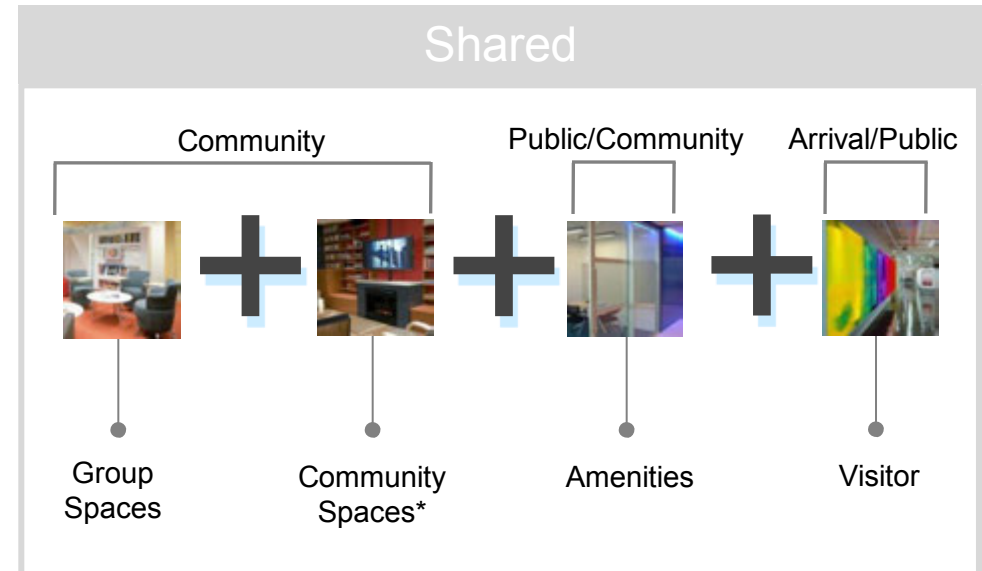


Shared Space Allocation

Shared space is allocated based on population size, asset type, and group-wide needs.

The following pages document benchmark data that will assist in the allocation of shared space by population size and asset type.

- **Group:** unique collaboration and teaming space built specifically for the work practices and work functions of the occupying agency or department; may be personalized by the occupying business unit and is not subject to reservations.
- **Community:** promotes an atmosphere for collaboration and group discussions; shared among all employees and may be available for reservations. Provides resource and group work settings of varying sizes. Community also includes Core, which supports the work and operations in the space.
- **Amenity:** services that support a facility or campus. Often optional services.
- **Visitor:** This also includes front-of-house space where visitor interaction occurs and public areas throughout the space.



**Community Spaces include Core Spaces.*

Group Space



			ADMINISTRATIVE OFFICE				Comments
Space Name	NSF/Unit	Ratio	Small (30 and fewer)	Medium (31 to 60)	Large (61 to 100)	Central Office (100 or greater)	
Project Room	400	As needed	0	0	0	0	As needed
Focus Room	48	1 per 20 persons	1 to 2	2 to 3	4	2 per 20 persons	
Quiet Room	120	1 per 40 persons	0	1	2	1 per 40 persons	
Multi-Use Room: Small	120	varies	2	3	1 per 30 persons	2 per 30 persons	
Multi-Use Room: Medium	180	1 per 60 persons	0	1	1 per 60 persons	2 per 60 persons	
Multi-Use Room: Large	240	1 per 100 persons	0	1	1 per 100 persons	2 per 100 persons	
Multi-Use Room: Board	600	varies	0	0	0	1	As needed
Options							
Team Storage	varies	varies	varies	varies	varies	varies	As needed
Departmental Library/Resource Area	varies	varies	varies	varies	varies	varies	As needed

Room resources and ratios are provided as a guide for functions, financial viability and regional requirements.

For detailed space descriptions, see Section 2.0 Space Types



ADMINISTRATIVE OFFICE							
Space Name	NSF/Unit	Ratio	Small (30 and fewer)	Medium (31 to 60)	Large (61 to 100)	Central Office (100 or greater)	Comments
Mult-Purpose Break Area	10 SF per person	1 per 40 persons	0	1	1 per 40 persons	1 per 40 persons	As needed per agency requirements
Kitchenette	350	1 per 30 persons	1	2	1 per 40 persons	1 per 40 persons	As needed per agency requirements
Copy Area	40-60	1 per 50 persons	1	2	1 per 50 persons	2 per 50 persons	40 sf copy area is open; 60 sf is enclosed
Copy Room	120	1 per 60 persons	0	0	1 per 60 persons	1 per 60 persons	
Open Locker Area	3	varies	varies	varies	varies	varies	Per person
Mail Stop	40	1 per floor	NA	NA	NA	NA	Included in rentable/core space
Equipment Room	varies	1 per 40 persons	1	1	1 per 40 persons	2 per 40 persons	Size determined by program
File Area	varies	varies	0	0	0	0	Size determined by program and group functions
File Room	varies	varies	0	0	0	0	Size determined by program and group functions
Store Room	120	varies	0	0	0	1	
Janitorial Closet	varies	NA	NA	NA	NA	NA	Size determined by project or building
Electrical Room	varies	NA	NA	NA	NA	NA	Size determined by project or building
IDF Closet (LAN)	100	1 per 75 persons	0	0	1 per 75 persons	2 per 75 persons	Coordinate with OCTO for specific requirements
MDF Closet (LAN)	varies	1 per building	0	0	1	1	Coordinate with OCTO for specific requirements
Team Bulletin Area	40	NA	1	2	1 per 30 persons	2 per 30 persons	Size determined by project or building
Options							
Living Room	400	varies	varies	varies	varies	varies	As needed
Informal Break-out Space	varies	varies	varies	varies	varies	varies	As needed
Videoconference Room	varies	varies	varies	varies	varies	varies	As needed
Security Station	varies	varies	varies	varies	varies	varies	As needed
Reprographics	varies	varies	varies	varies	varies	varies	As needed

Space sizes and ratios are provided for informational purposes only. Findings based on type of operations, functions, financial viability and regional requirements.

For detailed space descriptions, see Section 2.0.



ADMINISTRATIVE OFFICE							Comments
Space Name	NSF/Unit	Ratio	Small (30 and fewer)	Medium (31 to 60)	Large (61 to 100)	Central Office (100 or greater)	
Training Room	1,200	1 per 100 persons	0	0	0	1	As needed
Privacy Room	120	varies	0	0	0	0	As needed
Options							
Fitness Center	varies	varies	varies	varies	varies	varies	As needed
Media Room	varies	varies	varies	varies	varies	varies	As needed
ATM	varies	varies	varies	varies	varies	varies	As needed
Cafeteria	varies	varies	varies	varies	varies	varies	As needed
Vending Machine	varies	varies	varies	varies	varies	varies	As needed

Close These sizes and ratios are provided as a unique findings based on type of operations, functions, financial viability and regional requirements.

For detailed space descriptions, see Section 2.0 Space Types

Visitor Space



			ADMINISTRATIVE OFFICE				Comments
Space Name	NSF/Unit	Ratio	Small (30 and fewer)	Medium (31 to 60)	Large (61 to 100)	Central Office (100 or greater)	
Lobby/Reception	480	1 per space	0	1	1	2	May be included in rentable/core space
Waiting Area	varies	varies	varies	varies	varies	varies	Size determined by program
Coat Room	24	1 per 40 persons	1	1	1 per 40 persons	2 per 40 persons	
Options							
Touchdown Spaces	9 - 24	varies	varies	varies	varies	varies	As needed
Intake Counter	varies	varies	varies	varies	varies	varies	As needed

Note: These sizes and ratios are provided as a guide only. They are based on type of operations, functions, financial viability and regional requirements.

For detailed space descriptions, see Section 2.0.

AREA DEFINITIONS

NET AREA [NSF]

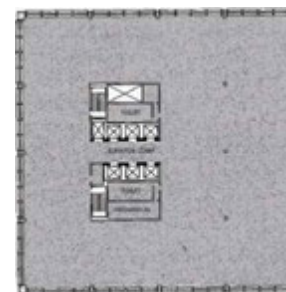
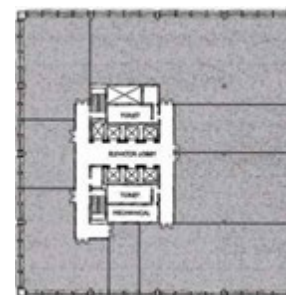
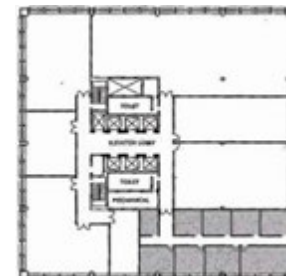
Net (Assignable) Area is the area required to accommodate a function, equipment, an occupant or an occupant group. Net area includes interior walls, building columns and projections. Net area excludes exterior walls, major vertical penetrations, building core and service areas, primary circulation and secondary circulation.

USABLE AREA [USF]

Usable Area is the floor area of a building assigned to occupant groups or available for assignment. Usable area includes net area of interior walls, building columns and projections, and secondary circulation. Usable area excludes exterior walls, major vertical penetrations, primary circulation and building service areas.

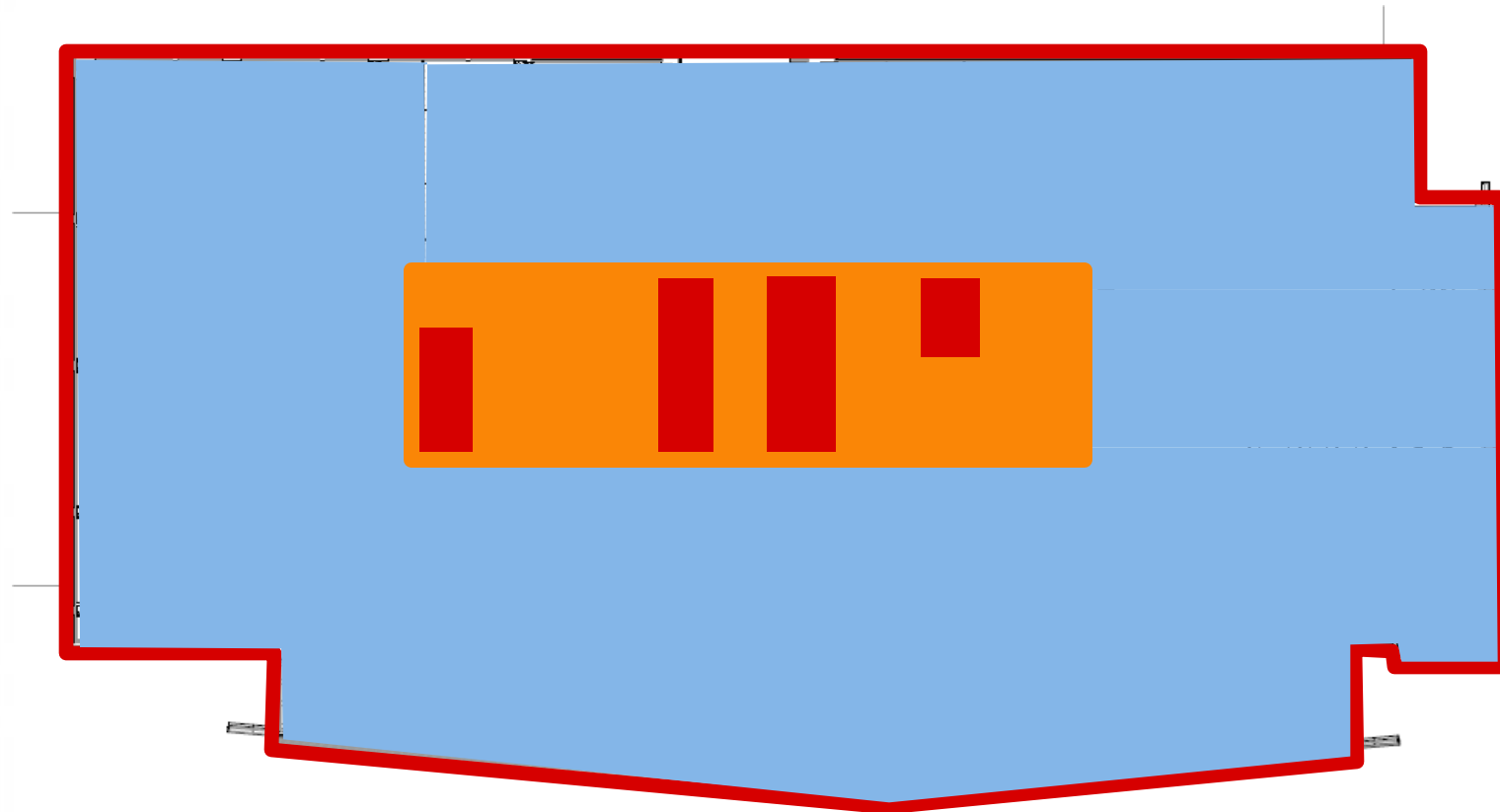
RENTABLE AREA [RSF]

Rentable Area is the floor area of a building that is available for assignment to a tenant as a basis for calculating rent. This area provides a consistent basis of comparison with other buildings whether leased or owner occupied. Rentable area includes the useable area, building core and service areas, and primary circulation. It excludes major vertical floor penetrations, such as elevator shafts and stairs.



Prototypical Allocation

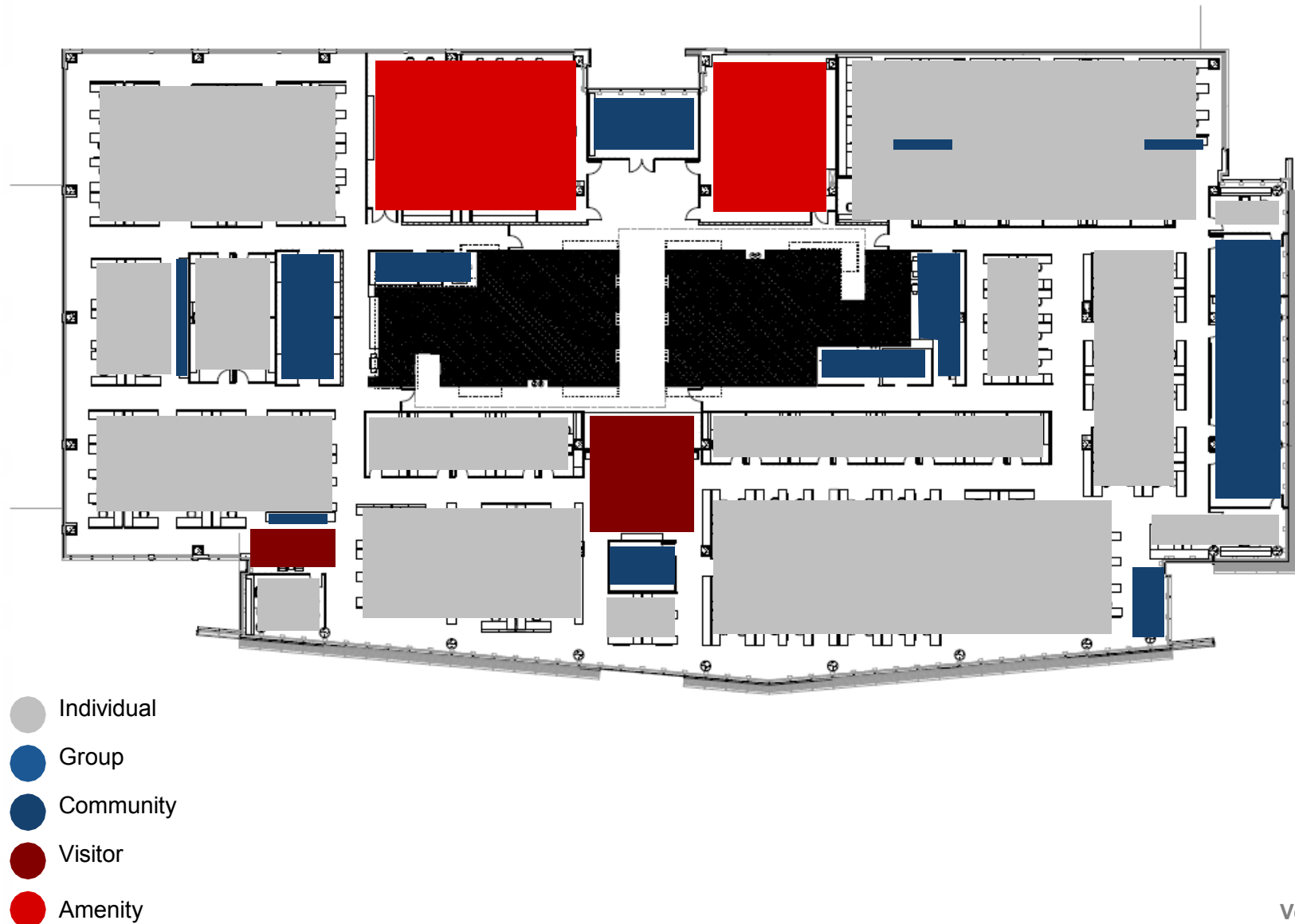
Differences in room sizes, occupancy levels, circulation requirements, and special mechanical requirements lead to different overall building efficiency. Regional differences in construction can also lead to differences in building efficiency. The example below demonstrates USF, RSF and GSF. Please note that an efficient building should have a R/U ratio of 1.125:1 or lower (12.5% loss factor between RSF and USF).



- Usable Square Feet
- Rentable Square Feet (add to USF)
- Gross Square Feet (add to RSF)

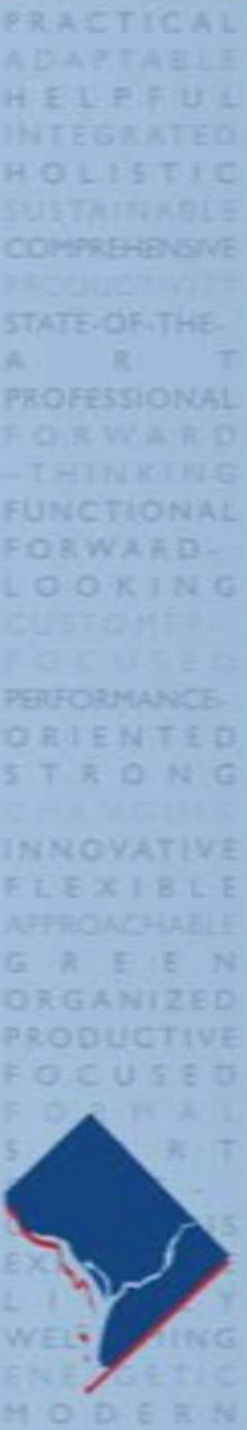
Prototypical Allocation

The diagram below shows an example of how shared and assigned space may be allocated within a floor plan.



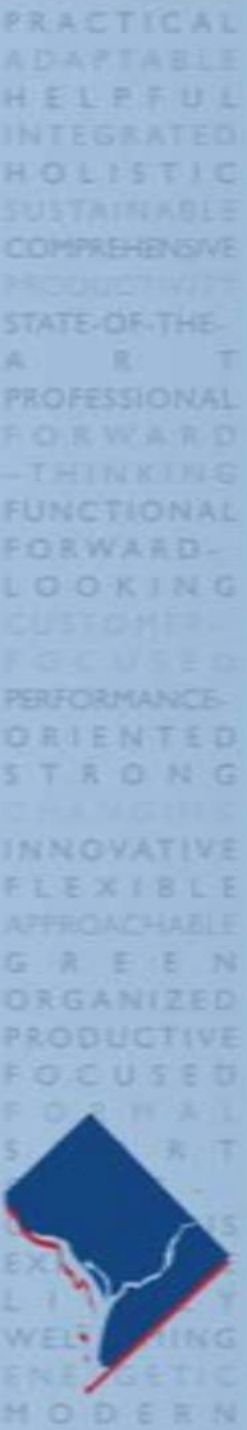
Section 4: Zoning and Planning Principles

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Why Plan?	4.3
Key Planning Principles	4.4
Urban Planning Principles	4.8
Putting it Together	4.11
Building Considerations	4.17
Planning Example	4.21



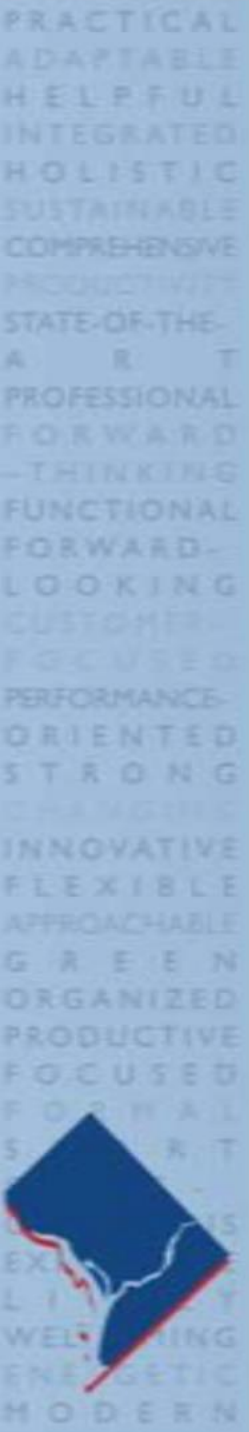
Purpose

- To facilitate development of the design approach and concepts to agencies planning to use the District Workplace Design Guidelines.
- To provide structure and consistency to the planning process that will ultimately benefit agencies who use the Guidelines.
- To encourage appropriate space utilization by designing elements that can be repeated throughout all District workplaces.
- To provide planning principles and guidelines for master planning space and assembling space types into coherent, vibrant workplaces.
- To demonstrate high-level concepts that are addressed early on in the design of District Workplace Design Guidelines.
- To provide an overview of planning goals, principles, and approach for master planning for District workplaces so it is functional, flexible, and meets the variety of needs of its occupants.



Planning goals have been established to help in the master planning of District workplaces. These principles help achieve the following goals:

- Maintain consistency across District's portfolio
District employees are comfortable and productive within all District premises, whether they are in their assigned location or visiting partner agencies.
- Provide a flexible, modular and adaptable workplace that can accommodate change
District agencies can self-control their work environment in response to some changes in business process with minimal cost, disruption or intervention from the facilities team.
- Help minimize costs to accommodate future moves and renovation
Work anywhere employees never have to be formally moved again – they simply carry their laptop and phone to their new District workplaces.
- Make it easier to move people or reconfigure space with minimal disruption
Unassigned seating eliminates the need for multiple moves when implementing a reorganization or building restack.
- Provide people with access and proximity to resources they need
Work anywhere employees may locate themselves in close proximity to people, equipment or other resources that they may need on a temporary or long term basis.
- Create a workplace that is easy to navigate through the use of architectural landmarks and clear, coherent wayfinding.
District employees easily find people and resources within all District premises, whether they are based in an assigned location or visiting partner agencies.



The District Workplace Design Guidelines integrate several key master planning principles:

- Modular, flexible and adaptable workplace
- Workplace organized through zoning and circulation
- Workplace organized around the building core
- Workplaces that respond to existing building opportunities and constraints



Planning Dos and Don'ts

DO	DON'T
Provide the Best Space for the Most People	
Zone group activity areas next to the window walls	Commit perimeter window wall space to private offices
Provide energetic, inspiring atmosphere for community and amenity areas	Place open work settings in 'deep floor' space with limited access to views and natural light
Consider convenience of location when locating large group assembly spaces (for instance, ground floor, near services)	Assign all enclosed space to individuals, prohibiting the use of that resource by others
Preserve out of the way, 'protected' areas for groups that need a sense of security	Utilize group space for individual or team storage or assignment
Provide Clear Organization of Space	
Use color and signage to organize space clearly and concisely	Block main circulation ways with unnecessary architectural or furniture impediments
Leverage branding guidelines to enliven space and act as a location-assisting device	'Hide' or place critical group services or resources in hard to find, non-central locations
Respect the zones defined for a floor to ensure a clarity of organization	Allow zones to be compromised with non-allocated uses
Acknowledge Local Content	
Embrace local customs and cultural norms, allowing them to be visible and meaningful to a facility	Revert to overly rigid 'standards' that seek to homogenize without respect to specific location.
Use Resources Prudently	
Prioritize project expenditures to focus on high-impact areas that receive the most use by visitors and employees	Forget critical support areas that are key to the operation of a facility (for instance, janitorial spaces)
Ensure that employees participate in space decisions	Overspend on front-of-house visitor areas in facilities where that does not contribute to key goals



Modular, Flexible and Adaptable Workplace

- Plan workplaces that are flexible, adaptable, modular and reconfigurable, and that easily respond to change
- In multi-story buildings, maintain consistency of floor organization from floor to floor
- Use consistent, modular systems and components
- Minimize customization and unique requirements where feasible
- Provide spaces that can serve multiple uses and multiple users
- Use modules that can “morph” over time as needs change

Organize the Workplace through Zoning and Circulation

- Consider how space needs to be organized around fixed and flexible elements
- Organize individual workspaces into work neighborhoods to accommodate quiet, concentrative work while organizing adjacent community spaces into “activity centers” to encourage collaboration and community. Separate the more quiet neighborhoods from noisier “activity centers” of support places with circulation paths.
- Maximize access/proximity to daylight and views by minimizing enclosed spaces along the building exterior.
- Maximize access/proximity to support space, storage and equipment
- Develop logical planning systems that consider the location and distribution of infrastructure
 - Structure
 - Power
 - Lighting
 - Cabling and data
 - HVAC
- Map out infrastructure, zoning, circulation, and flexible areas to best accommodate changing business/work processes.

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Creative Reuse and Multi-Purpose space

Seek opportunities to creatively reuse/repurpose existing materials. Also look for opportunities to create areas that serve multiple purposes.



Make work surfaces multi-purpose like this bookshelf/table/marker board island



Use fabric from old furniture pieces (such as workstation panels) to make cushion tops for low filing cabinets



Urban Planning Metaphor

The District Workplace Design Guidelines patterns interior spaces after planning philosophies that Washington, DC was built upon. This model includes:

- Establishing key circulation patterns
- Organizing individual workspaces into neighborhoods to accommodate quiet, concentrative work
- Locating “activity centers” to encourage collaboration and community adjacent to workspaces
- Utilizing circulation routes to separate quiet neighborhoods from noisier “activity centers”, support spaces and other intersections within the space



Washington, DC

Land Area: 68.3 square miles

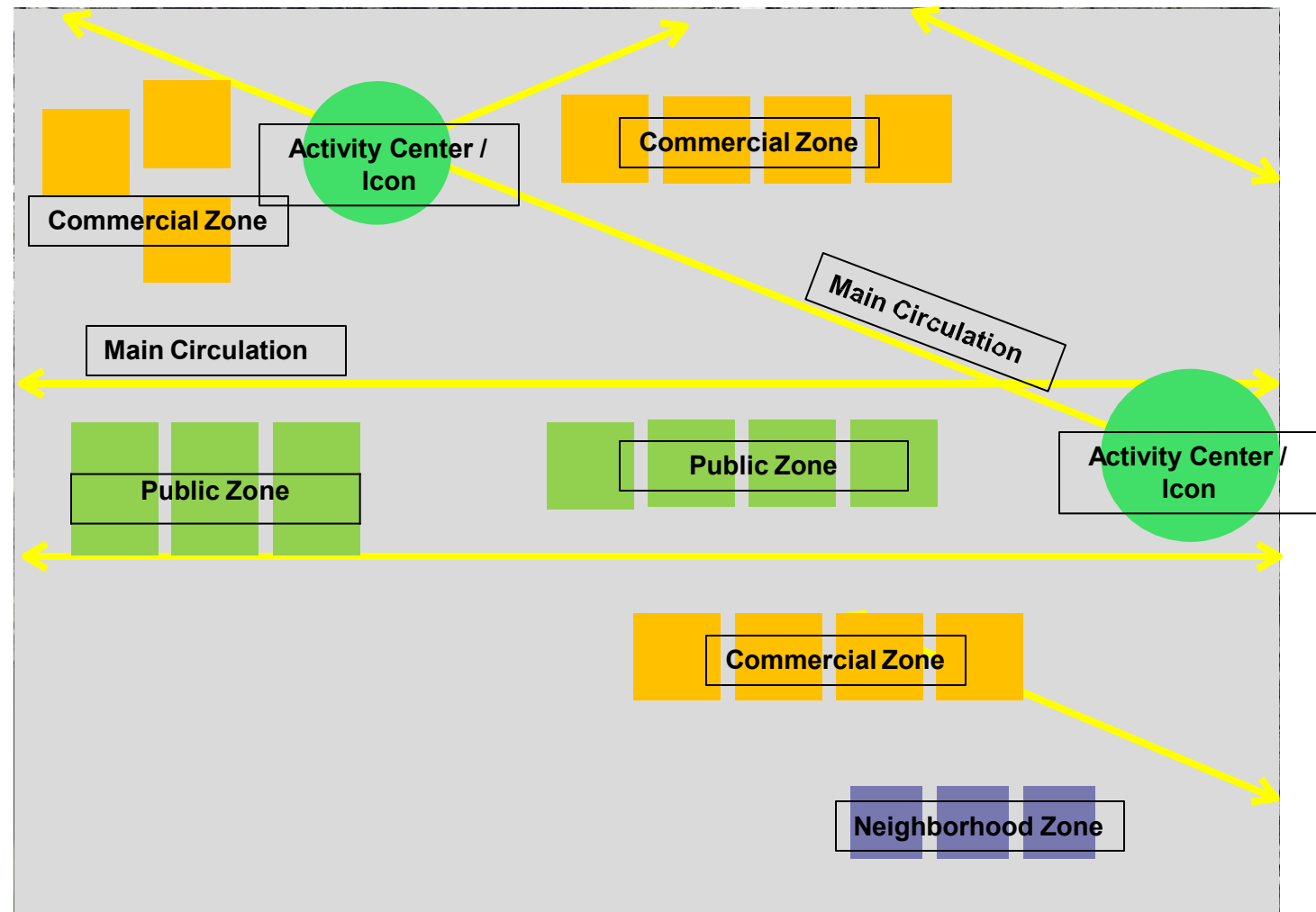
Population: 588,000

Urban Planning Metaphor

Washington, DC

Land Area: 68.3 square miles

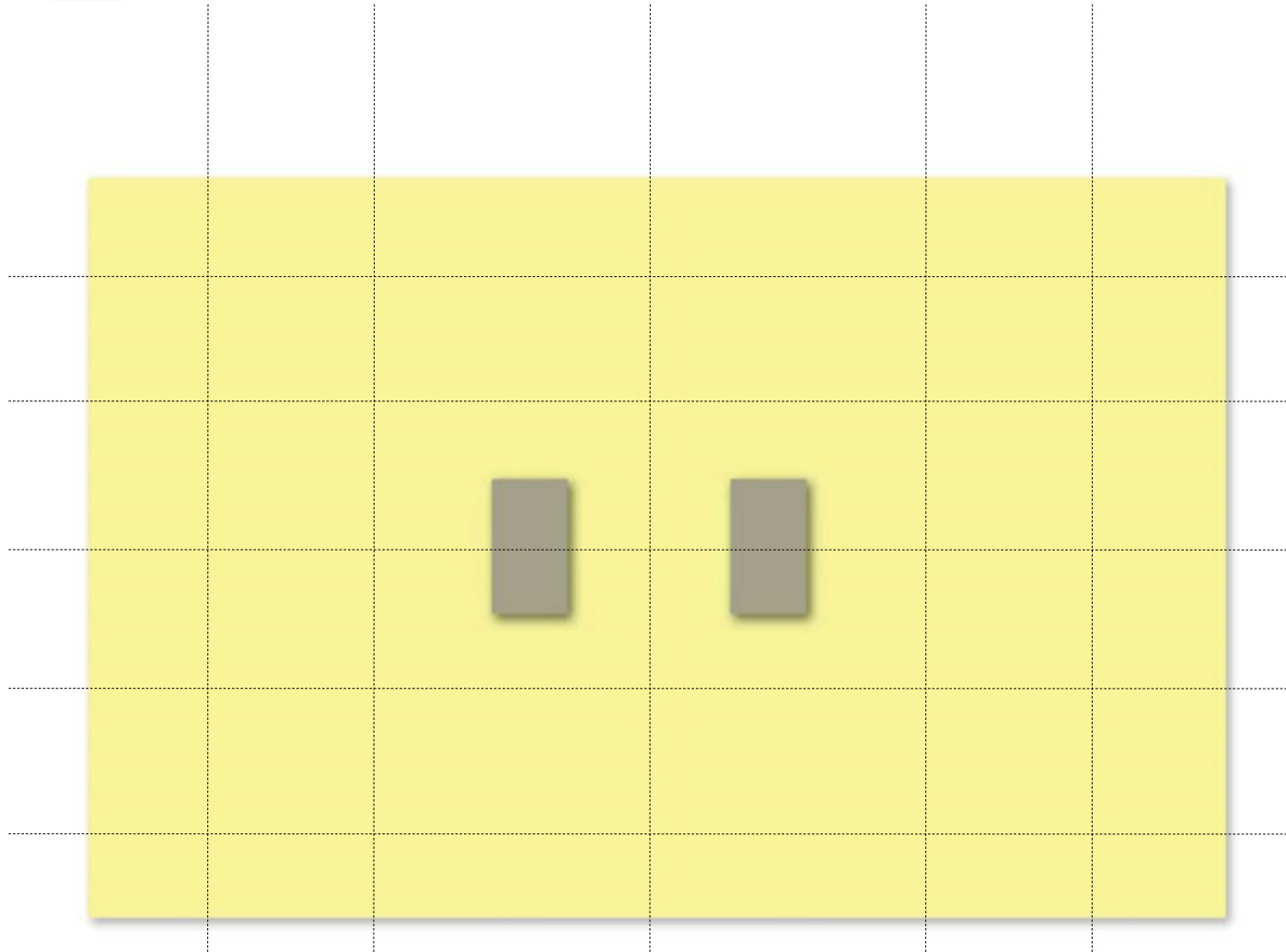
Population: 588,000



LAYERING THE MASTER PLAN



Start by understanding and locating fixed elements such as the building core and structural grid



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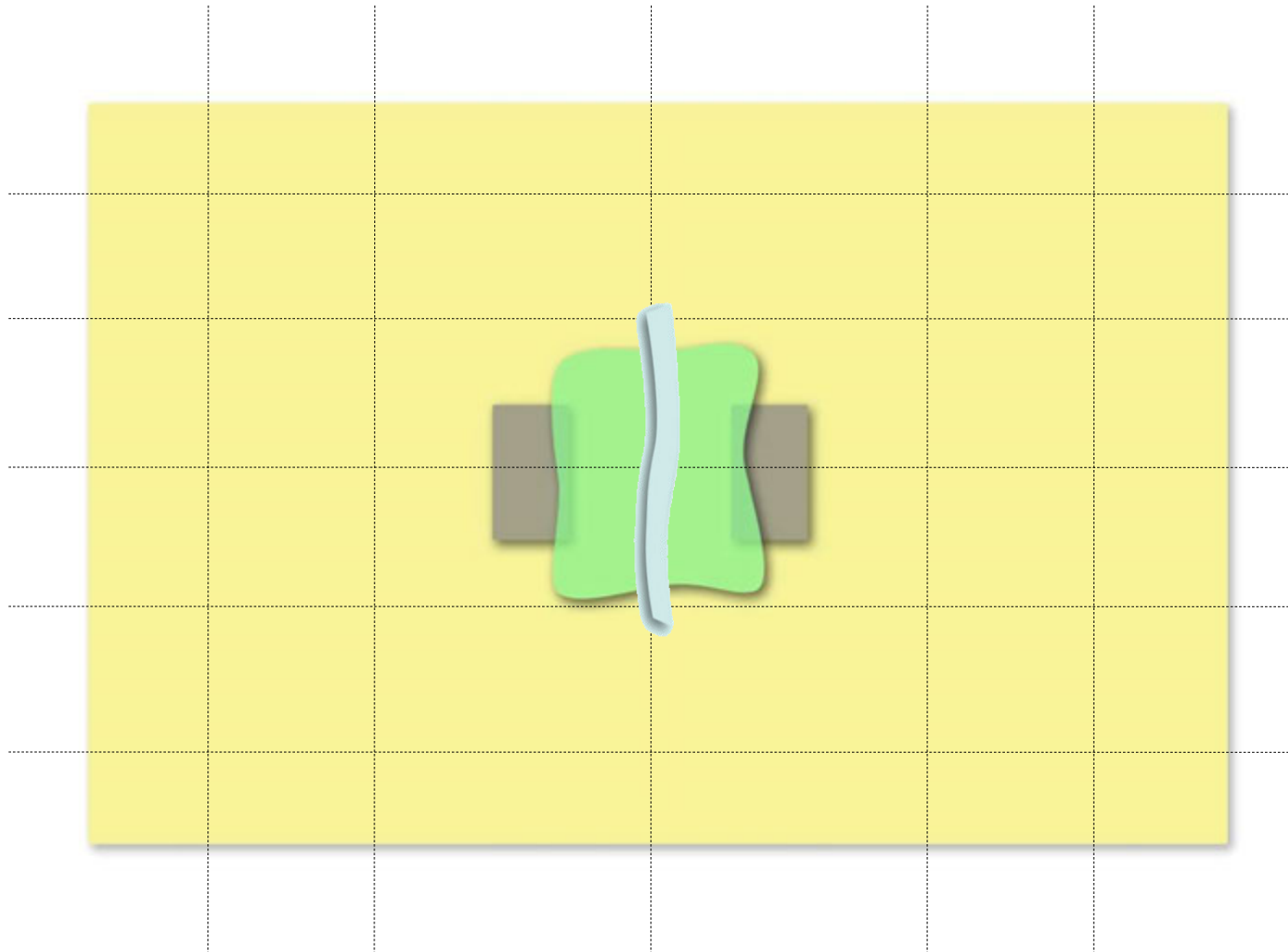
LAYERING THE MASTER PLAN



Identify a location for the
“city center” – much like a
cross-roads or plaza



Identify “main street”

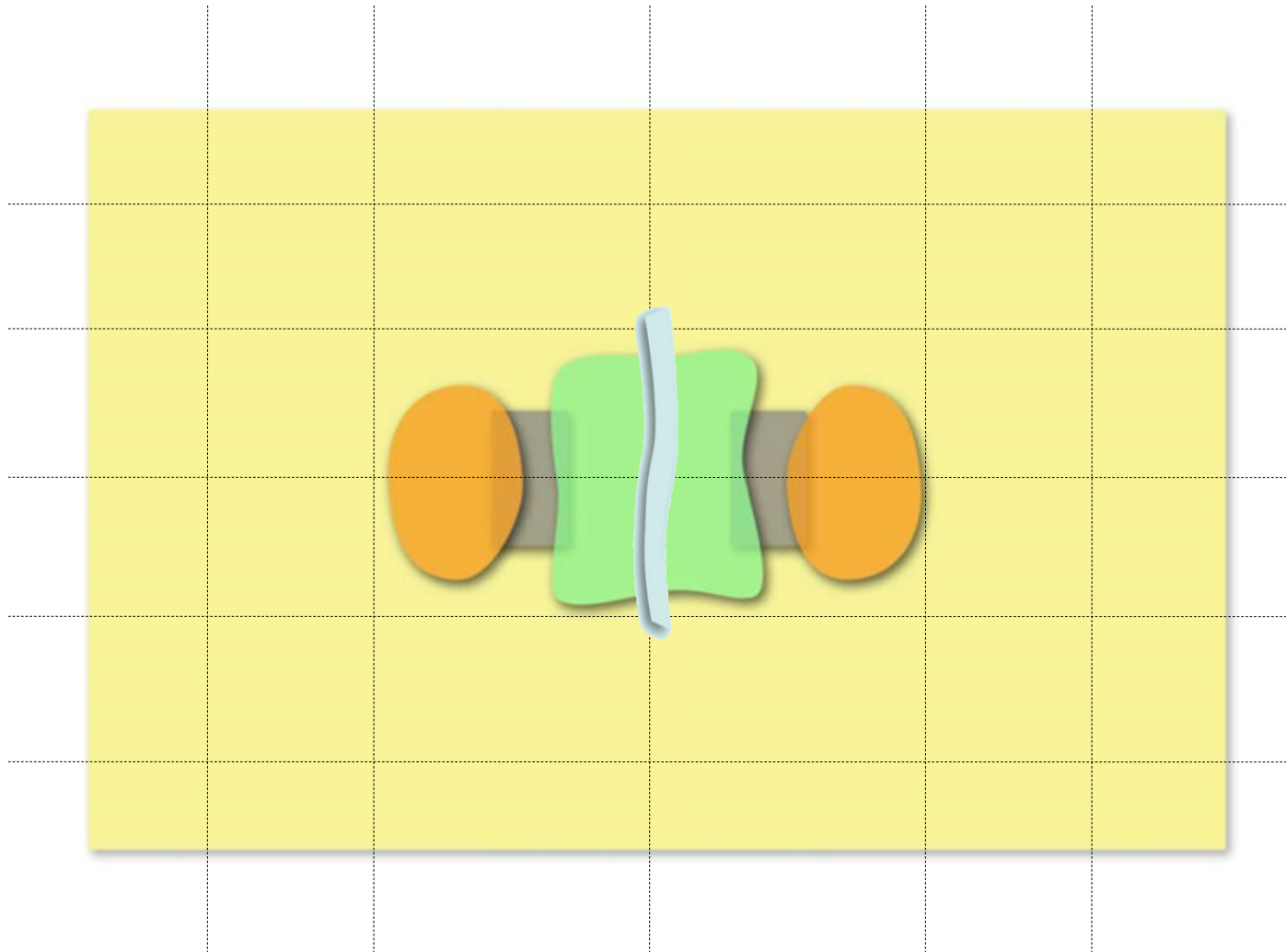


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LAYERING THE MASTER PLAN



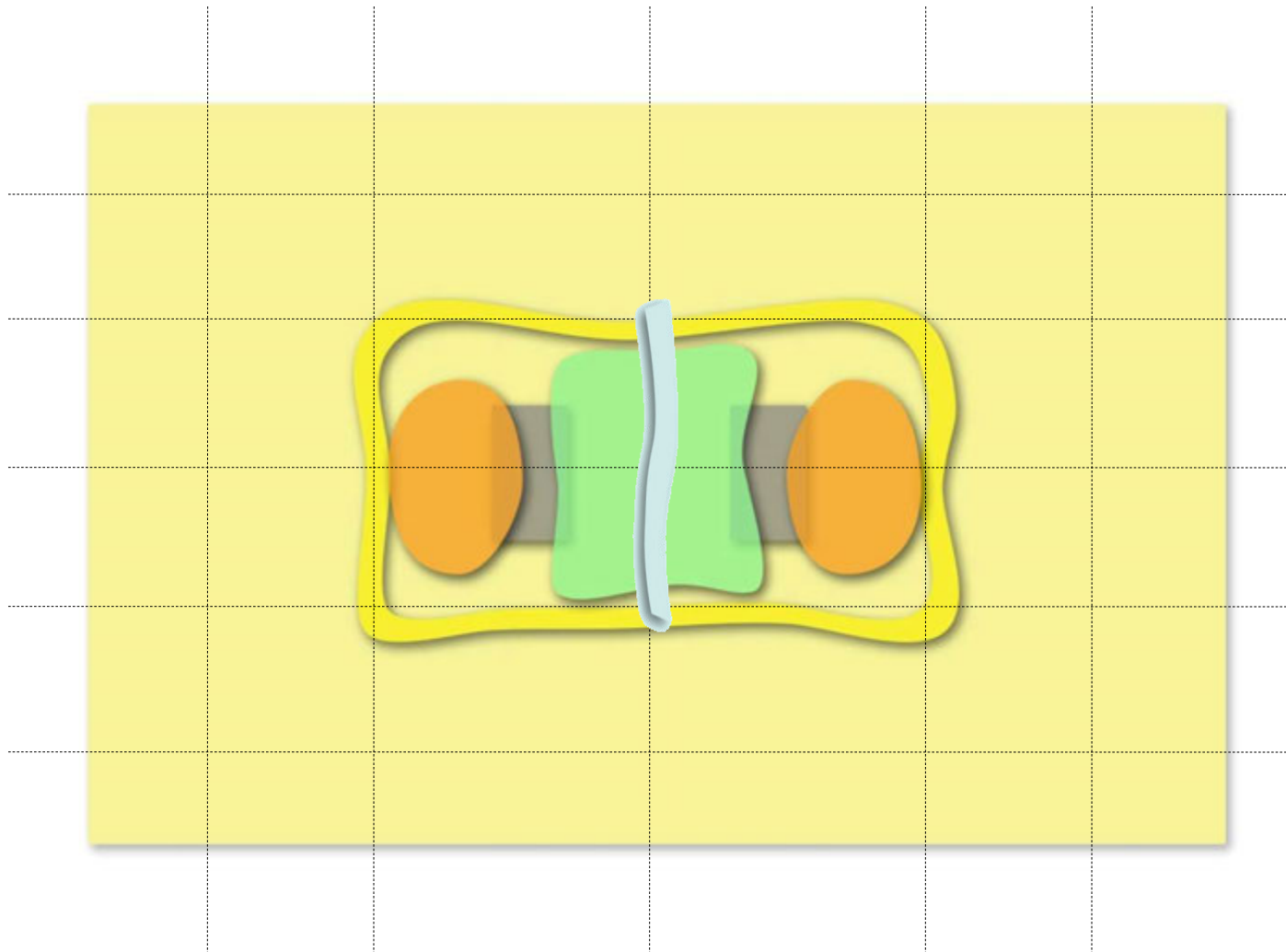
**Add in meeting and support areas
to create activity centers around
the main city center**



LAYERING THE MASTER PLAN



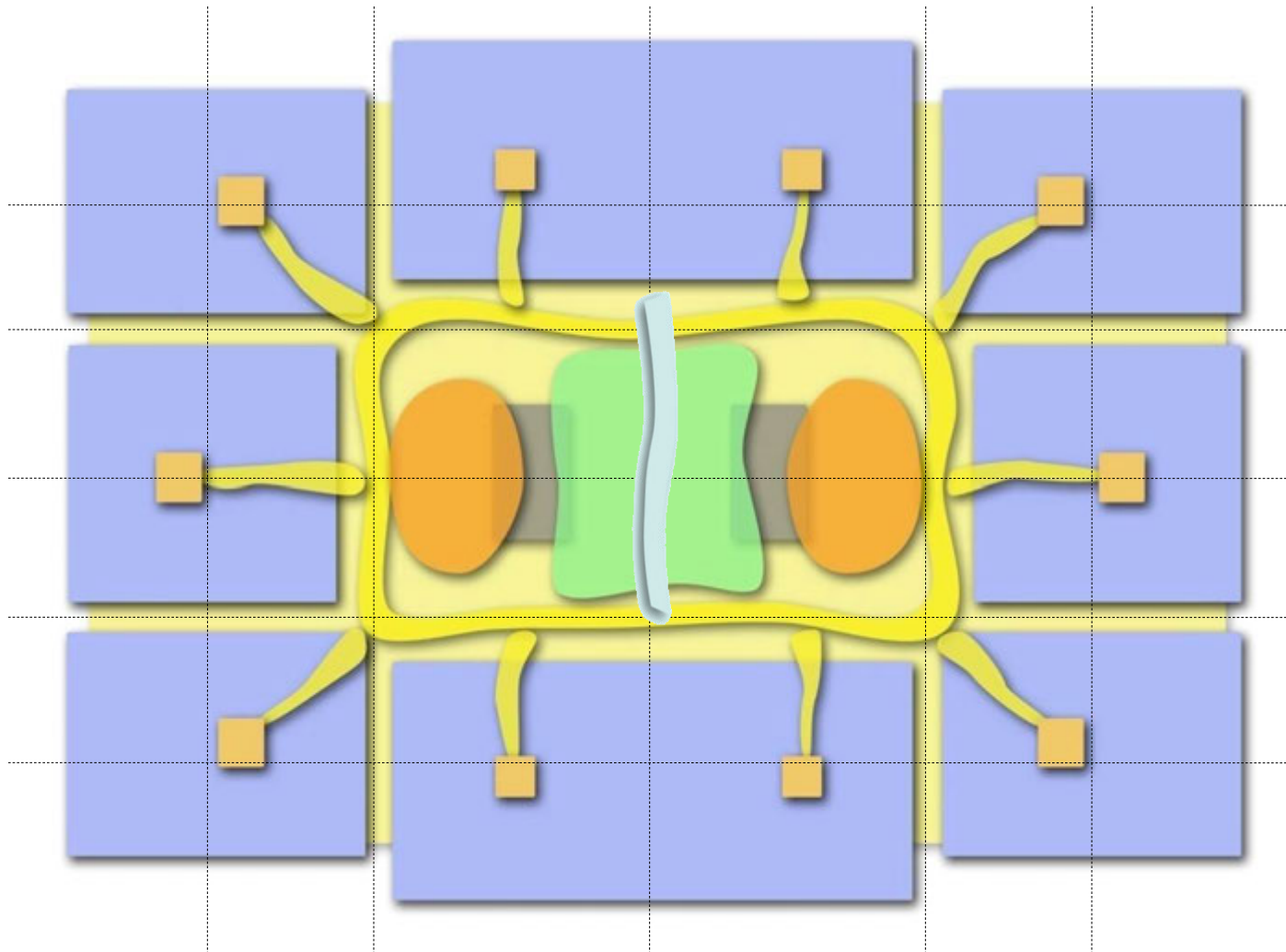
Identify the main circulation paths that will connect space types and provide ease of navigation



LAYERING THE MASTER PLAN

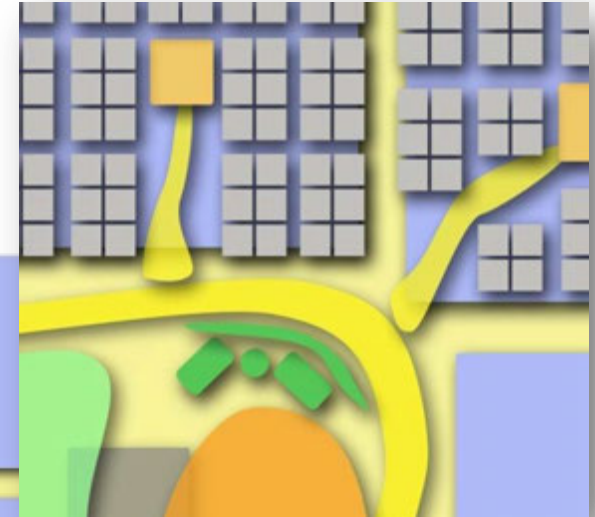
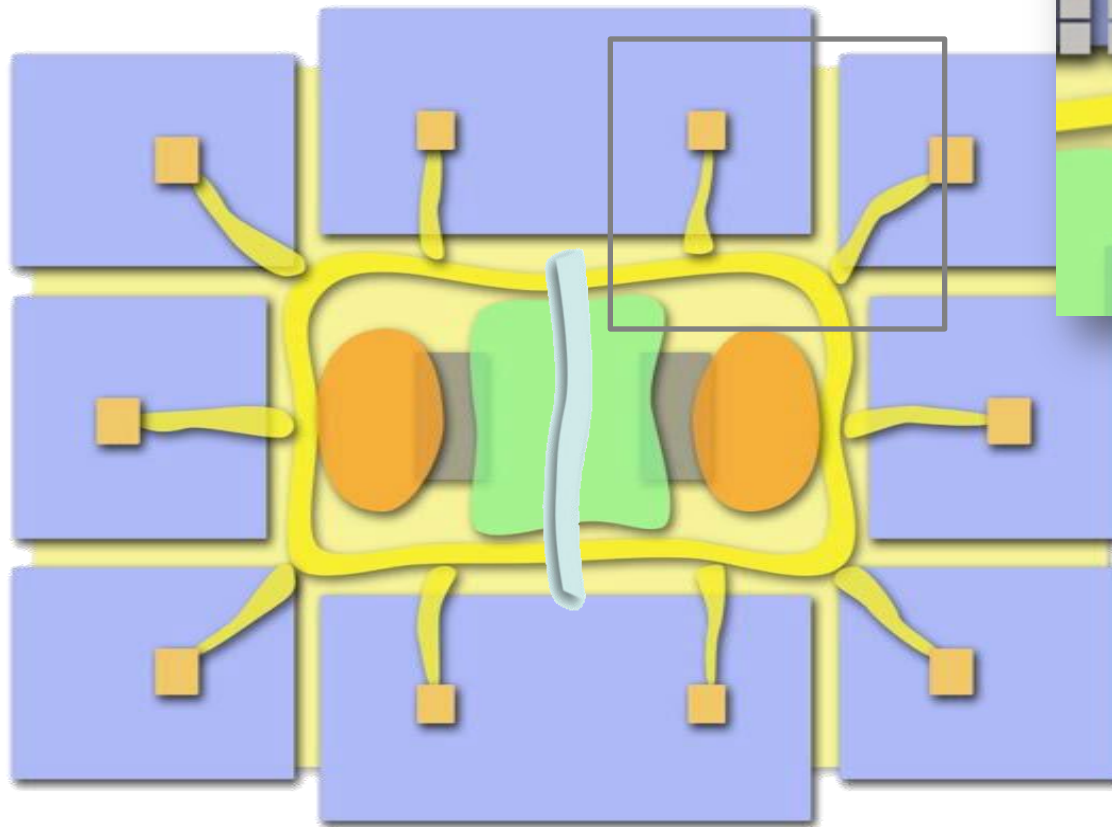


Create neighborhood zones with local collaboration spaces



LAYERING THE MASTER PLAN

Develop neighborhoods with easy access to circulation, collaboration spaces and floor support spaces



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Understand Existing Building Constraints and Opportunities

Once a building has been identified, it will be necessary to conduct an analysis of the existing floor plate to understand the constraints and opportunities that will have an impact on master planning. Things to consider include:

- Location of core and fixed elements
- Core to exterior building depth
- Floor plate shape and proportions
- Structural grid and other fixed infrastructure elements
- Unique building attributes

Understand Existing Building Usage and Location

It may sometimes be necessary to study the building location optimization factors or direct observation information among current and intended occupants of the new location. Things to consider include:

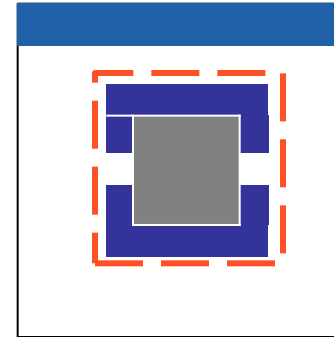
- Proximity to client or partner agencies
- Ease of access to major artery roads or public transportation
- Need for multiple locations versus a consolidated location within the District
- Openness to adapt to change

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Central Building Core

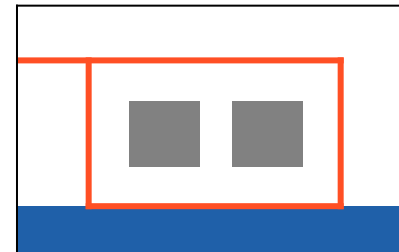
Circulation around the central and built core to form a "Main Street" Ring.



Central Building Core

Split Building Core

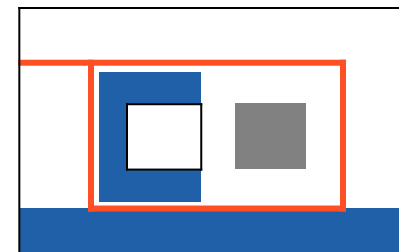
Similar to central building core, but with the opportunity to create a central support space easily accessed by all occupants.







Split Core

Atria: Off-Center Core

Similar to central and split building core, but floorplate allows access to natural light with the addition of atrium or light well.

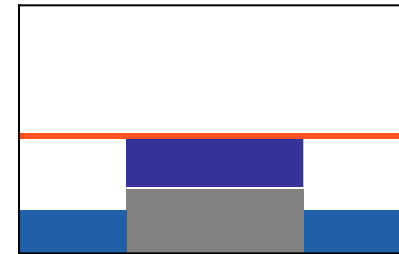


Atria: Off-Center Core

-  Building Core
-  Enclosed Space/Built Zone
-  Additional Enclosed Space if Required
-  Primary Circulation

Perimeter Building Core, Type 1

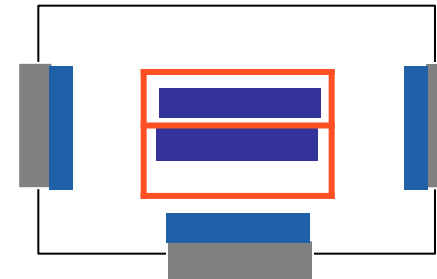
Plan the primary circulation to run the length of the grid line of the extent of the core wall.



Perimeter Building Core, Type 1

Perimeter Building Core, Type 2

Create a central function block on the central building axis and master plan a central circulation spine and/or ring road around.

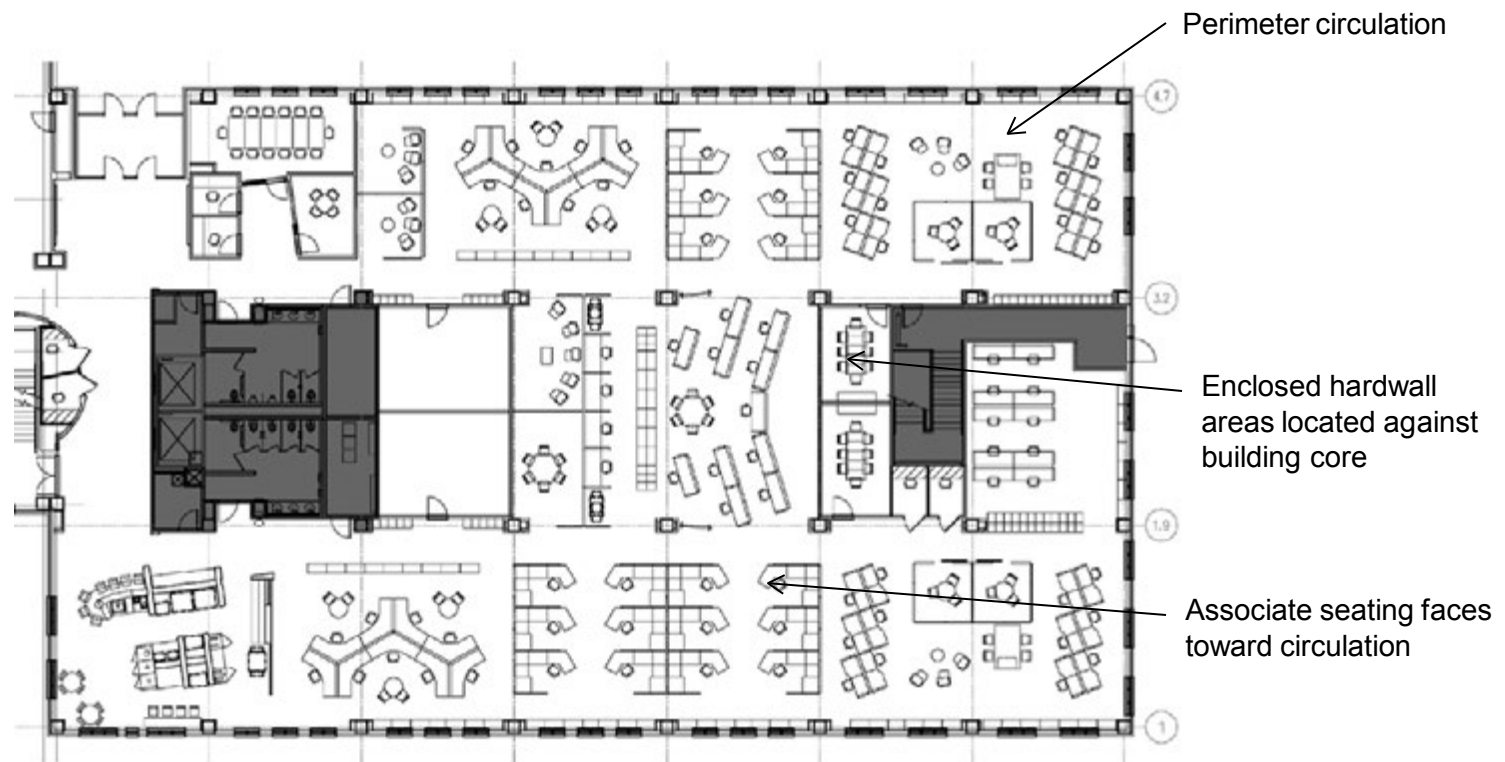


Perimeter Building Core, Type 2

- Building Core
- Enclosed Space/Built Zone
- Additional Enclosed Space if Required
- Primary Circulation

Planning Unit

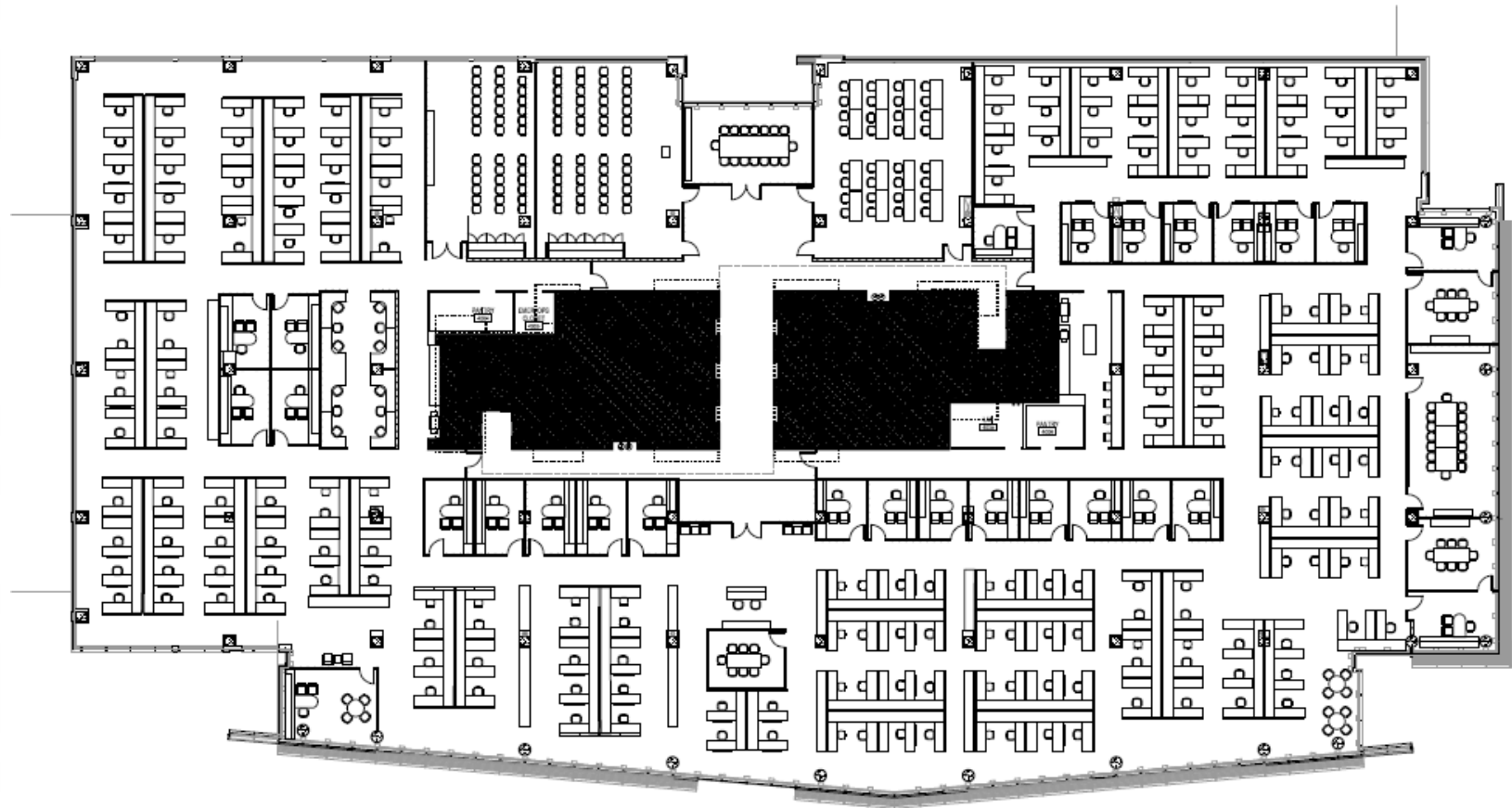
- Maintain open circulation path around perimeter
- Locate filing cabinets along end panel of workstation clusters
- Allowances to be made for additional printer/fax machines to be located above low filing cabinets. Power and data provisions to be made on end panel.
- Employees should not sit with their backs to backs to primary circulation or entry/exit point.
- Private offices and other hardwall construction should not be located along curtain wall window. All enclosed spaces should be located against the central building core or against solid wall with no window penetrations. Only locate on a solid, window-less perimeter wall when core locations are limited or do not exist.



Planning Example

Government of the District of Columbia

DEPARTMENT OF GENERAL SERVICES



Waterfront

Space Standards Layout

Density: 160 usf/person

Target Density: 240 usf/person

Workstations: 191

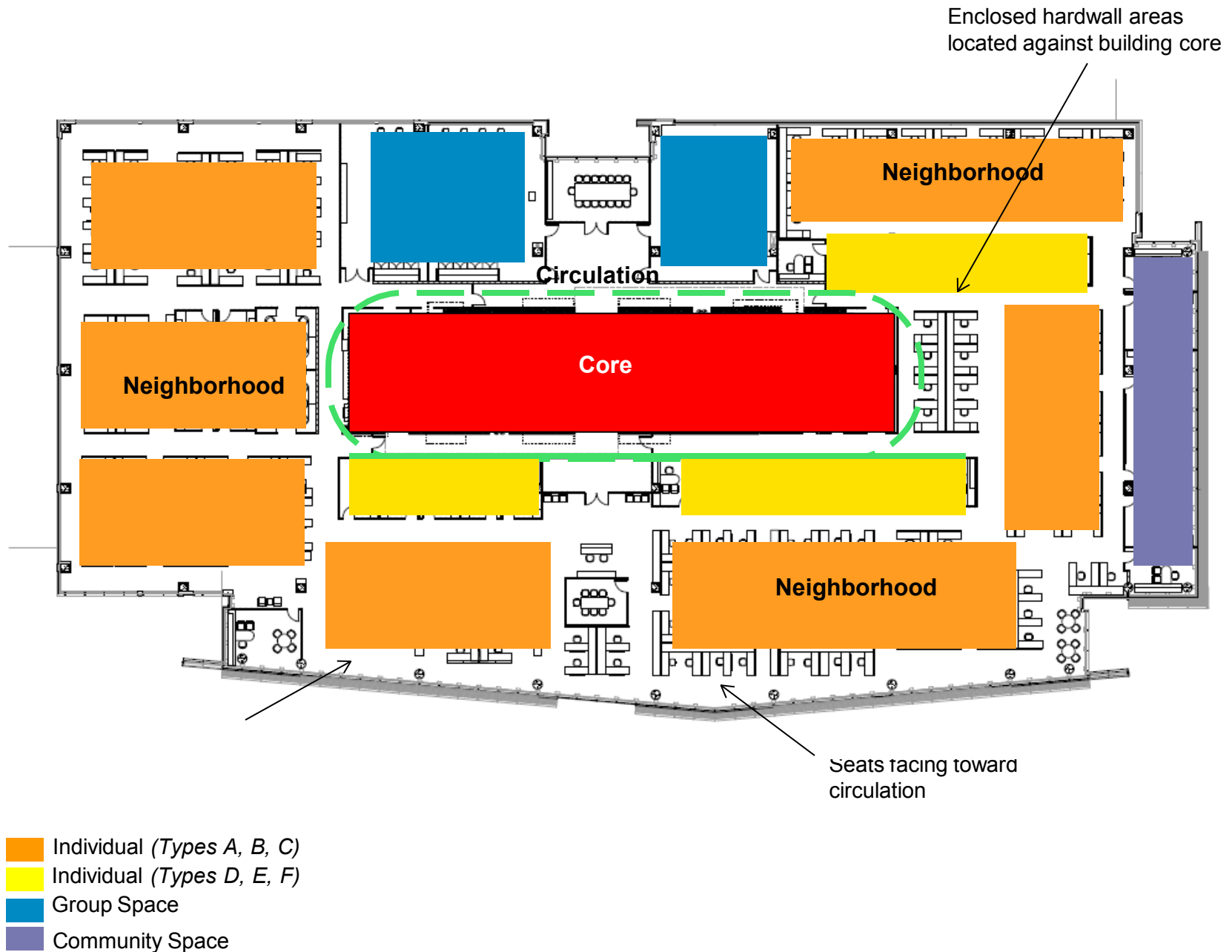
Offices: 26

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Version 1.1

1 October 2009

Planning Example



Section 5: Branding

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Wayfinding and Graphics	5.14

Purpose

- Illustrate how the District's brand and image is articulated in the workplace through wayfinding and signage in order to enhance the employee and visitor experience.
- Provide examples of how the use of architectural elements, color, lighting, zoning, circulation and signage not only differentiates space and eases orientation, but also reinforces the District's brand.

Suggested Uses

- Utilize during planning for making design, furniture and finish decisions.
- Learn how to create space that supports the District's brand and image.



District Brand Attributes

For District workspace, the following brand attributes have been identified. Descriptors were chosen by the Department of General Services Services to help define desired and undesired aspects of District workspace. The larger and bolder the word, the more times it was selected by the stakeholders.

Desired Attributes

innovative helpful integrated flexible **cost-conscious** holistic practical
productivity comprehensive functional formal productive **state-of-the-art** smart strong
customer-focused **professional** approachable **forward-looking** green organized
performance-oriented focused experience forward-thinking sustainable adaptable

Undesired Attributes

cheap stately sparse open-ended edgy evocative cultural traditional **institutional** frugal
hierarchical **mysterious** contemporary modest informal wow **subdued** simple bleeding-edge
understated inspired intuitive regionally-influenced **historical** neighborly **exacting** buttoned-up retreat

Employee and Visitor Experience

Government of the District of Columbia

DEPARTMENT OF GENERAL SERVICES

Understanding employee and visitor experience provides planners, project managers and design consultants with a process for ensuring that the places they design support the District brand and image, as well as are seamless and consistent across sites. This section includes specific ways to physically articulate the brand and create a unique “scripted experience” for each employee and customer when they are in any District facility. Of course, the District is committed to ensuring that its facilities will be designed to ensure that the programs, services, benefits, activities and facilities operated or funded by the District of Columbia are fully accessible to, and useable by people with disabilities.



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Employee and Visitor Experience	Examples
Arrival	
Arrival/Greeting	Logos and signage, images, clear view of reception
Interior Wayfinding	Plans, directional signage, site map
Hospitality Signals	Wireless access, touchdown places, soft seating, welcome sign
Information Portals	Flat screen monitors, posted signs
Public Areas	
Vision Visible	Vision statement, branding imagery
Mission Visible	Agency mission statement, images illustrating mission
World and Local News	District, national and/or world news ticker, television monitors
Community Spaces	
Industry and City Awards	Design awards, city-wide development awards
Charitable Displays	Recent donations, strategic partnerships, community development
Extracurricular Teaming	Charitable activities, intramural teams
Community Interaction	Volunteer programs, sponsorships, interagency community efforts





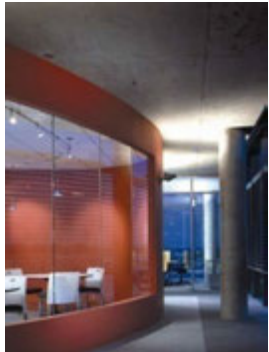

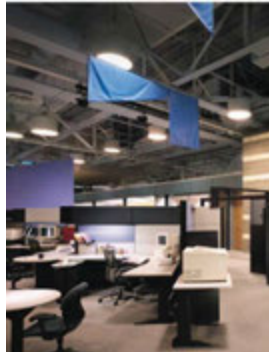

Employee and Visitor Experience

Employee and Visitor Experience (Continued)	Examples
Focus on Experience	
Heritage Signals	History of properties/projects, photos of former mayors
Visible Customer	Agency branding materials, projects delivered
Inspirational/Motivational	Stories and photos customer experience in agency spaces
Neighborhoods & Worksettings	
Slogans & Thrust Statements	"100 Days and Beyond"
Displaying Metrics	Individual, group, departmental achievements
Naming Conventions	
Functional Naming	Quiet Room, Phone Booth, E-Meeting Rooms
Destination Naming	Conference Room, Reception
Team Identity	Facilities Division, Construction Division
Artwork	
Amenity Naming	"Downtown," "Dupont Circle"
Art/Graphics Program	Painting, sculpture, graphics

Employee and Visitor Experience

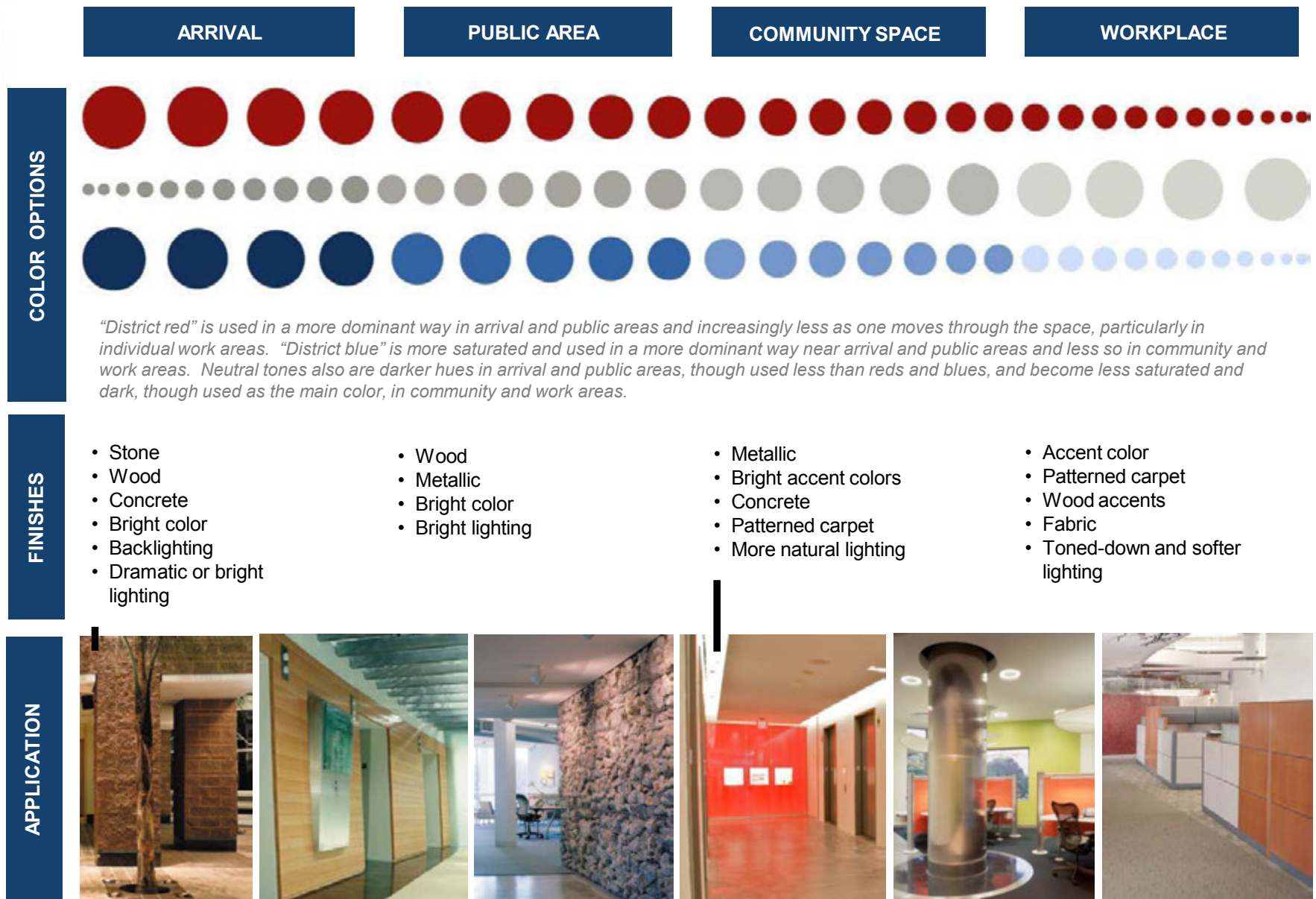
Government of the District of Columbia

DEPARTMENT OF GENERAL SERVICES

	ARRIVAL	PUBLIC AREA	COMMUNITY SPACE	WORKPLACE		
PURPOSE	A welcoming atmosphere that presents a positive impression.	A welcoming atmosphere that presents a forward-looking view of corridors, touchdown spaces, lobbies and other spaces.	A welcoming atmosphere that presents a positive impression and encourages interaction	A place to share ideas with visitors and employees. Ideally, these conference rooms can be on the public side.		
DESCRIPTION	<ul style="list-style-type: none">• Sharp• Customer-focused• Helpful• Energetic• Welcoming• Interaction• Modern	<ul style="list-style-type: none">• Professional• Innovative• Experienced• Forward-looking• Energetic	<ul style="list-style-type: none">• Integrated• Focused• Flexible• Smart• Holistic	<ul style="list-style-type: none">• Professional• Forward-thinking• Performance-oriented• Adaptable• Productive• Flexible		
APPLICATION						

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Employee and Visitor Experience



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Arrival

The arrival experience is a key indicator to employees and customers of the District culture and should be optimized. Consider:

- Arrival/greeting
- Interior wayfinding
- Hospitality signals
- Information portals
- Texture



Lighting

Arrival

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Bold and bright colors

Wayfinding

Hospitality and information desk

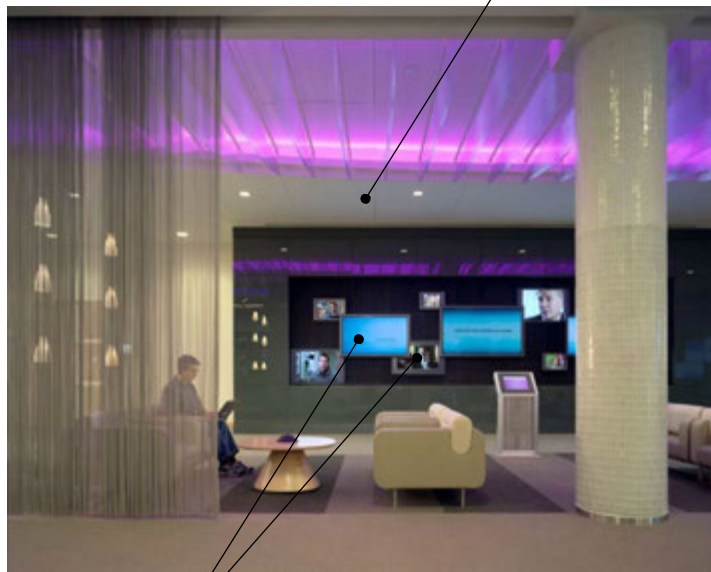
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Employee and Visitor Experience

Public Areas

Use public areas to display the agency's mission, vision, values and accomplishments, as well as to welcome visitors and make employees feel at home. Make the:

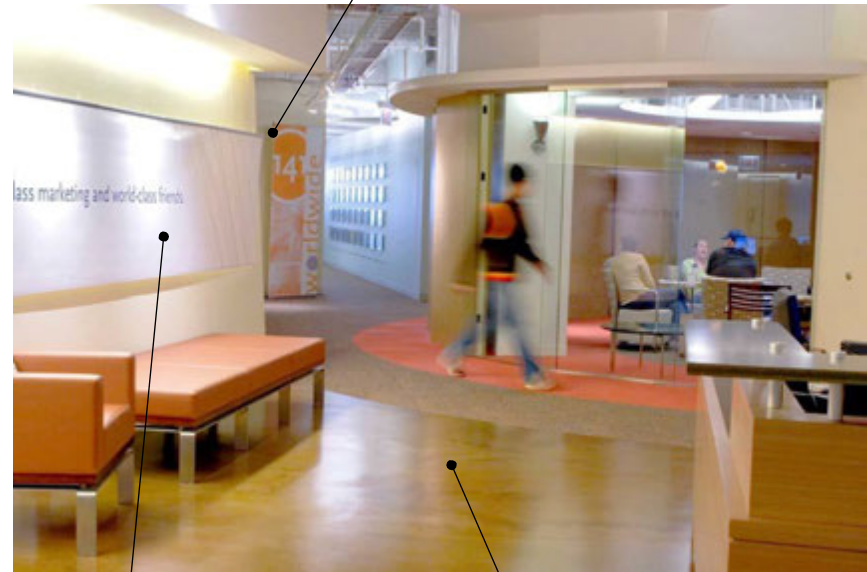
- Vision visible
- Mission visible
- News visible



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Multimedia news and mission

Innovative



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Mission visible

Visible logo and graphics

Reception/waiting area

Community Spaces

Incorporate tasteful displays that communicate community partnerships and commitment, as well as achievements, into open, fresh and inviting spaces for:

- Industry awards
- Charitable displays
- Extracurricular teaming
- Community interaction



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Community interaction

Displays



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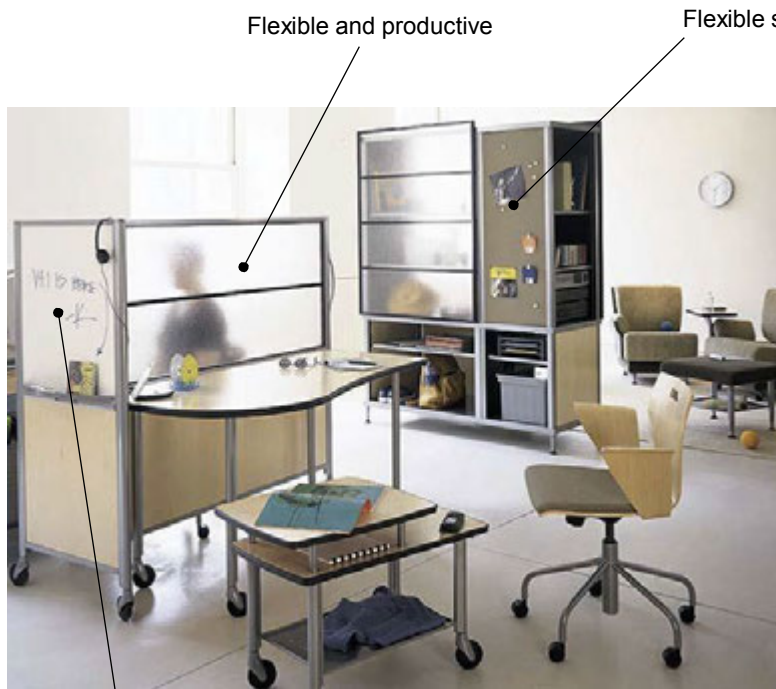
Teaming environment

Focused and Flexible

Workplace

Use neighborhood concepts and worksettings to communicate current initiatives, goals, and inspiration as well as to create an environment conducive to the work done in that space:

- Slogans and thrust statements
- Displaying metrics



Flexible and productive

Flexible surface

Communication with team



Neighborhood

Professional

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Artwork

Artwork can be used just as signage or color to distinguish areas. Plasma screens on the walls also display brand, multimedia or lights to project visual identity images on the walls and floors or through the use of color and imagery.

Use art programs and amenities as opportunities to reinforce the District's brand, culture and values through:

- Amenity naming
- Art and graphics program

Brand, culture and values



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Artwork



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Artwork on glass

Wayfinding

Wayfinding is a term used to describe the process of “finding your way” or easily navigating through a space. Wayfinding elements assist with orientation, space use and defining distinct areas or circulation paths.

Wayfinding elements, when used carefully and consistently, provide clear messaging and can be used to inform the design of community, group, individual and amenity space.

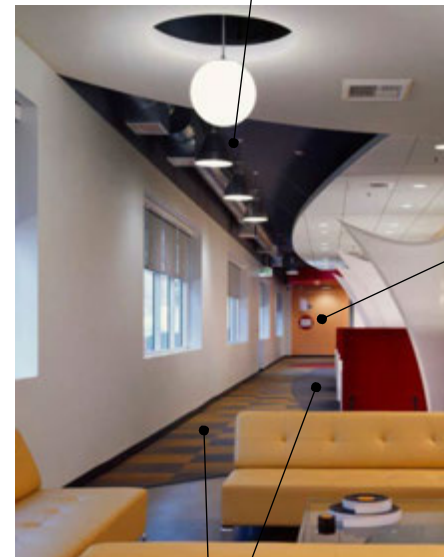
Specific elements that can assist with wayfinding include:

- Architecture (floor covering, ceiling patterns and partition placement)
- Color
- Lighting
- Zoning and Circulation
- Signage/Messaging
- Artwork



Lighting and signage

Color



Architecture and color

Color and signage

Carpet

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Architecture

Differences in form and material finishes can help define space functions and/or distinguish between different organizational groupings as well as distinguish public areas and circulation paths.

Architectural elements such as flooring, ceiling elements and wall partitions are ideal visual references to articulate differences in use.

Movable writing surfaces



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Open ceiling



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Partitions

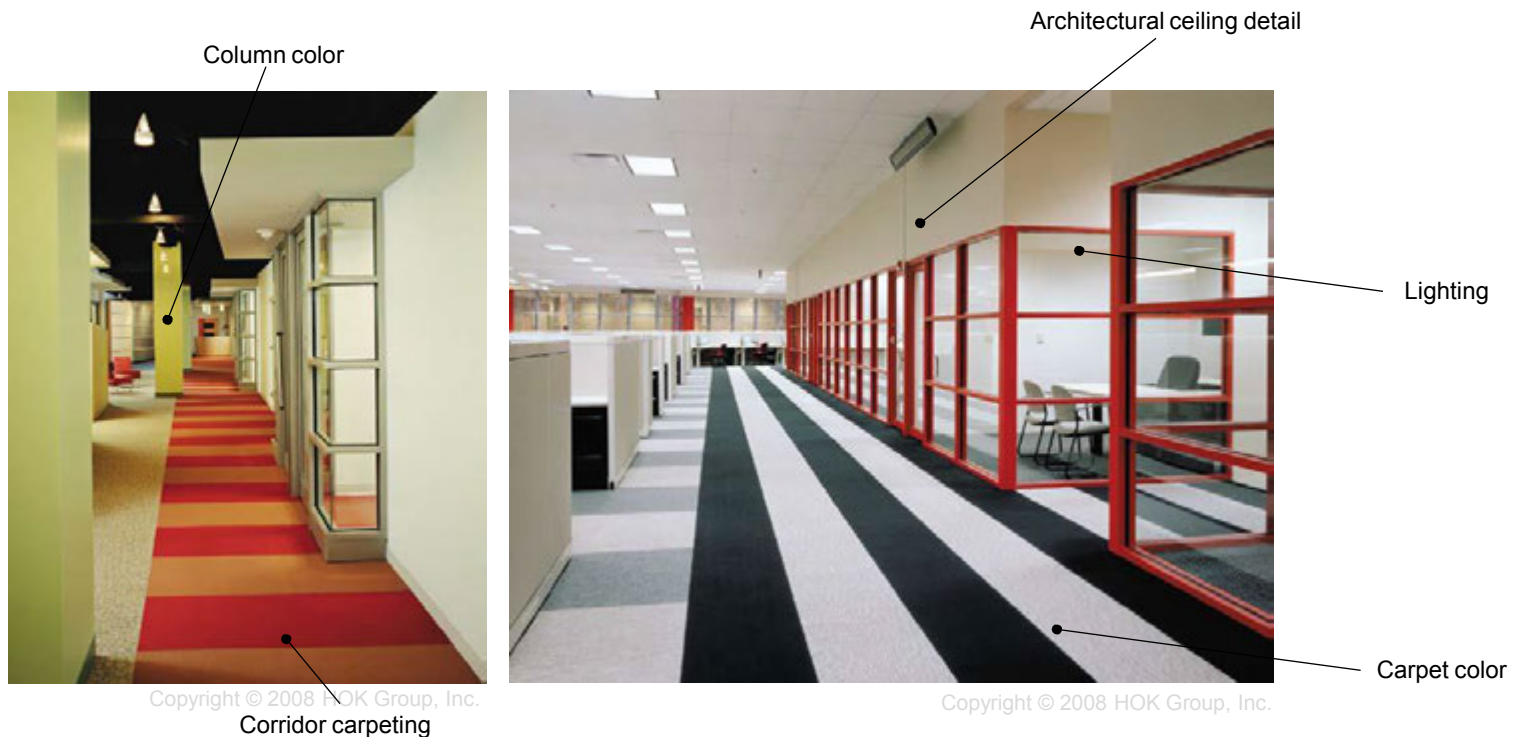
Supports

Color

- Color can also help to distinguish areas with relatively low cost and high impact.
- For example, meeting rooms might be square boxes in blue; copy areas have curved yellow walls; huddle rooms have circular red accent carpets; break rooms have timber floors, etc.
- Color can also be used to distinguish “different floors” or different buildings within a campus.

Lighting

- Different lighting levels and lighting features can change the look and feel of a space dramatically.
- High contrast in lighting schemes along with other distinguishing characteristics (i.e. architectural features) can assist with wayfinding.



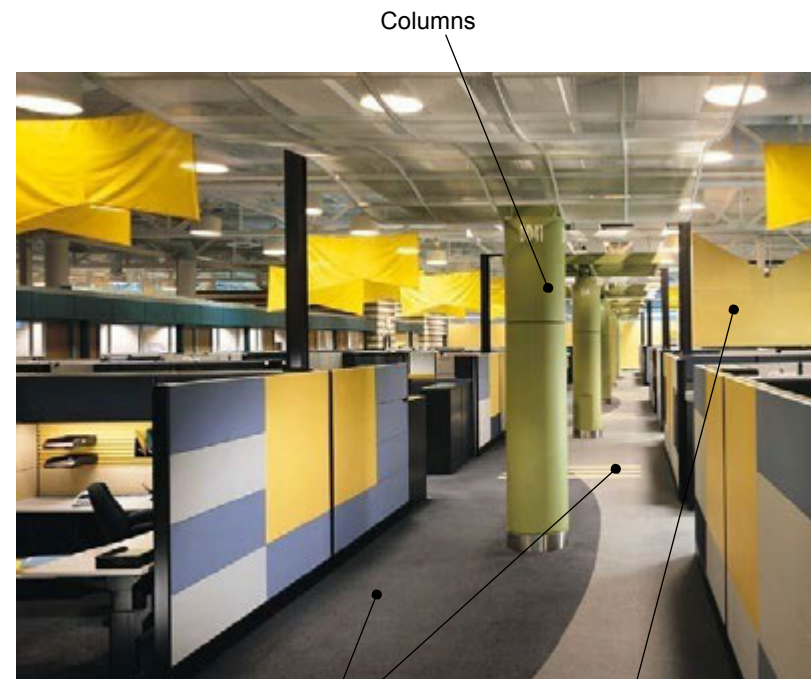
Zoning and Circulation

- Color, graphics, architectural features and lighting can be employed to distinguish functions or organizational groups on a floor. Particularly with large floor plates, additional cues indicating direction and location help people find their way.
- Using similar zoning strategies throughout the facility assists with orientation and creates a more consistently zoned and “branded” facility.
- Zoning strategies might include the use of color, finishes, banners, etc.
- Inserting accent carpet shapes and patterns can indicate circulation or unique features on the floor plate.



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Carpet color



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Carpet pattern

Wall color

Signage

- Signage is a particularly helpful tool for indicating direction, floor location, room name, group name and individual workplace occupants.
- Signage should be integrated into an overall branding scheme for the workplace.
- Signage graphics should be introduced at reception areas and elevator cores on each floor. Ideally, signage would include a directory as well as color, font and graphic scheme.



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Backlit surface

Locations

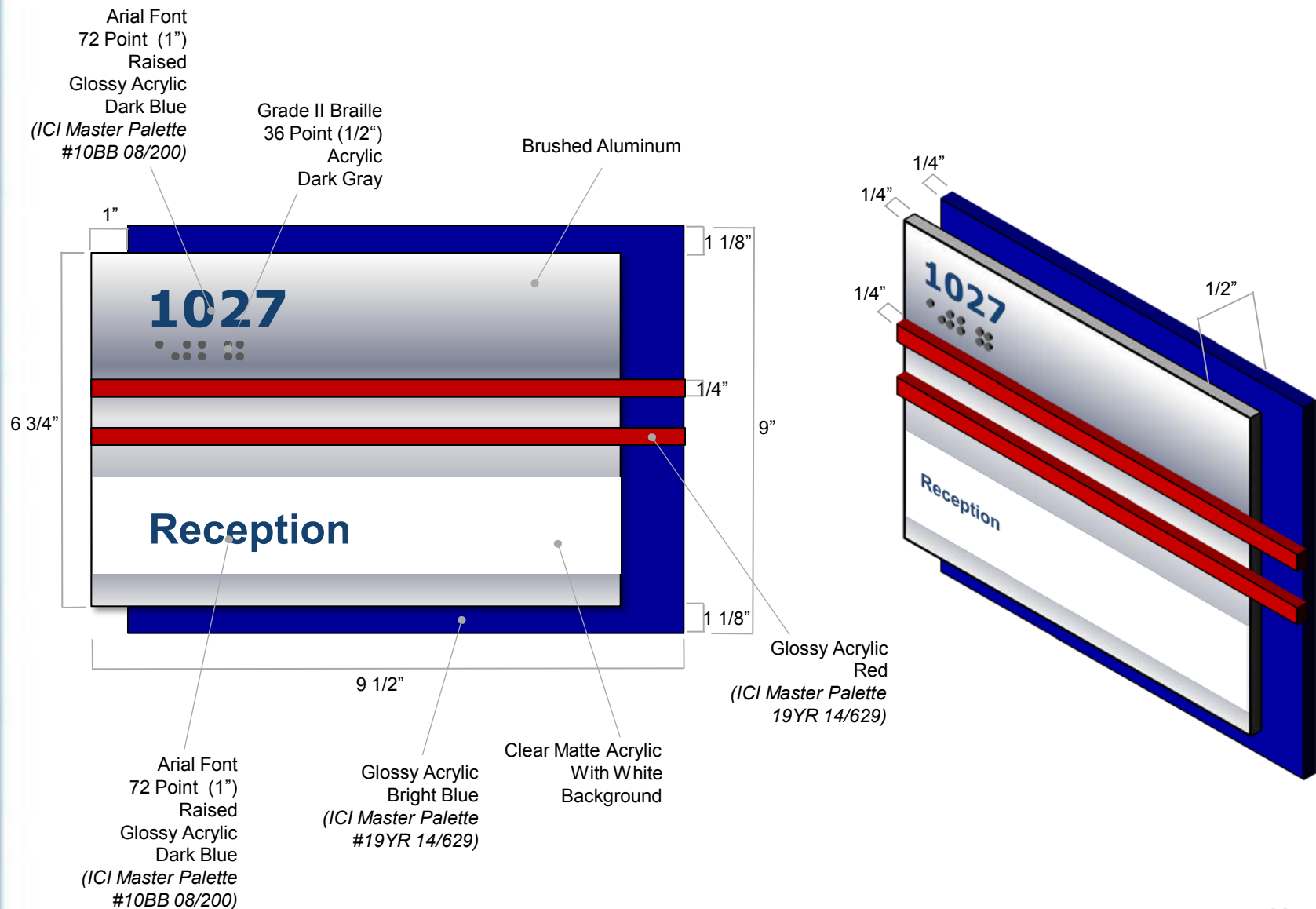


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Branding Scheme

Wayfinding and Graphics

Sample Signage



Colors are paint samples used as examples to illustrate the appropriate hue.

Section 6: Furniture Guidelines

Contents	Page
Overview	6.2
Furniture Goals	6.3
Furniture Services	6.5
Manufacturer Selection Criteria	6.8
Minimum Performance Requirements	6.9
Furniture Standards	6.18
Furniture Procurement Sample Schedule	6.24

Purpose

- To provide an overview of the furniture goals, selection process, manufacturer's criteria and minimum performance criteria for furniture within the District real estate portfolio.
- To clarify guidelines on furniture assigned to a particular space standard.

Suggested Uses

- Sharing best practices in furniture design.
- Assisting the project team with selecting furniture manufacturers in a project.
- A basic primer for furniture allocation.
- Fixed, flexible and customizable furniture elements.

Flexibility. Due to the variety of agencies and departments that move around within District facilities, it is important to find furniture system solutions that anticipate change and provide cost effective ways to manage reconfigurations and different functional solutions. The District requires a furniture system that can support varying needs for:

- Enclosure (panel height)
- Storage options (cabinets, pedestals, accessories, etc.)
- Work surface configurations
- Work surface height adjustability
- User controlled flexibility within the workstation/office

Service. The District and DGS are interested in a “partnership” with furniture manufacturers. Consideration will be given to furniture solutions that include the variety of resources provided by a full-service furniture manufacturer such as:

- Partnering work sessions
- Workplace consulting services (functional profiling, benchmarking, observations, etc.)
- Mock-ups
- Asset management tracking during and after installation
- IT integration (product design and scheduling)
- Warranty services
- GREENGUARD certification
- Prior work experience in open office environments
- Experience with delivery on a large scale
- Local storage of furniture
- Dealer network and local services

Longevity. It is critical for the District to consider buying furniture that will not become obsolete or that is irreplaceable . It is critical to locate furniture manufacturers that have been in business for ten (10) years or more.

Accommodation of Technology. Furniture must accommodate current IT requirements while anticipating future changes in technology needs. Some of these considerations include:

- Flexible and adaptable cable management systems
- Face plate punch outs
- Data distribution points

Furniture, along with technology, is a critical component for a flexible, high performance and modern workplace. Manufacturers spend tremendous resources refining their products in the areas of mobility, flexibility and sustainability. It is worth learning from their research and lessons learned. They should not replace, but rather complement the design and project team.

Furniture manufacturers and dealers can provide a variety of services outside of taking orders at the end of design development. Ideally, furniture vendors are given the opportunity to provide their input early on and regularly throughout the process. A sampling of ways in which furniture manufacturers can be integrated into the process is included on the following pages.

Mobilization and Direction Alignment

- Alignment on outcomes, tools, methods, schedule, review process and resources
- Debrief early in the project of DGS approach, concept and guidelines
- Request key background information about the manufacturer
- Develop surveys and diagnostic tools for use during design and after completion

Diagnostics, Workplace and Furniture Concepts, Recommendations

- Launch diagnostics as appropriate to develop furniture guidelines and approach. Diagnostics should consider:
 - A diverse workforce of different ages and backgrounds
 - Collaborative work processes
 - Ergonomics
 - Environmental issues and energy efficiencies
 - Alternative workplace accommodations
 - Security, privacy, confidential and noise issues
 - Maximized natural light penetration and improve mechanical efficiencies
 - Maximized space utilization
 - Support cultural and strategic goals
 - Facilities management concerns with implementation and ongoing management
 - Work environments that support work processes, technology, employee productivity and retention as well as encourage teamwork and collaboration.
- Document functional work style attributes and outline basic work function, mobility and collaboration patterns, spatial needs, technology requirements, any special needs, cultural and other differences.
- Prepare workplace concepts including flexible work concepts.
- Develop workplace pilot strategies.
- Develop change management and communications plans.

Presentations and Documentation

- Prepare presentations to the District and individual agencies for approval throughout process.
- Collect key data, tools, survey results and analysis from pilot projects and integrate into single work place strategy assessment and report with recommendations and high level cost estimates.
- Upon approval, the successful bidder may also be required to develop floor plan layouts for implementation of new standards.
- Coordinate and consult with architectural consultants who will be designing the building and interiors.

The following criteria may be used to determine furniture manufacturer and dealer performance. Specific requirements will need to be written into an RFP by the project team.

- *Firm Profile.* Please provide a high level summary of your company's capabilities including size, locations, ownership and financial strength. What services does your firm provide that sets it apart from the competition?
- *Approach.* Please provide a narrative on your plan to meet the requirements of the scope of work. Please include a complete description of the processes and methodologies employed in the fulfillment of this contract including timelines, roles and responsibilities and deliverables.
- *Relevant Experience.* Please provide descriptions and photographs of three (3) recent projects that are similar in size and scope to specific District projects.
- *Key Personnel.* Resumes for key individuals who will deliver service to fulfill the scope. Please indicate their roles and responsibilities.
- *References.* Please provide three (3) references of past performance for a consulting engagement of similar size, nature and complexity.
- *Quality control.* How will you ensure that you are providing excellent customer service? What polling, tracking, evaluating or reporting requirements can you provide?

- *Individual Space - Office*

- The type of office furniture brand selected for the new facility must be modular. This will give users the ability to reconfigure private offices without having to order new furniture pieces.
- Workwall to provide the ability to access power and data at the base and beltline. Panels to provide the ability to easily remove panel skins.
- Each panel skin to have the ability to provide acoustic and tackable surfaces above work surface height.
- System to provide the ability for user to adjust height of secondary (non-work wall) work surface.
- Furniture to use environmentally-friendly finishes and contribute towards LEED® credits. Furniture components to be GREENGUARD Certified.
- Work surfaces to have anti-bacterial and anti-microbial finish.
- Work surfaces must have the ability to have electric, data and phone receptacles.
- Utilities will be fed into the private offices through the walls.
- System to provide the ability to hang overhead storage off module on workwall.
- Task chairs will provide ergonomic features, including lumbar support, fully adjustable arms (height, width, position), a pneumatic lift and a five (5)-prong base. Task chairs to be easy to operate and have intuitive mechanisms.
- Back of the task chair will be at least a high back.

- *Individual Space - Workstations*

- Construct a mock set-up of the furniture.
- Panels to have the ability to stack so that they can be raised and lowered to support varying requirements for enclosure. Evaluation team to consider how this is accomplished with each product and what options are available.
- System to provide the ability to attach panels from a central spine “off module.” This capability will allow the attachment of a panel on one side of a central run without having to disassemble the central spine or disrupting any panel/component configurations on the opposite side of the central spine.
- Each panel to have the ability to provide acoustic and tackable surfaces above work surface height.
- Spine wall/panel to provide the ability to access power and data at the base and beltline, and at the top.
- Components of the stations need to be off module.
- Panels to provide the ability to easily remove panel skins.
- The stations must use environmentally friendly finishes and contribute towards LEED® credits. Workstation components to be GREENGUARD Certified.

- *Individual Space - Workstations continued*

- The maximum height of the panels is 68 inches. There is no minimum height requirement.
- Panels will have the electric, data and phone cabling system integrated with a junction box at the end of the run.
- If panels go above 47", the panel will have frosted glass to allow light to filter into the station.
- Utilities will be fed into the workstations by base-feeding or power/data poles as a last resort.
- System to provide the ability for user to adjust height of primary work surface.
- System to provide the ability to hang overhead storage off module.
- System to be of non-handed modular.
- Back of the task chair will be at least a medium back.
- Occupants to not have their backs to station entrance.
- Task chairs will provide ergonomic features, including lumbar support, fully adjustable arms (height, width, position), a pneumatic lift, and a five (5)-prong base. Task chairs to be easy to operate and have intuitive mechanisms.
- Every station will have a storage/wardrobe cabinet.
 - Storage/wardrobe cabinets serve as a dedicated storage area for items needed to shelter in place, including, but not limited to, employees' coats and other personal belongings.

Minimum Performance Requirements

Government of the District of Columbia

DEPARTMENT OF GENERAL SERVICES

Example Workstation Cluster

Consider the ease by which power and data can be accessed and changed at varying locations within the panel. For example: Is it possible to change data and power runs without disassembling panels and components?

Consider the different options each product provides with regard to “stackability” to support varying requirements for enclosure and the associated cost for these options.

Consider panel fabric availability , durability and construction.

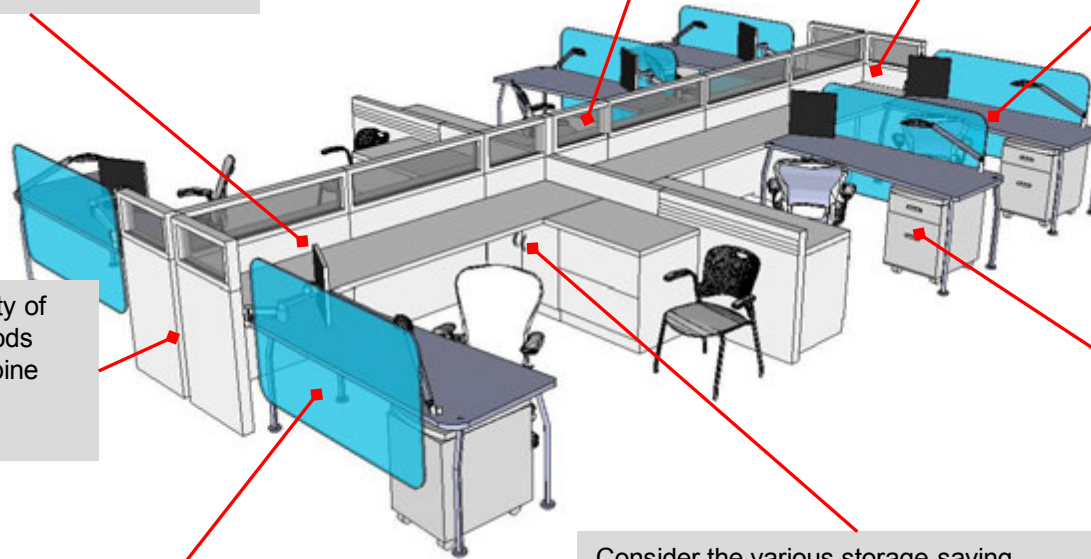
Consider what storage accessories are available and how they will be affixed to the system, i.e. lights, key board trays, storage trays, and additional storage for miscellaneous items.

Consider the structural integrity of the spine wall, i.e. what methods are available to support the spine wall without “intermediate” perpendicular panels?

Consider the different configurations available for mobile and fixed storage pedestals. For example: Can cushions be affixed to the top of a pedestal to provide short term seating?

Consider what options can be provided with this capability. For example, can you remove a fabric skin on one of the “stackable” frames and replace it with another type of surface (whiteboard, glass, accessories wall, etc.)

Consider the various storage-saving methods provided with each product. In general, consider which solutions provide the optimal ability to provide storage in a limited amount of space. For example: storage towers that can use vertical space to consolidate drawers, shelves, etc.



- *Group Space*

- Furniture selected must be similar in style and quality to the furniture selected for the private offices. This will give continuity of style throughout the facility.
- Furniture to use environmentally-friendly finishes and contribute towards LEED® credits.
- Work surfaces to have anti-bacterial and anti-microbial finish.
- Some of the conference tables will have “smart technology” to provide phone/data and power ports at the surface level.
- Utilities will be fed into the table through the floor and the walls.
- Chairs will be ergonomically correct, with lumbar support, adjustable arms (height, width, position), with a pneumatic lift, and a five (5)-prong base.
- Back of the task chair will be at least a medium back.
- Chairs must be rated for 8/40 hour shifts.

- *Community Space*

- Furniture selected must be similar in style and quality as the furniture selected for the private offices. This will give continuity of style throughout the facility.
- Furniture to use environmentally friendly finishes, and contribute towards LEED® credits.
- Work surfaces to have anti-bacterial and anti-microbial finish.
- Some of the conference tables will have “smart technology” to provide phone/data and power ports at the surface level.
- Utilities will be fed into the table through the floor and the walls.
- Chairs will be ergonomically correct, with lumbar support, adjustable arms (height, width, position), with a pneumatic lift, and a five (5)-prong base.
- Back of the task chair will be at least a medium back.
- Chairs must be rated for 8/40 hour shifts.



- *Community Space - Break Areas, Copy Areas, Copy Rooms*
 - All appliances shall be Energy Star rated.
 - Furniture to use environmentally-friendly finishes and contribute towards LEED® credits. Furniture components to be GREENGUARD Certified.
 - Counter surfaces to have anti-bacterial and anti-microbial finish.
 - Chairs to be ergonomically correct, with lumbar support, adjustable arms (height, width, position), with a pneumatic lift, and a five (5)-prong base.

Minimum Performance Requirements

Government of the District of Columbia

DEPARTMENT OF GENERAL SERVICES

- *Arrival/Visitor Space*

- Furniture selected must be similar in style and quality as the furniture selected for the open office areas. This will give continuity of style throughout the facility.
- Furniture to use environmentally-friendly finishes and contribute towards LEED® credits.
- Some of the soft seating will provide data and power access.

PRACTICAL
ADAPTABLE
HELPFUL
INTEGRATED
HOLISTIC
SUSTAINABLE
COMPREHENSIVE
PRODUCTIVITY
STATE-OF-THE-
ART
PROFESSIONAL
FORWARD-
THINKING
FUNCTIONAL
FORWARD-
LOOKING
CUSTOMER-
FOCUSED
PERFORMANCE-
ORIENTED
STRONG
CHANGING
INNOVATIVE
FLEXIBLE
APPROACHABLE
GREEN
ORGANIZED
PRODUCTIVE
FOCUSED
FORWARD-
THINKING
EXCELLENCE
WELCOMING
ENERGETIC
MODERN

- *Visitor and Amenity Space – Lobby/Reception, Waiting Area, Training Room, Privacy Room*
 - Furniture selected must be similar in style and quality as the furniture selected for the private offices. This will give continuity of style throughout the facility.
 - Furniture to use environmentally-friendly finishes, and contribute towards LEED® credits.
 - Work surfaces to have anti-bacterial and anti-microbial finish.
 - Task chairs to be ergonomically correct, with lumbar support, adjustable arms (height, width, position), with a pneumatic lift, and a five (5)-prong base. The back of chair will be at least a medium back.
 - Stackable chairs will be ergonomically correct, with lumbar support; they must be stackable up to fourteen (14) chairs high. Chairs to have a sled-base.
 - Some tables will have “smart technology” to provide phone/data and power ports at the surface level.
 - Nesting tables must be able to be reconfigured easily (with lockable casters), with tops that tilt forward to allow tables to “nest.”

Type A

Type A		Fixed OPM Standards	Flexible Project Standards i.e. panel color, fabric, finish	Customizable Individual i.e. chair that supports a special ergonomic need
Panels	Spine Walls	Allow for off-modular wing wall placement, stack or add-up panels and tool rail.	Panel color	NA
	Spine Wall Heights	48" to 54" (varies by manufacturer)	NA	NA
	Wing Walls	Acoustic (fabric wrapped) 48" wide when possible.	Panel color	NA
	Wing Wall Heights	48" to 64" or lower if possible (height varies by manufacturer)	Lower than 48" if possible	NA
	Stack/Add-up Panels	NA	12" to 16" high; along spine wall only, translucent finish	NA
	Privacy/Modesty Panel	NA	NA	NA
Seating	Task Chair	Standard	NA	As needed
	Side Chair	NA	NA	NA
Worksurfaces	Worksurface	Minimum 72 linear inches of worksurface	NA	NA
	Worksurface Depth	24"	NA	NA
	Free Standing Tables	NA	NA	NA
Storage	Pedestals/Lateral Files	Minimum 60 linear inches of storage (no overhead)	NA	NA
	Wardrobes	NA	NA	NA
	Task Lighting	NA	NA	As needed
Lighting	Cable Management	In Spine and Wing Walls	NA	NA
	Data/Electric Outlets	2 data, 2 power at worksurface - existing furniture may require surface mounted p/d unit, verify with manufacturer	NA	NA
	Flat Screen	IT to approve	NA	NA
	Phone	Standard	NA	NA
	Monitor Arm	See Flat Screen above	Can be located on any available worksurface.	NA
Accessories	CPU Sling/Holder	Standard	NA	NA
	Articulating Keyboard Tray	Standard	NA	NA
	Tool Rail	Included in Spine Wall	NA	NA
	Canopy/Awning	NA	NA	NA
	White Board Stack Panel	One (24" x 24")	NA	As needed
	Tack Surface	One (36" x 24")	NA	As needed
	Paper Management	NA	NA	As needed
	Pencil Tray	NA	NA	As needed

Type B

Type B		Fixed OPM Standards	Flexible Project Standards i.e. panel color, fabric, finish	Customizable Individual i.e. chair that supports a special ergonomic need
Panels	Spine Walls	Allow for off-modular wing wall placement, stack or add-up panels and tool rail.	Panel color	NA
	Spine Wall Heights	48" to 54" (varies by manufacturer)	NA	NA
	Wing Walls	Acoustic (fabric wrapped) 48" wide when possible.	Panel color	NA
	Wing Wall Heights	48" to 64" or lower if possible (height varies by manufacturer)	Lower than 48" if possible	NA
	Stack/Add-up Panels	NA	12" to 16" high; along spine wall only, translucent finish	NA
	Privacy/Modesty Panel	NA	NA	NA
Seating	Task Chair	Standard	NA	As needed
	Side Chair	NA	NA	NA
Worksurfaces	Worksurface	Minimum 96 linear inches of worksurface	NA	NA
	Worksurface Depth	24"	NA	NA
	Free Standing Tables	NA	NA	NA
Storage	Pedestals/Lateral Files	Minimum 72 linear inches of storage (no overhead)	NA	NA
	Wardrobes	NA	NA	NA
	Task Lighting	NA	NA	As needed
Lighting	Cable Management	In Spine and Wing Walls	NA	NA
	Data/Electric Outlets	2 data, 2 power at worksurface - existing furniture may require surface mounted p/d unit, verify with manufacturer	NA	NA
	Flat Screen	IT to approve	NA	NA
	Phone	Standard	NA	NA
	Monitor Arm	See Flat Screen above	Can be located on any available worksurface.	NA
Accessories	CPU Sling/Holder	Standard	NA	NA
	Articulating Keyboard Tray	Standard	NA	NA
	Tool Rail	Included in Spine Wall	NA	NA
	Canopy/Awning	NA	NA	NA
	White Board Stack Panel	One (24" x 24")	NA	As needed
	Tack Surface	One (36" x 24")	NA	As needed
	Paper Management	NA	NA	As needed
	Pencil Tray	NA	NA	As needed

Type C

Type C		Fixed OPM Standards	Flexible Project Standards i.e. panel color, fabric, finish	Customizable Individual i.e. chair that supports a special ergonomic need
Panels	Spine Walls	Allow for off-modular wing wall placement, stack or add-up panels and tool rail.	Panel color	NA
	Spine Wall Heights	48" to 54" (varies by manufacturer)	NA	NA
	Wing Walls	Acoustic (fabric wrapped) 48" wide when possible.	Panel color	NA
	Wing Wall Heights	48" to 64" or lower if possible (height varies by manufacturer)	Lower than 48" if possible	NA
	Stack/Add-up Panels	NA	12" to 16" high; along spine wall only, translucent finish	NA
	Privacy/Modesty Panel	NA	NA	NA
Seating	Task Chair	Standard	NA	As needed
	Side Chair	NA	NA	NA
Worksurfaces	Worksurface	Minimum 96 linear inches of worksurface	NA	NA
	Worksurface Depth	24"	NA	NA
	Free Standing Tables	NA	NA	NA
Storage	Pedestals/Lateral Files	Minimum 72 linear inches of storage (no overhead)	NA	NA
	Wardrobes	Combo unit with pedestal drawers and open shelves	NA	NA
Lighting	Task Lighting	NA	NA	As needed
Technology	Cable Management	In Spine and Wing Walls	NA	NA
	Data/Electric Outlets	2 data, 2 power at worksurface - existing furniture may require surface mounted p/d unit, verify with manufacturer	NA	NA
	Flat Screen	IT to approve	NA	NA
	Phone	Standard	NA	NA
Accessories	Monitor Arm	See Flat Screen above	Can be located on any available worksurface.	NA
	CPU Sling/Holder	Standard	NA	NA
	Articulating Keyboard Tray	Standard	NA	NA
	Tool Rail	Included in Spine Wall	NA	NA
	Canopy/Awning	NA	NA	NA
	White Board Stack Panel	One (24" x 24")	NA	As needed
	Tack Surface	One (36" x 24")	NA	As needed
	Paper Management	NA	NA	As needed
	Pencil Tray	NA	NA	As needed

Type D

Type D		Fixed OPM Standards	Flexible Project Standards i.e. panel color, fabric, finish	Customizable Individual i.e. chair that supports a special ergonomic need
Panels	Hard Wall Construction with Door	NA	NA	NA
Seating	Task Chair	Standard	NA	As needed
	Side Chair	Two side chairs with casters.	Chair frame, shell, mesh or fabric finish.	NA
Worksurfaces	Worksurface	Bullet top with leg, return along wall. Minimum 72 linear inches of worksurface.	NA	NA
	Worksurface Depth	Rectangular worksurfaces = 24", Bullet worksurface = 30"	NA	NA
	Free Standing Tables	NA	NA	NA
Storage	Pedestals / Lateral / Vertical Files	Minimum 72 linear inches of storage	NA	NA
	Wardrobes	Combo. unit with shelves	NA	NA
Lighting	Task Lighting	NA	NA	As needed
Technology	Cable Management	NA	NA	NA
	Data/Electric Outlets	2 data, 2 power at worksurface, 1 convenience receptacle	NA	NA
	Flat Screen	IT to approve	NA	NA
	Projection	Ceiling mounted	NA	NA
	Phone	Standard	NA	NA
Accessories	Monitor Arm	See Flat Screen above	Can be located on any available worksurface.	NA
	CPU Sling/Holder	Standard	NA	NA
	Articulating Keyboard Tray	Standard	NA	NA
	Tool Rail	NA	NA	NA
	Canopy/Awning	NA	NA	NA
	White Board	One (48" x 48")	NA	NA
	Tack Surface	One (36" x 24")	NA	As needed
	Paper Management	NA	NA	As needed
	Pencil Tray	NA	NA	As needed

Type E

Type E		Fixed OPM Standards	Flexible Project Standards i.e. panel color, fabric, finish	Customizable Individual i.e. chair that supports a special ergonomic need
Panels	Hard Wall Construction with Door	NA	NA	NA
Seating	Task Chair	Standard	NA	As needed
	Side Chair	Two side chairs with casters.	Chair frame, shell, mesh or fabric finish.	NA
Worksurfaces	Worksurface	Bullet top with leg, return along wall. Minimum 96 linear inches of worksurface.	NA	NA
	Worksurface Depth	Rectangular worksurfaces = 24", Bullet worksurface = 30"	NA	NA
	Free Standing Tables	NA	NA	NA
Storage	Pedestals / Lateral / Vertical Files	Minimum 72 linear inches of storage	NA	NA
	Wardrobes	Combo. unit with shelves	NA	NA
Lighting	Task Lighting	NA	NA	As needed
Technology	Cable Management	NA	NA	NA
	Data/Electric Outlets	2 data, 2 power at worksurface, 2 convenience receptacles	NA	NA
	Flat Screen	IT to approve	NA	NA
	Projection	Ceiling mounted	NA	NA
	Phone	Standard	NA	NA
Accessories	Monitor Arm	See Flat Screen above	Can be located on any available worksurface.	NA
	CPU Sling/Holder	Standard	NA	NA
	Articulating Keyboard Tray	Standard	NA	NA
	Tool Rail	NA	NA	NA
	Canopy/Awning	NA	NA	NA
	White Board	One (48" x 48")	NA	NA
	Tack Surface	One (36" x 24")	NA	As needed
	Paper Management	NA	NA	As needed
	Pencil Tray	NA	NA	As needed

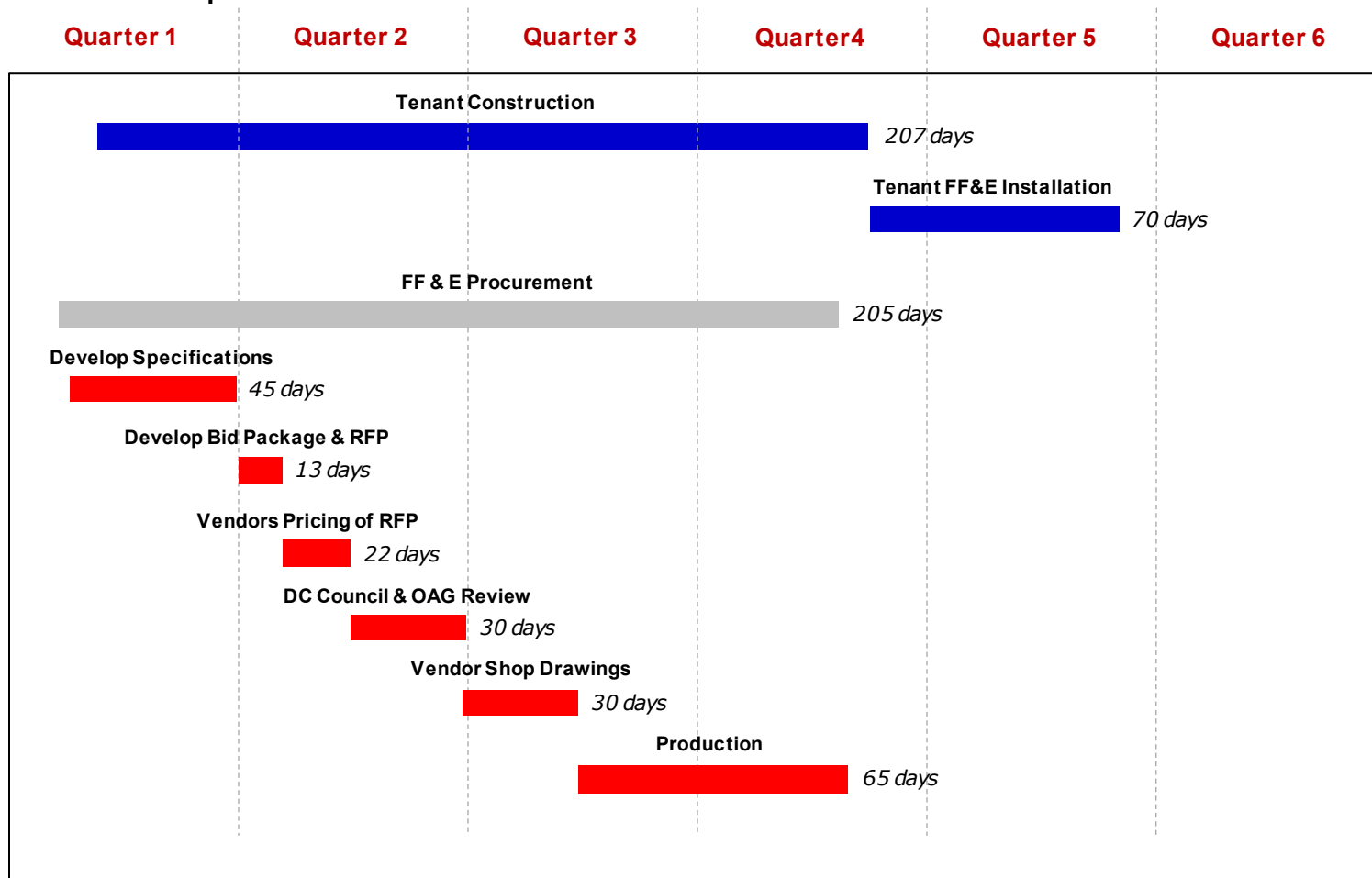
Type F

Type F		Fixed OPM Standards	Flexible Project Standards i.e. panel color, fabric, finish	Customizable Individual i.e. chair that supports a special ergonomic need
Panels	Wing Walls - as needed	Acoustic (fabric wrapped) 48" wide when possible.	Panel color	NA
Seating	Task Chair	Standard	NA	As needed
Worksurfaces	Free Standing Tables	60" x 36" with casters	Table base. Table top finish selection will vary with project.	NA
	Free Standing Side Tables	As needed	NA	NA
Storage	Pedestals / Lateral / Vertical Files	Minimum 72 linear inches of storage	NA	NA
	Wardrobes	Combo. unit with shelves	NA	NA
Lighting	Task Lighting	NA	NA	As needed
Technology	Cable Management	NA	NA	NA
	Data/Electric Outlets	2 data, 2 power at worksurface, 3 convenience receptacles	NA	NA
	Flat Screen	IT to approve	NA	NA
	Projection	Ceiling mounted	NA	NA
	Phone	Standard	NA	NA
Accessories	Monitor Arm	See Flat Screen above	Can be located on any available worksurface.	NA
	CPU Sling/Holder	Standard	NA	NA
	Articulating Keyboard Tray	Standard	NA	NA
	Tool Rail	NA	NA	NA
	Canopy/Awning	NA	NA	NA
	White Board	NA	NA	NA
	Tack Surface	NA	NA	As needed
	Paper Management	NA	NA	As needed
	Pencil Tray	NA	NA	As needed

Furniture – Sample Schedule

For Agencies considering a move or reconfiguration of space, DGS can readily assist with regard to the preparation of a procurement schedule and in the development of outline budgets for the furniture procurement itself based on the allocation of space types being considered.

Schedule – Example FF&E Procurement Schedule



Notes

- Schedule based on information gathered for the Waterfront East & West Office Buildings as of March 20, 2009.

Section 7: Sustainable Design

Contents	Page
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Green Building Blocks	7.3
Green Resources	7.5
Environmental Stewardship	7.6
Social Responsibility	7.7
Individual Commitment	7.8

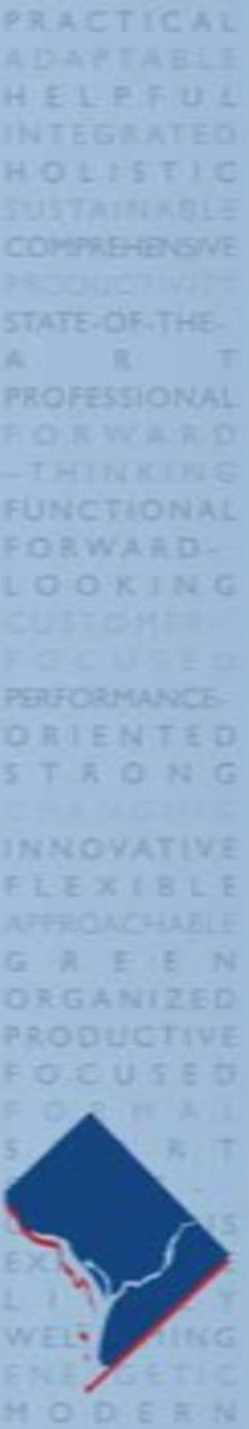
Purpose

- Provide background for sustainability initiatives within the District.
- Introduce business case for incorporating sustainable practices into business and real estate.
- Indicate areas of opportunity to expand sustainable practices.
- Ensure implementation of sustainable practices supports client agency's work functions, maintains quality of the workplace, and results in enhanced customer comfort.

Suggested Uses

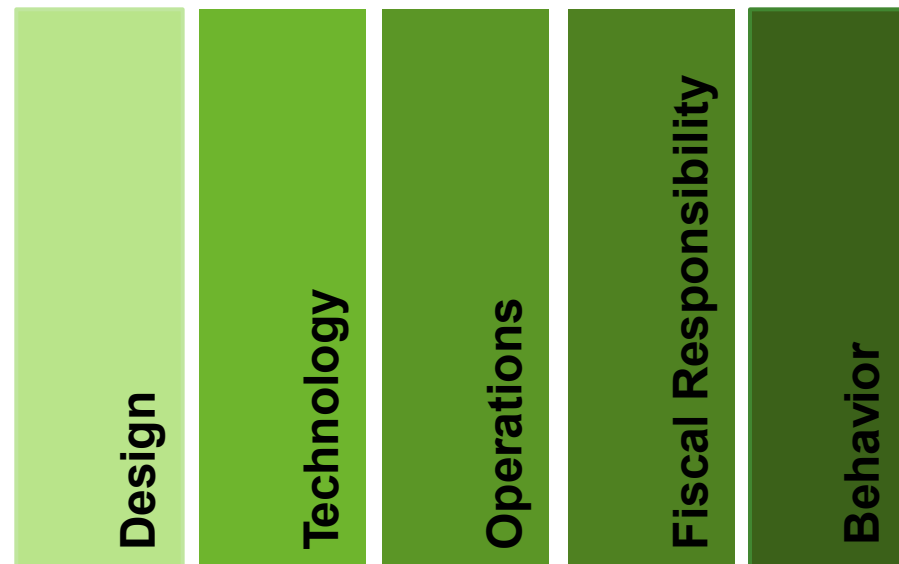
- Learn broad areas of sustainability that can be integrated into real estate projects.
- Support case for sustainable initiatives as they are implemented.

Sustainability.....a way of living that meets the needs of the present without compromising the ability of future generations to meet their own needs.



A green business requires the support and integration of four “building blocks” that enable green work to happen. These are **design, technology, operations** and **human behavior**. Each of these must be addressed and integrated to effectively create a sustainable, socially responsible workplace. In addition, it is equally important that these building blocks are integrated into the District’s basic business practices to ensure alignment, compliance, and that they are supportive of the District’s goals. Good green practices support the District’s business models in the following ways:

- Decrease net operating costs by improved efficiency and reduced waste.
- Recruit and retain a talented and motivated workforce that supports the District’s ethics, safety and social performance.
- Conserve and carefully use and reuse resources which benefit both the environment and the bottom line.
- Increase organizational and personal responsibility, meaning that the District has the obligation to consider the breadth of its impact on ecological systems in all aspects of operations.
- Serve as a model by meeting or exceeding government regulations which require a reduction in environmental impact.
- Support DC leadership by incorporating these practices into planning and operations.



Elements of the four pillars for green work in the District include:

Design

Green design refers to the physical setting where work occurs. Green design decisions include site selection, materials, energy, water use, and incorporation of green roofs. Workplace design that aligns organizational function with space use and incorporates natural light, proper signage & way-finding, and a consistent District Brand are examples of green design thinking.

Technology

Technology refers to both smart building technology (automatic light shut-off, photovoltaic technology) and technology solutions that better enable work (phones, laptops and PDAs). Innovative use of technology can reduce the demand for space by expanding the flexibility of how, where, and when work functions occur.

Operations

Green operations are activities related to managing, maintaining, and evaluating the operations of facilities to minimize water and energy use, trash and recycling removal, and optimize energy performance. Specific strategies include greening leases, building commissioning and developing green maintenance and waste strategies.

Fiscal Responsibility

Fiscal responsibility relates to both environmental stewardship and long-term economic prosperity as District resources are more efficiently utilized. Some tools and strategies include more comprehensive life cycle costing analyses and enhanced understanding of District taxpayer return on investment.

Behavior

Human behavior is critical for greening the workplace and the business. Humans, after all, use, occupy, and live daily in District facilities. Adopting behaviors that are consistent with green thinking are ultimately what makes the difference. Green strategies that are particularly dependant on adaptive behavior are shutting off power strips, transportation demand management, and alternative work schedules.



Once green goals have been established, the next critical step is to inform the project team and client agency of regulations, policies, and guidelines that will help drive implementation strategies. It is important to know where to go, who to talk to, and what resources are out there. The District has a wealth of resources that are continually being updated and improved to inform and engage the green process throughout the duration of the project.

Links	<p><i>Green DC</i> green.dc.gov</p> <p><i>District LEED® Design Guidelines</i> http://opm.dc.gov/opm/lib/opm/leed_certification_guidebook_4.15.pdf</p> <p><i>OPM LEED® Policies</i> <i>To be determined</i></p>		
Policies	<table> <tr> <td data-bbox="420 876 1155 1565"> <p><i>Indoor Air Quality:</i> Indoor Air Quality – Occupancy Policy Indoor Air Quality – Construction Policy Smoking Policy</p> <p><i>Energy audits /facility management staff training programs:</i> Energy Efficiency Policy</p> <p><i>Construction Waste Management:</i> Construction Waste Management Policy</p> <p><i>Waste Stream Audit and comprehensive waste reduction:</i> Recycling Policy</p> <p><i>Sustainable purchasing of durable and consumable goods:</i> Purchasing Consumable Goods Policy Purchasing Durable Goods Policy Purchasing Food</p> </td><td data-bbox="1155 876 1856 1565"> <p><i>Sustainable housekeeping and grounds maintenance policies:</i> Green Housekeeping Policy</p> <p><i>Alternative transportation methods and best practices for reducing dependence on single occupancy vehicles:</i> Alternative Vehicle Policy Carpool Policy</p> <p><i>Tracking of green building benefits, including operations costs, healthcare costs, reduced absenteeism, improved recruiting and retention:</i> On-going Performance Audit Policy</p> <p><i>Stormwater management, water conservation, and green infrastructure approach:</i> Stormwater Management Policy Water Conservation Policy</p> </td></tr> </table>	<p><i>Indoor Air Quality:</i> Indoor Air Quality – Occupancy Policy Indoor Air Quality – Construction Policy Smoking Policy</p> <p><i>Energy audits /facility management staff training programs:</i> Energy Efficiency Policy</p> <p><i>Construction Waste Management:</i> Construction Waste Management Policy</p> <p><i>Waste Stream Audit and comprehensive waste reduction:</i> Recycling Policy</p> <p><i>Sustainable purchasing of durable and consumable goods:</i> Purchasing Consumable Goods Policy Purchasing Durable Goods Policy Purchasing Food</p>	<p><i>Sustainable housekeeping and grounds maintenance policies:</i> Green Housekeeping Policy</p> <p><i>Alternative transportation methods and best practices for reducing dependence on single occupancy vehicles:</i> Alternative Vehicle Policy Carpool Policy</p> <p><i>Tracking of green building benefits, including operations costs, healthcare costs, reduced absenteeism, improved recruiting and retention:</i> On-going Performance Audit Policy</p> <p><i>Stormwater management, water conservation, and green infrastructure approach:</i> Stormwater Management Policy Water Conservation Policy</p>
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The “Green Wave”

The “Green Wave” is making its way through government entities on a local as well as national level. This is not the exception anymore; it is becoming the norm to make environmental stewardship a key part of real estate and operational strategy. Government institutions, as well as private corporations, are incorporating sustainable thinking and goals into every corner of their operations as well as service to their communities. It is important that those writing policies are leading by example. The District’s Green Building Act and Clean and Affordable Energy Act are two prime examples of such leadership.

Some of the goals and initiatives established by various government entities include:

- Increasing renewable energy generation
- Working towards carbon neutrality
- Implementing aggressive recycling and waste reduction programs
- Monitoring energy usage in government buildings
- Reducing land use and transportation impact
- Offering incentives to residents and businesses for their increased sustainable efforts

At least 18 states and the District of Columbia have legislated that part of their electricity be generated by non-emitting renewable energy:

- | | |
|--|----------------------------------|
| • Arizona 1.1% by 2007 | • Minnesota 4.8% by 2012 |
| • California 18% by 2012; 20% by 2017 | • Nevada 15% by 2013 |
| • Colorado 3% by 2007, 10% by 2015 | • New Jersey 6.5% by 2008 |
| • Connecticut 13% by 2009 | • New Mexico 10% by 2011 |
| • <u>District of Columbia 10% in 2009</u> | • New York 24% by 2013 |
| • Hawaii 20% by 2020 | • Rhode Island 16% by 2019 |
| • Iowa 2% by 1999 | • Pennsylvania varies by utility |
| • Maine 30% by 2000 | • Texas 2.2% by 2009 |
| • Maryland 7.5% by 2019 | • Wisconsin 2.2% by 2011 |
| • Massachusetts 4% by 2009 | |

Thinking Sustainably:



RGGI Inc.

The Regional
Greenhouse Gas
Initiative



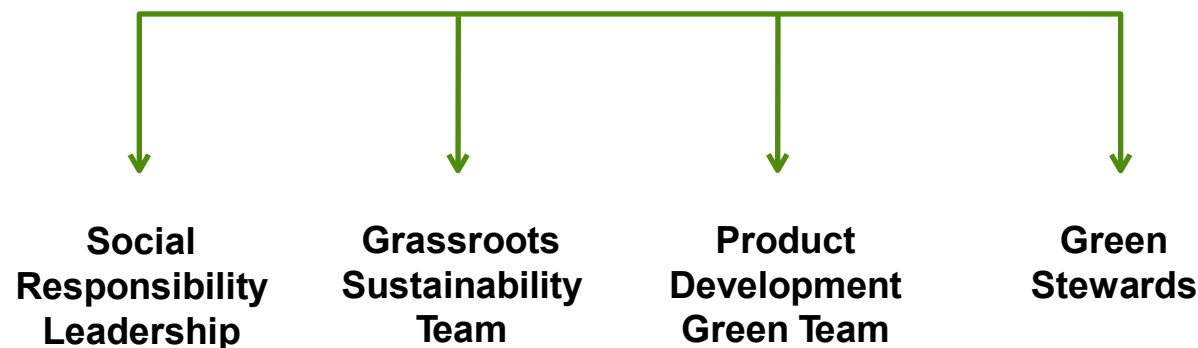
The West Coast
Governors Global
Warming Initiative

Why does Social Responsibility matter?

The District recognizes that it is inevitable for their facilities and operations to have a major impact on the environment and natural resources. As a result, the District also has a great responsibility to reduce its impact and to encourage those who live, work, and play in the District to do so as well. Social responsibility can take many forms:

- The District can serve as a positive example through the responsible use of resources and tax revenues
- Citizens, businesses, and additional stakeholders will be more willing to cooperate with the District if they trust the governing body and it reflects its own values
- The District's agencies are partnering with the private sector, community bodies, unions and consumers
- Non-governmental organizations (NGOs) increasingly want to work together with companies seeking feasible solutions and innovations in areas of common concern
- Government entities, on both national and local levels, are mobilizing to implement requirements, standards, and regulations

Green Structure



While establishing and implementing green building blocks can lay the foundation for green work in the District, these principles will only be successful if the District's employees are committed to carrying them out. Each individual commitment to sustainability and the environment can have a big impact. Some of the ways individuals can contribute to the District's environmental footprint include:

- **Generate Ideas:** Tap into employees for innovative green strategies.
- **Turn off the Lights:** Ask every employee to ensure lights are turned off in empty conference rooms as well as extraneous devices unplugged.
- **Gain support:** Look to employees to involve work groups and neighbors.
- **Reduce, Reuse, Recycle:** Encourage every employee to participate in the District's recycling program.
- **Educate:** Ask employees to help educate each other so that everyone understands the issues.
- **Display Enthusiasm:** Channel enthusiasm for the District's commitment to the environment.
- **Take Notice:** Ask employees to be aware of surroundings and find ways to make the District more green. They are "in the trenches" every day and may have great insights.
- **Get Creative:** Encourage employees to get together, observe, set an example, eliminate waste, and engage their communities.



Section 8: Technology

Contents	Page
Overview	8.2
Why Technology?	8.3
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Trends in Workstyle	8.5
Workstyle and Technology	8.6
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Deciding Direction	8.12
Change Management	8.13

Purpose

- To provide an overview of technology in the workplace.
- To explain the benefits of and business case for integrating technology.
- To provide considerations for incorporating technology into space planning.
- To discuss the direction of technology in District space.



Why is it important to consider technology as a component of District space planning efforts?
Technological solutions have the ability to:

- Link space solutions to the priorities and objectives of a specific group or function
- Create buy-in from agency leaders
- Open channels of communication between and within agencies
- Address space deficiencies and allow for creative solutions
- Benefit the agency in both the short- and long-run
- Enhance the working environment by leveraging flexibility appropriately through wireless technologies and tools
- Attract and retain talent



Carefully considering how technology can be used to enhance the workplace allows for maximum efficiency of space. However, as District agencies look into the future of space planning efforts, it is necessary to consider technological solutions that address not just physical place, but also the **triple bottom line**, as discussed in Sections 1, of people, service, and planet. The triple bottom line contributes to a better understanding of technological solutions in the following ways:

People

- Reduce safety/health risks
- Attract and retain top talent to build a strong workforce

Service

- Decrease net operating costs, reconcile streamlined service delivery through more efficient use of taxpayer revenues.
- Focus on developing and producing technologically superior services and products to meet client agency demand

Planet

- Provide for client agencies, and utilize as much as possible, eco products that have the ability to save energy, cost, and that comply with the District's requirements
- Reduce waste, improve efficiency

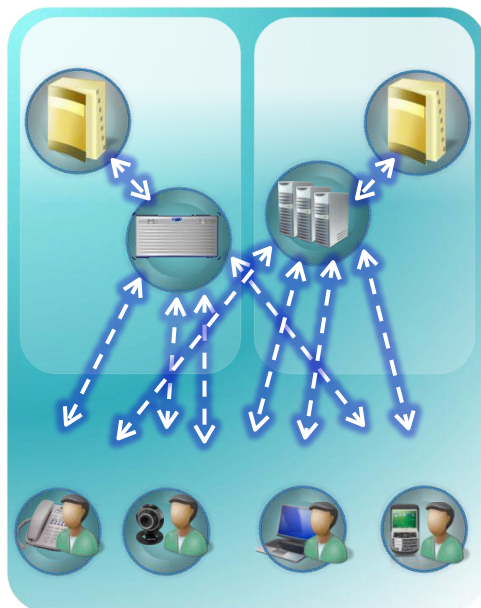


As the workplace becomes more flexible, mobile and collaborative, technology is supporting new workstyles by becoming less segmented and more integrated:

Segmented – The existing model has multiple user experiences, multiple applications, multiple networks and complexity in the IT environment to deploy and manage. This system leads to many inefficiencies and waste. It is more difficult to support a successful model of support for an evolving work environment.

Integrated - The integrated model provides convergence at the application layer and at the network layer, bringing the application layer together with the network layer for true convergence. From an end user perspective, the system looks like one consistent user experience across application and network boundaries.

Segmented



Integrated



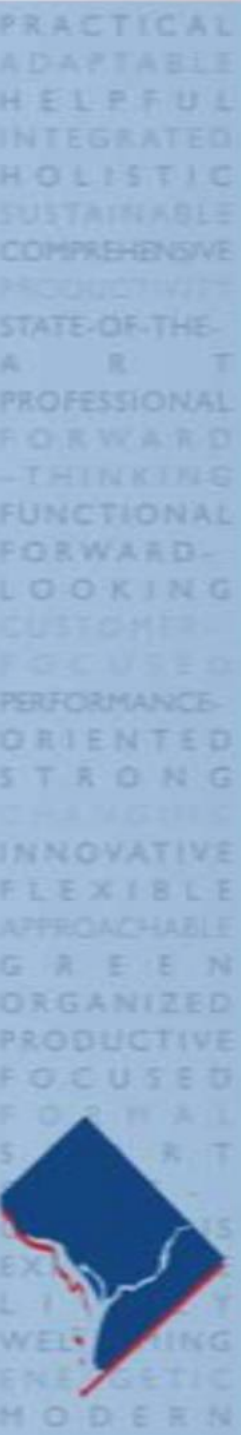
Mobility and collaboration are important factors to consider as the District evaluates various methods of technology to be integrated into space planning.

Mobility includes the tools and policies that enable the workforce to work anytime and anywhere as job functions demand. Telephony, computing and the internet are essential instruments of communication. Technologies and tools that support mobility and create flexible work environments when necessary lead to a decrease in time lost and create a greater connection between colleagues and team members. While smartphones are standards in today's workplace, laptops, advanced phone software, on- and off-site network connections, and other wireless tools enhance the ability to create a mobile workforce better equipped to work when and where necessary.

Collaboration includes technologies that support not only the ability to work anytime and anywhere, but with anyone individuals and teams work with. Creating environments that encourage collaborative thinking and working provide schedule flexibility, are easy and quick to organize, reduce travel cost and time and reduce printing costs. Some of these technologies include teleconferencing, video conferencing, web conferencing and electronic whiteboards.

As a result of an increased awareness of the importance of mobility and collaboration, the District can address the following concepts mentioned in Section 1 under the Balanced Scorecard:

- *Client agencies*: Maximize the amount and quality of interface with customers served by various agencies.
- *Business*: Match agency and funding needs and issues to the types of solutions evaluated.
- *Employees*: Increase District employee satisfaction and the ability to attract and retain a talented workforce.
- *Finances*: Increase efficiency and consistency of solutions with lower infrastructure costs

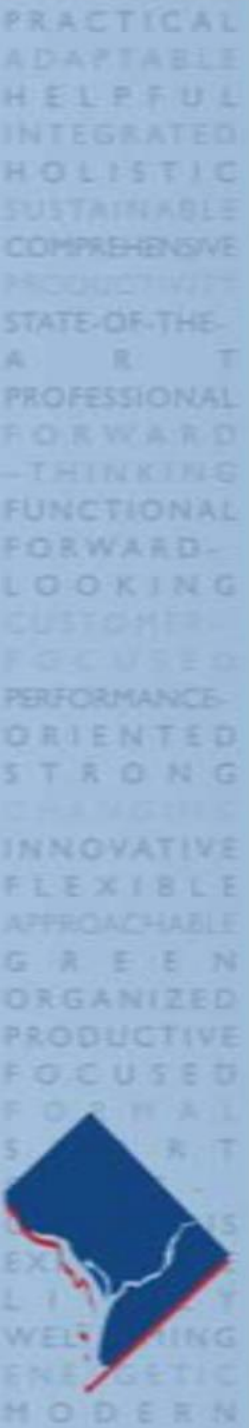


Knowledge Management

Knowledge management is the ability to identify, create, gather, organize and distribute information pertinent to multiple user groups. Generating and building intellectual capital creates collaboration between agencies, departments, directors and all levels of staff. It allows the District to provide better services, saves money, encourages transparency and allows information to maintain a centralized location.

Forms of knowledge management includes everything from everyday to highly specialized tools:

- Email
- Internal and public blogs
- Intranets
- Online databases
- Self-designed proprietary software
- Social networking online
- Building systems modeling



As technology becomes more integrated, faster and increasingly important in the way that the District operates, the following trends and workstyles will continue to grow:

- Integrated technologies will become increasingly personal and more integrated. Personal and work life continues to merge. Employees are looking for ways in which to manage both in a much more integrated way and using integrated technologies.
- Technologies continue to be combined in ways that increase productivity, create less waste, save money and create a more efficient workplace.
- Alternative work is on the rise as employees look for flexibility in where they work and how they function in their jobs.
- Technology affects space and the ways that it spurs on creative thinking, stimulates and builds opportunity for greater collaboration between agencies, departments and employees.



The rapidly-changing technology behind the tools must be integrated within the infrastructure of District space. Drivers for decision-making about which technologies can be best supported, and, in turn, best support District operations, include cost, scale, availability and work function.

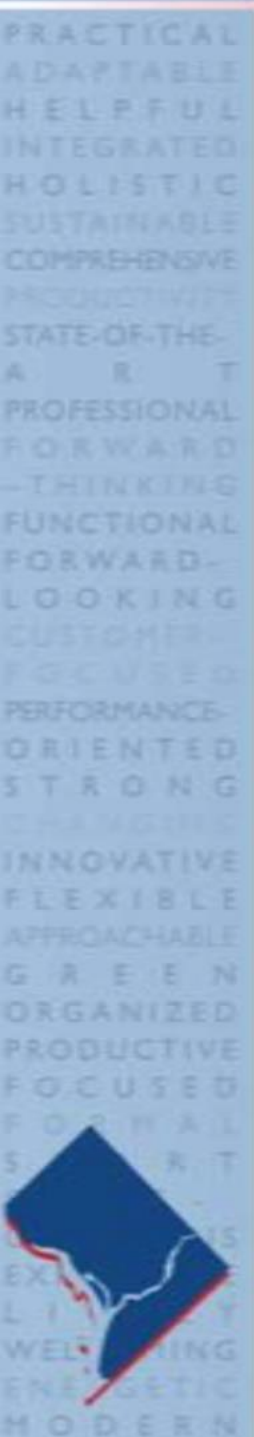
For voice services, the District has begun phasing out Integrated Services Digital Network (ISDN) systems, which are now becoming obsolete. When a move or renovation for an Agency is considered, the remaining viable options are installation of Digital systems or Voice over Internet Protocol (VoIP).

While the District is ultimately trending towards the use of VoIP systems due to its enhanced features and capabilities, Digital systems may be installed if the resulting cost/benefit and needs analysis indicates that this better meets the agency's requirements and budget.

ISDN Systems: Late 20th Century technology that is becoming obsolete and is no longer supported by DC-NET, and is not to be installed in District-owned or leased buildings.

Digital Systems: Digital systems may be installed if a cost-benefit analysis indicates that the infrastructure investment of VoIP is outweighed by the economic parameters of a planned move or renovation. The Digital system provides an easily configured upgrade to the Centrex ISDN lines that exist in most communication telecom closets today. The legacy ISDN NT-1 cards and Power Racks are replaced with Avaya G650 media gateways using a DC-based power plant that allows analog and digital phones to be transported over an IP gateway using the DC-Net fiber optic backbone.

VoIP Systems: VoIP systems can support a dynamic and flexible work environment. VoIP is a next generation telephony solution that offers extended capabilities of converging voice, data and video into one seamless user experience. Using this technology, agencies eliminate the need for legacy ISDN NT-1 cards and Power Racks, which are replaced with a converged voice/data network that is optimized for voice while maintaining adequate bandwidth for data requirements. All new technology LAN deployments, building renovations, and new building construction projects can leverage the investment of Power over Ethernet (PoE) switching hardware that enables a single power source and the ability to centralize a power management strategy and reduce the overall cabling infrastructure within a building.



Digital vs. VoIP Cost Comparison

The table below shows a cost comparison for budgeting purposes. For more detailed product and service information, see the OCTO DC-Net Website (<http://dcnet.in.dc.gov/dcnet>).

System:	Digital	VoIP
Capabilities:	<ul style="list-style-type: none"> Phone System 	<ul style="list-style-type: none"> Phone System
Base Install Cost: (30 FTE's)	<ul style="list-style-type: none"> Cost is determined on an individual case basis. Cost may vary based on customer requirements and existing cabling infrastructure. 	<ul style="list-style-type: none"> Cost is determined on an individual case basis. Cost may vary based on customer requirements and existing cabling infrastructure.
Monthly Recurring Cost: (per unit)	<ul style="list-style-type: none"> \$16.00 (w/out Voicemail) \$19.99 (w/ Voicemail) 	<ul style="list-style-type: none"> \$12.55 (w/out Voicemail) \$16.54 (w/ Voicemail)
Features:	<ul style="list-style-type: none"> Quality desktop phone with a standard digital display that will fit most users needs within an organization. Supports standard call features including: call forwarding, speed dial, directory, send calls, dial intercom, bridge appearances, customized announcements, tenant partition, music on hold, and call pickup groups. Existing LAN data hardware is separate and transparent when migrating existing voice lines to a Digital solution. Extension to cellular support Call Center solution support 	<ul style="list-style-type: none"> Ability to move users to new locations without incurring additional request for telecom services (RTS) charges. Extends the use of a softphone client (speaking into your PC or Laptop using broadband technology) that can be utilized from a PC on the OCTO network or remote locations outside the network with the use of a secure VPN connection. Supports advanced messaging features including: desktop voice messaging, mobile voice messaging, alternative device recognition; secure messaging, message monitor, interrupted session recovery. Helps mobile workers direct their inbound business calls to their IP phone number and initiate outbound business calls as if they were at their IP phone, all from the mobile phone (or other remote phone destination). They can answer incoming calls on the desk phone or mobile phone, pick up calls between the desk phone and mobile phone without losing the connection, and originate enterprise calls from a mobile or other remote phone. <p>Note: Additional costs may apply for advanced messaging and mobility features.</p>

OCTO DC-Net works closely with agencies to develop solutions that meet specific Agency requirements for telephony and other network services. DC-Net gathers detailed requirements through face-to-face meetings with agency decision-makers and thorough site surveys. Factors that contribute to whether VoIP or Digital is deployed include:

- The type of services requested and any specialized service needs, such as call center or video conferencing requirements
- Existing voice hardware and electronic infrastructure, wiring, and physical and logical design
- Size of deployment at the site
- Whether it is a new or existing site and whether the property is owned or leased by the District
- How long the Agency plans to remain at the site
- Budgetary and/or time restraints
- Based on these Agency requirements, DC-Net develops a customized quote for the most cost effective solution in light of both the Agency's needs and the District's overall goals.



Change Management

Technology requires well-planned change management. Change management is the process of building buy-in and understanding across user groups and stakeholders. As leadership becomes increasingly aware of and involved in testing and utilizing various technology packages, the benefits and business case for incorporating advanced solutions into space planning efforts are realized. While training can be an important element of change management, it goes deeper into a cultural shift, modifying the status quo.

