



GSA Public Buildings Service

Client Enrichment Series

RWA Policy and Process Fundamentals

Thursday, February 22, 2024

RWA Policy and Process Fundamentals

2/22/24

*The presentation will start
at 1pm eastern*

Please Note

Phones are automatically muted during the presentation. You can send questions to our presentation team via your Q&A pane and team will answer as many questions as possible during the presentation.

All questions will be responded to in writing in a formal Q&A document, posted along with the slide deck and session recording, on our website, <http://www.gsa.gov/ces>

This session will be recorded.



Welcome.

Meet Our Presenters and Host

Presented By:

Laura Beth Hawkins

RWA Policy Lead

&

Jesse Peragine

RWA Process Lead

Reimbursable Services

Center for Customer Delivery

GSA PBS Office of Project Delivery

Central Office



Hosted By:

James Fotopoulos

Regional Planning Manager

GSA PBS Heartland Region

Region 6



Poll Question #1

Which of the following role(s) best describe(s) your involvement with the RWA process? *(select all that apply)*

- A. Project Manager
 - B. Contracting Officer
 - C. Building/Property/Portfolio Manager
 - D. Budget/Financial Manager
 - E. Fund Certifying Official
 - F. Other (please specify in the “**Chat**” pod)
-

Poll Question #2

What access do you currently have in eRETA?
(electronic RWA Entry and Tracking Application)

- A. Data Entry User
- B. Read-Only User
- C. I don't have an eRETA User ID

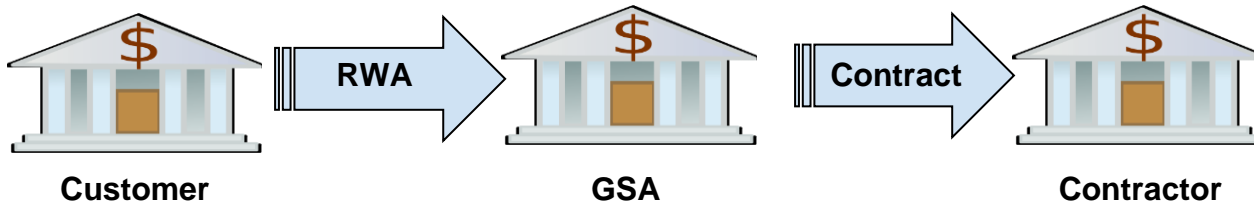
RWA Training Agenda

- 1. Understanding RWAs - RWA Basics**
 - 2. Know the rules - they affect your RWA**
 - a. Appropriations Law
 - b. RWA National Policy
 - 3. Project and Process**
 - a. eRETA Access
 - b. Differences between WR & RWA
 - c. Requirements Development
 - d. Estimates
 - e. Intake and Submission
 - f. Amendments
 - g. End of Year Deadlines
 - 4. Know whom to contact with any questions**
-

RWA Basics – What is an RWA?

REIMBURSABLE WORK AUTHORIZATION (RWA)

An **agreement** between GSA and a customer where GSA agrees to provide materials and/or services outside of normal rent, and the customer agrees to reimburse GSA's costs.



The Office of Management and Budget (OMB) accepts the RWA (form 2957) **submitted via eRETA** as GSA's formal Inter-Agency Agreement (IAA) with Customers.

GSA public RWA website: www.gsa.gov/RWA

Appropriations Law: Funding Authority

40 U.S.C. § 592(b): **Federal Buildings Fund** “*GSA can do work in our buildings and for our tenants*”

Gives GSA the authority to acquire and maintain property and to provide reimbursable services in those facilities. Other federal entities are required to work with GSA to accomplish reimbursable services. (GSA Buildings and GSA Leases)

40 U.S.C. § 583: **Construction of Buildings** “*GSA can do work in other locations not under GSA Jurisdiction*”

Only for new construction, repairs and alteration, but does NOT require re-obligation prior to the expiration date of obligational authority of the funds

31 U.S.C. §1535: **Economy Act** “*Re-obligate (contract) in same period as RWA obligation*”

Requires both the requesting and the performing agency to obligate the provided funds within the period of funding appropriation availability. GSA uses this for properties in portfolios of other agencies. (Non-GSA buildings and non-GSA leases)

Appropriations Law: Scope

RWAs have to be detailed and specific:

31 U.S.C. §1501: **Documentary Evidence** *“Need clear scope”*

Agencies have authority to spend funding for certain purposes and must have documentary evidence to support a valid obligation during the period of availability; an a clear description of work at a certain level of specificity.

31 U.S.C. § 1301(a): **Use of Funds** *“Can’t use funds for a different purpose”*

Funds that have been appropriated to an agency for a specific purpose must not be used for any other purpose, except where specifically provided by law.

Intent! Content! Extent! RWAs have to have an intent (purpose), precise content (specific scope), and an extent (limitations by location, size, etc)

Appropriations Law: Timing

RWAs have to be accepted at the right time - not too early...

31 U.S.C. §1502: **Bona Fide Need** “*No Parking Money - Planning phase must be complete*”

Funds may be obligated for a need arising within the period of funding appropriation availability.

- **Bona Fide Need is a Time Test: Does this work need to start THIS FISCAL YEAR?**

But also not accepted too late...:

31 U.S.C. §1341: **Anti-deficiency Act** “*We need an RWA first*”

Officials may not authorize expenditures exceeding amount available for the obligation

***Lease RWAs for above TI Allowance:** RWA Policy says that the RWA must be accepted prior to the lease award (signed) - the government (GSA and our customer) would be anti-deficient without **all** construction money in-hand (even though it's not obligated to the lessor yet).

See the Leasing [FAQs](#) about how to handle situations where an RWA was not received before lease award.

Appropriations Law: Delivery and Changes

We have a limited time to deliver the work, and limitations on changes:

31 U.S.C. §1552(a): Period of Availability

“On September 30 of the 5th fiscal year after period of availability for obligation of a fixed appropriation account ends, the account shall be closed and any remaining balance (whether obligated or unobligated) shall be canceled and thereafter shall not be available for obligation or expenditure for any purpose.”

Appropriation Types

The **Appropriation Type** applies to the period of funding *appropriation availability* - it limits the time the funds can be used for a new purpose / new scope.

Treasury assigns the Appropriation Type when funds are appropriated.

- **Annual**
Funds are available for obligation by the Customer during one specific fiscal year.
- **Multiple Year**
Funds are available for obligation by the Customer in excess of one fiscal year, but for a defined period of time.
- **No-Year**
Funds are not bound by fiscal year limitations, and the Customer may obligate them at any time. Funds are available until expensed.

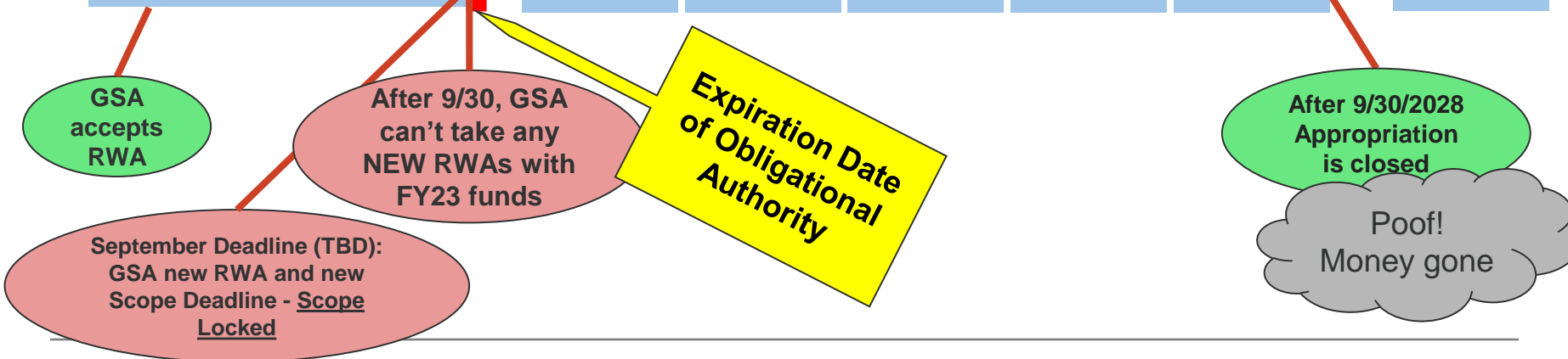
****RWA Policy further limits use of funds:** Amendments for New Scope may only be made within the initial FY of the RWA, regardless of the appropriation type.

Period of Availability – Example – Annual Funds

Funds are available for liquidation for 5 years after the Expiration Date of Obligational Authority.

Example - Annual FY23 Funds

Year 0	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
Period of Funding Appropriation Availability (Obligational Authority)	Liquidation Period					No fun at all
FY23	FY24	FY25	FY26	FY27	FY28	FY29

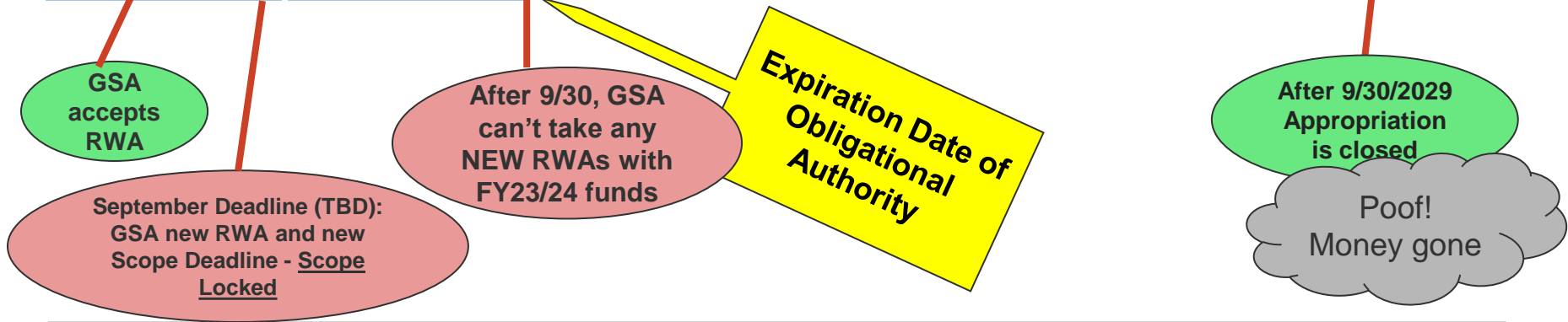


Period of Availability – Example – Multi-year Funds

Funds are available for liquidation for 5 years after the Expiration Date of Obligational Authority.

Example - Multiple-year FY23/24 Funds

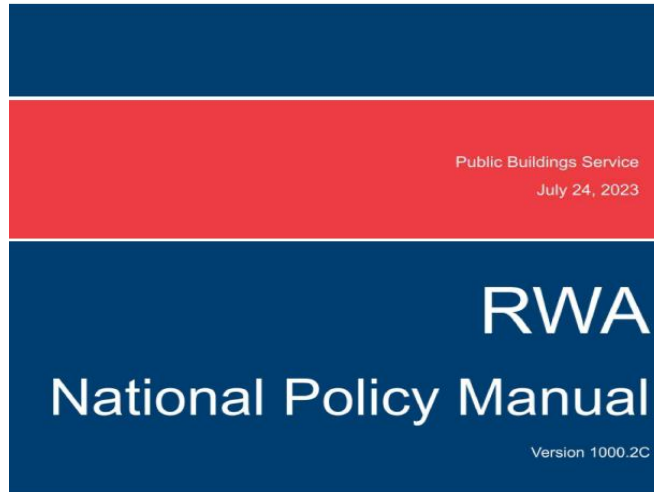
YearS 0		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
Period of Funding Appropriation Availability (Obligational Authority)		Liquidation Period					No fun at all
FY23	FY24	FY25	FY26	FY27	FY28	FY29	FY30



GSA RWA National Policy Manual



U.S. General Services Administration



www.gsa.gov/rwa

Changes Coming Spring of 2024

Substantive Changes:

- Removal of references to the DoD Financial Management Policy
- Raises the single transaction threshold for F-Types from \$25,000 to \$50,000
- Removes quarterly billing option

Antecedent Liability

Antecedent Liability

Financial Liability that was in place when the RWA was created.

- Also known as “Unforeseen Conditions”
- Additional liabilities (cost increases) which result in **no scope increase** from the original RWA, only a cost increase.
- Antecedent Liability **MUST be an amendment** to the RWA. No new or other RWAs.

Examples include:

- Cost increase to move ductwork which was not shown on the available drawings.
- Cost increases for fire and life safety requirements inadvertently left out in planning.
- Unforeseen increases in material or labor costs, or both, without scope change to the RWA, that exceed the original Independent Government Estimate.
- Contractor proposal exceeds estimates but still fair and reasonable
- Additional GSA Direct Charges

Increases to the RWA scope, after the end of the initial fiscal year, require a new RWA regardless of funding type.

Full Funding vs Incremental Funding

Incremental Funding (Prohibited)

- Nonseverable projects may NOT be partially or incrementally funded over a period of time, regardless of fund type (including no-year funds).
- RWA scope must be fully defined and unambiguous, and the RWA must be funded for every part of the scope.

Full Funding (Required)

- GSA must have an RWA scope that is fully defined and unambiguous, and funding must be **sufficient to accomplish the entirety of the requested work**, even if the work is scheduled to occur over multiple fiscal years.
- **No mixing of funds from multiple fiscal years:** Entire scope of work must include funds available for obligation at the time the bona fide need was established.

Furniture and Limited Personal Property Acquisition

PBS may accept an RWA to purchase furniture and limited personal property when **incidental** to a customer relocation, space acquisition or construction project performed by PBS. To be considered incidental to a construction project, the RWA must be accepted by PBS prior to PBS's award of the general contractor's contract or lease award.

If funds are received outside of what would be considered incidental to a project then the purchase would be considered standalone.

Standalone Options:

- **Limited Personal Property:** **NO OPTIONS** - PBS does not have the authority to do standalone personal property purchases
 - **Furniture:** PBS has the authority to purchase furniture on a standalone basis via the Standalone Options for Furniture Acquisition guidance
-

Severable vs Nonseverable

Severable

- Services are continuing or recurring in nature
- A benefit is received each time the service is rendered
- R-type: Period of performance ends at the end of the current fiscal year
- N-type: Period of performance cannot exceed 12 months, but can cross fiscal years if awarded in FY1
- ***Examples: Overtime utilities, preventative maintenance, cleaning***

Nonseverable

- Work results in a single outcome, product, or report
- A benefit is received only when the entire project is complete
- Can be executed within the funding liquidation period of availability.
- ***Examples: Build-out, repairs & alterations, design, studies***

RWA Types - Severable

R-type – Recurring Services

- Recurring services which are not independently contracted (direct transfer to BA61)
- The period of service can range from 1 day to 12 months, tied to a single FY.
- Flat fee of \$500. Fee is billed in full during the first billing cycle.
- R-types are closed at the end of each fiscal year.
 - *Example: Overtime utilities in GSA owned space and non-fully serviced leases*

N-type - Nonrecurring Services

- Severable and nonseverable services can NOT be combined into a single RWA.
 - N-type RWAs for **severable** services are limited to 365 days, but can cross fiscal years, *as long as all services are awarded within the same FY that the RWA is accepted.*
 - Stepped fee.
 - *Examples: Overtime utilities where the utility services are separately metered or billed, above standard janitorial services, event setup/teardown services.*
-

RWA Types - Nonseverable

N-type - Nonrecurring Services and Projects

- Nonrecurring services or standalone projects for a one-time need.
- Severable and nonseverable services can NOT be combined into a single RWA.
 - *Examples: Non-prospectus space alterations and repairs.*

A-Type - Non-prospectus BA54 split funded projects

- Similar to N-type, but GSA provides BA54 funding for shell and/or a TI allowance to be amortized in rent in GSA owned space.
- May require a new/revised OA to be signed

B-Type - Prospectus projects

- Similar to N-type, but related to/part of an approved GSA prospectus project. B-type are used on all GSA prospectus level projects, regardless of the RWA value.
-

RWA Types - Severable / Nonseverable

F-type – Miscellaneous work

- Requires no cost estimate. Requires no Scope of Work (scope = “Miscellaneous”)
- One or more **routine**, nonrecurring miscellaneous services or projects not exceeding \$50,000 for each transaction, including all fees.
- Total amount of an F-type RWA cannot exceed \$250,000.
- **Work must be completed by fiscal year end.** F-types are automatically marked Complete on September 30 of the fiscal year in which they originated.
 - All work must be complete and 100% paid to contractors by September 30.

Examples: Rekeying door locks, random carpet tile replacement, signage, paint touch-up, single employee move, severable services “as needed”.

RETA & eRETA

RETA/eRETA :“RWA Entry and Tracking Application”

All Federal customers are required to use eRETA to send all RWA and Work Request information to PBS.

RETA/eRETA contains all RWA financial information, updated 4x/day, as well as an electronic document file with the RWA 2957 form, Customer Letters, Automated Communications, and much more.

RETA/eRETA is **technically one application**, the primary differences are:

- Logging in (internally vs externally)
- Customers* limited to their own RWAs by AB Code
- ~~GSA editing limited to RWAs in their GSA Region~~
- Customers have a few extra buttons

Customers can sign up and access training at www.gsa.gov/ereta



Get Access and Training for eRETA

www.gsa.gov/ereta

GSA U.S. General Services Administration

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Home > Real Estate > Real Estate Services > Reimbursable Services (RS) Program > eRETA RWA Customer Portal

Reimbursable Services (RS) Program

- Overview
- Policy & Guidance
- eRETA RWA Customer Portal**
- eRETA Training Materials
- How do I access eRETA
- Training
- Frequently Asked Questions (FAQs)
- Billing & Payment
- Contact Us

eRETA RWA Customer Portal

What is eRETA?

The external RWA Entry and Tracking Application (eRETA) is the customer portal for Reimbursable Work Authorization (RWA) information integrated with GSA's financial management system, providing users real-time access to RWA project and financial information. Federal customers are required to send all RWA and RWA Work Request information to GSA via eRETA.


How do I log into eRETA?

Customers log into eRETA via the PBS External Portal (<https://extportal.pbs.gsa.gov>). Please visit our "How do I access eRETA page" for information on setting up your account.

- NOTE:** To help avoid login issues, only use <https://extportal.pbs.gsa.gov> as your browser's eRETA bookmark. Bookmarking any other link may result in difficulties logging into the PBS external Portal where eRETA is located.

Using eRETA and not sure what to do?

Visit the eRETA Training Materials page for Quick Tips, detailed user guides, and video demonstrations. You can also visit our Frequently Asked Questions (FAQs) page. If you can't find an answer to your question on any of these pages, contact eRETA@gsa.gov.



A Work Request (WR) is not the same as an RWA

WR ≠ RWA

Key Difference	Work Request	RWA
What is it?	Identification of a potential need for a project or service	Reimbursable Work Authorization; formal agreement between PBS and a customer
What does it look like?	“W” for “work request” followed by a 7-digit number <i>Example: W2149582</i>	Same 7 digit number, but “W” becomes RWA type (N, R, etc) <i>Example: N2149582</i>
What does it do?	Secures a GSA PM/POC; Initiates requirements development (e.g. scope, schedules, estimates) to become <i>potential</i> RWA	Records a formal Interagency agreement; allows PBS provide to goods and/or services; customer reimburses PBS for those costs
Does it need funding attached?	No	Yes
What RWA rules apply?	None	Appropriation Law and RWA Policy

Work Request-RWA Process

Pre-Planning Status	Customer enters and saves WR information
Unassigned Status	Customer sends WR to GSA ✉ Email from eRETA: New WR is submitted to GSA

GSA may take up to 5 business days to assign a PM/POC

Planning/Estimate Status	<ol style="list-style-type: none"> 1. GSA assigns PM/POC to project or service ✉ Email from eRETA: Work Request W## has been assigned 2. GSA PM/POC and Customer develop requirements (Scope, Estimates) and links an estimate in RETA <p style="text-align: center;">---- This timeframe varies depending on type of project or service ----</p> <ol style="list-style-type: none"> 3. Customer enters remaining information and sends RWA to GSA for acceptance ✉ Email from eRETA: WR/RWA Sent to GSA for Acceptance
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GSA may take 15 business days to review before routing for signatures

Pending-New Status	GSA reviews and enters GSA-specific information
Sig-Requested Status	GSA routes for digital signatures
Accepted Status	Customer and GSA digitally sign RWA via DocuSign Email ✉ Email from eRETA: Acceptance Letter

GSA Assigned a WR

Work Request 2044721 has been assigned



meghan.kass@gsa.gov

Tue, May 19, 3:23 PM (1 day ago)



to may.celena, PBS_R5RWA, settles.ainsley, zachary.miles ▾

RWA Customer and GSA Project Manager/POC,

Work Request number 2044721 located at the below location and description has been assigned. The GSA Project Manager/POC currently assigned to this work request is Zachary Miles who can be contacted at zachary.miles@gsa.gov or (317) 226-6612. This GSA Project Manager/POC is subject to change. If not already completed, the GSA Project Manager/POC should reach out to begin planning phase activities and provide an estimate.

Customer Agency: DEPARTMENT OF LABOR, MINE SAFETY AND HEALTH ADMINISTRATION

Customer POC: Ainsley Settles, settles.ainsley@dol.gov

Building: IN1728ZZ, 2300 Willow Street, 2300 Willow St, Vincennes, IN

Description: To remove existing exit device with a new device to include an exterior pull handle and keyed access from the exterior. Cost estimate is attached.

For more information, please log into RETA and locate Work Request Number 2044721.

Work Request-RWA Process

Pre-Planning Status	Customer enters and saves WR information
Unassigned Status	Customer sends WR to GSA ✉ Email from eRETA: New WR is submitted to GSA

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Planning/Estimate Status	<ol style="list-style-type: none"> 1. GSA assigns PM/POC to project or service ✉ Email from eRETA: Work Request W## has been assigned 2. GSA PM/POC and Customer develop requirements (Scope, Estimates) and links an estimate in RETA <p style="text-align: center;">---- This timeframe varies depending on type of project or service ----</p> <ol style="list-style-type: none"> 3. Customer enters remaining information and sends RWA to GSA for acceptance ✉ Email from eRETA: WR/RWA Sent to GSA for Acceptance
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Poll Question #3

True or False: A Work Request is a formal agreement between PBS and a customer?

A) True

A) False

Requirements Development

Requirements Development – the GSA PM and Customer should jointly develop:

- **Tenant Needs Interview** to gather initial project requirements
- **Specific, clear and discrete scope.**
- Desired **schedule** and budget
- Compliance requirements: Fiscal Law, Policy, ABAAS, Historic Preservation, etc

Scope Development

Elements of a Good Scope: Intent, Content, Extent!

- **Intent:** Purpose/Objective and/or outcome of the service
 - New office space / climate controlled server room / upgraded finishes for new Judge
- **Content:** Elements and specifics of the how the outcome will be achieved
 - Design, Construction, M&I, Furniture, etc / replace cooling unit / new carpet, remove wallcovering, paint
- **Extent:** Location of service, area addressed, and proposed SF space change
 - IL0303ZZ, rooms 510-521, 13,000 USF / add 2,000 UF

No Scope Creep - You cannot use an RWA for scope that is not defined on that RWA
Scope is locked on all RWAs (regardless of fund type) at the end of initial FY of acceptance

RETA Cost Estimate

GSA provides a cost estimate: The GSA PM/POC will use their detailed estimate to complete a Summary Cost Estimate (SCE) or Overtime Utility Cost Estimate (OUE) in RETA and link it to the Work Request.

SCE includes:

- Estimated Construction Costs (ECCA)
- Contingency
- Design
- CM&I
- Furniture, Fixtures & Equipment (FF&E) Costs

OUE includes:

- Above standard costs
 - Above standard costs: electrical, janitorial services, preventative maintenance, etc
-

Direct Costs - GSA Labor and Travel Direct Charges

Direct Costs Include:

- GSA In-house design services
- GSA In-house M&I services
- Management/Contracting of Personal Property (FF&E)
- Travel costs and GSA time outside of 50 miles from the nearest GSA office
- For a full list, please see the Appendix in the [GSA Rent Pricing Policy](#)

RWA Fees - Indirect Costs

Flat Fee (Recurring RWAs):

- Flat \$500 fee
- GSA overhead for RWA program, RETA system, finance personnel, etc
- Only refunded if the RWA is canceled and no costs were incurred

RWA Management Fee (Nonrecurring RWAs):

- GSA overhead for RWA program, RETA system, finance personnel, etc
 - Single stepped fee structure
 - Minimum fee of \$500 - Floor but no ceiling
 - Applies to all costs except:
 - Does not apply to the purchase of personal property - Furniture, Fixtures & Equipment (FF&E)
-

Trigger to Customer: Cost Estimate Done

GSA has approved the estimate SCWI0153521174006 for WR/RWA 2181613



reta.user@gsa.gov

Jun 23, 2021, 9:47 AM (1 day ago)



to robert.sperry, terrence.proctor, brian.reed, me, michael.whiting

GSA Customer,

GSA has approved Summary Cost Estimate SCWI0153521174006 linked to Work Request/RWA 2181613. You can now submit this New/Amended RWA to GSA in eRETA. To do so, you must enter all required fields in eRETA and then click the "Send to GSA" button on the Customer Approval tab. GSA can take no additional action on this New/Amended RWA until you complete this step.

To review a copy of this estimate, click on the "Estimates" search tab at the top of any eRETA screen and search for the Estimate Tracking Number listed above.

Should you have any questions regarding this estimate or RWA, please contact one of the GSA Representatives listed below:

Total Estimate Amount: \$48,416.61 **GSA Project Manager:** michael.whiting@gsa.gov, (920) 604-0391

PBS Data Entry User: PBS_R5RWA@gsa.gov

Customer Agency: DEPARTMENT OF JUSTICE, OFFICES OF THE UNITED STATES ATTORNEYS

Building: WI1671ZZ, 205 Doty Street, 205 Doty St, Green Bay, WI

Description: Remove and replace all carpeting in USAO Green Bay suite.

GSA Summary Cost Estimate (SCE)

Base Project Costs

TI Scenario: 3- Continuing Occupancy, Owned

		GSA (SHELL) COSTS		TENANT (RWA) COSTS	
1	E.C.C.A. (Estimated Cost of Construction at Award)		\$0.00		\$384,183.00
1A:	Construction of New Building/Facility		\$0.00		\$0.00
1B:	Initial Space Buildout and Alterations		\$0.00		\$0.00
1C:	Existing Space Alterations		\$0.00		\$384,183.00
2	Construction Contingency:	Contingency Method			
	Percent of Line 1	10.00%	\$0.00	10.00%	\$38,418.30
3	Estimated Construction Cost: (Line 1 + Line 2)		\$0.00		\$422,601.30
4	Workplace Engagement and Other Studies:		\$0.00		\$0.00
	Design/DIDs: (All costs associated with design narratives, models, calculations, specifications, construction drawings and cost estimates)	Design Cost Method			
5	Percent of Line 3	15.00%	\$0.00		\$63,390.20
6	Construction Mgmt and Inspection:	Mgt./Insp.Fee Method			
	Percent of Line 3	6.00%	\$0.00		\$25,356.08
7	Misc. Construction and Design (Identify)		\$0.00		\$0.00
8	PBS Travel Associated with Project		\$0.00		\$0.00
9	Subtotal (Lines 3 through 8):		\$0.00		\$511,347.57
10	Tenant Improvement (TI) Allowance:				\$0.00
11	TI Lump Sum (Buy Down)				\$0.00
12	TI To Be Amortized In Rent:				\$0.00
13	Subtotal (Lines 9 through 12):				\$511,347.57



ECCA



Construction Contingency



Design Services



CM&I

GSA Summary Cost Estimate

Additional Project Costs

14 Moving and Move Coordination:		\$0.00
15 Information Technology Installation (excludes software):		\$0.00
16 Security System Installation (Card Readers, Physical Barriers):		\$25,000.00
17 Security Services (Guard Services):		\$0.00
18 Specialty Consulting Services:		\$0.00
19 Direct GSA Labor Costs:		\$0.00
	Contingency Method	
20 Additional Project Cost Contingency:	Not Applicable	\$0.00
21 Subtotal (Lines 14 through 20):		\$25,000.00

← GSA Direct Labor

RWA Management Fee

22 Total Project Cost to Calculate RWA Mgmt Fee (Line 13 + Line 21):		\$536,347.57
	RWA Mgmt Method	
23 RWA Management Fee:	RWA Management Fee	\$42,907.81
24 Total Project Cost + RWA Mgmt Fee (Line 22 + Line 23):		\$579,255.38

← RWA Management Fee

Personal Property Costs

25 Furniture, Fixtures, and Equipment (FF&E):		\$0.00
26 Software, Supplies, or other excluded personal property:		\$0.00
27 Personal Property Contingency:		\$0.00

← FF&E

All amounts shown above in the 'Personal Property' section (lines 25-27) do NOT incur the RWA Management Fee. However, Direct GSA Labor Costs (Line 19) to provide the Personal Property expenses should be added per PBS Pricing Policy.

Total Reimbursable Costs

28 Total Reimbursable Cost to Agency (Lines 24 through 27):		\$579,255.38
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← Total RWA Costs

Range of Accuracy: -13%, +22%

New SCE Valid Thru Feature

BASIC INFORMATION	
Est. Tracking No.: SCNY0280424037007 Estimate Total: \$3,437.50	Estimate Status: Approved Estimate Creation Date: 11/7/2023 Estimate Valid Thru: 2/22/2024
RWA Type: W	RWA Number: 2611374
Project Phase: 1-Project Identification	Estimate Type / Range of Accuracy: Pre-Planning/Development (-20%, +30%)
Estimated RWA Start/Acceptance Date: 2/5/2024	Estimated Substantial Completion Date:
Project Control Number: 	
Project Name: 	
OA Number: 	CBR Number:
Primary Worksite (Building) No: NY0282ZZ	Land Point Of Entry(LPOE)?: <input type="radio"/> No <input checked="" type="radio"/> Yes
Primary Worksite (Building) Name: JACOB K. JAVITS FB/CIT	
Address: 26 Federal Plaza	
City: NEW YORK	State: New York
Zip Code: 10278	
Requesting Agency Bureau Code: 02804	
Requesting Agency Bureau Name: SOCIAL SECURITY ADMINISTRATION	

- Effective March 16, 2024, all SCEs for Work Requests will include an Estimate Valid Thru date and will be valid for 90 days after approval.
- If a Work Request is not funded or after 90 days, the accompanying SCE will revert to “pending” status and must be revised and re-approved by GSA.

New SCE Valid Thru Feature – Customer Letter

From: reta.user@gsa.gov <reta.user@gsa.gov>

Sent: Monday, February 5, 2024 3:09 PM

To: [Redacted]

Cc: [Redacted]

Subject: Reminder: fund WR/RWA W 2609852 - estimate will become invalid in 2 weeks

[Redacted]

The estimate associated with Work Request (WR) 2609852 will become invalid after 2/19/2024. If you intend to fund this WR, please **take action in eRETA** to enter all required fields and then click the "Send to GSA" button on the Customer Approval tab. For detailed instructions, please visit www.gsa.gov/ereta > [eRETA Training Materials](#).

If you do not fund the WR before 2/19/2024, the estimate will revert to "pending" status so the estimate can be updated with current market pricing. You cannot fund a WR when an estimate is in pending status. Please coordinate with your GSA Project Manager/Point of Contact to update and reevaluate costs. GSA will need to approve the revised estimate before you can fund the WR. Please contact your GSA PM/POC with any questions.

Total Estimate Amount: \$5,500.00

Estimate Valid Thru: 2/19/2024

GSA PM/POC: [Redacted]

PBS Data Entry User:

Customer Agency: SOCIAL SECURITY ADMINISTRATION

Customer POC: [Redacted]

Building: NY0282ZZ, Jacob K. Javits Fb/Cit, 26 Federal Plaza, New York, NY

Description: test 3

For more information, please log into RETA and locate Work Request Number 2609852.

*** This is an automatically generated message, please do not reply directly to this email. ***

- Two weeks before the estimate becomes invalid, a notice will be emailed to the customer and GSA points of contact listed on the Work Request.
- The notice will remind customers to fund the estimate or to provide GSA with an updated funding timeline.
- After 90 days if no action is taken, the estimate will revert to "pending" status. Any time an estimate is re-approved, the Estimate Valid Thru date will be updated.

RWA Intake & Submission

How are Work Requests submitted to become RWAs?

Work Requests and RWAs must be completed through eRETA

- Customer fills out **financial information** in eRETA
- Customer clicks “**send to GSA**” button, generating the email “**WR/RWA ##### has been sent to GSA for Acceptance**”

What to expect after submission - Acceptance within 15 business days

- If there are **errors** on the RWA, GSA will ask for corrections
- GSA PM compiles documents and submits the RWA for internal reviews
- If approved internally, GSA routes for signatures via **DocuSign**
- **Customer** receives an **email** from DocuSign: Signs by clicking the link in **email**
- **GSA** receives an email from DocuSign: Sign the RWA by clicking the link in email
- GSA sends the **Acceptance Letter**

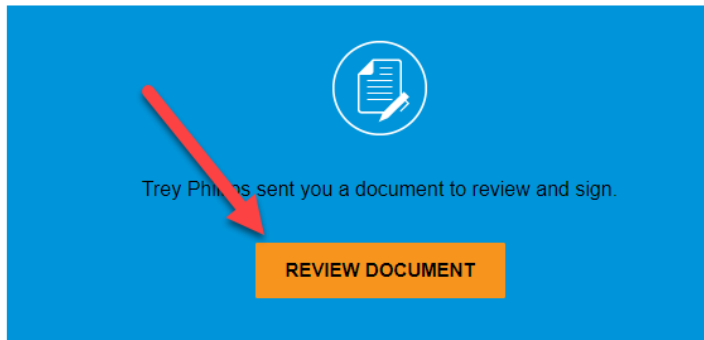
Be patient, and ask for schedule updates

- Now the PM can use the funds - Contract procurement **can begin**
- Some contracts may take a while to procure, as many procurement timeframes are mandated.

RWA Signatures

RWA N2464026_Chicago_IL_001 External

Trey Phillips via DocuSign <dse_NA3@docusign.net> Mar 9, 2022, 1:47 PM
to me ▾



- GSA routes the RWA for signatures
- Signatures happen via email, not eRETA
- Click the email to sign: can even be done from a smartphone.
- GSA signs **after** the customer signs.
- After signatures, (and possible central office audit review) the acceptance letter will be sent.

TROUBLESHOOTING - Didn't receive the email?

- Check your spam and/or search your emails for these addresses:
 - dss@docusign.gsa.gov
 - dsa_na3@docusign.net
 - des@docusign.net
 - des_na2@docusign.net
- It is wise to add those email addresses into your contacts.
- When all else fails, contact GSA who can re-route for signatures.

RWA Amendments

Amendments are Acceptable for:

- Within scope cost increases attributed to an antecedent liability
- Changes or additions to the scope of work within initial FY the original RWA was accepted
- Reduction in scope

Amendments are NOT Acceptable for:

- Out of scope changes, new scope (after the initial year of acceptance), regardless of funding type
 - A new RWA is required for new scope.
- Extending POP for severable services, after the original year of RWA Acceptance and regardless of funding type

Funding Amendments

MUST provide funds that were available when the original RWA was submitted and accepted.

If funding from the original FY of bona fide need is **no longer available**:

- **Current** year funding can be used **AND**
- **Statement of Further Written Assurance** (Waiver): Customer fund certifying official must sign and upload to RETA

Example: RWA funded with FY19 Annual funds to build out a kitchen. Project was underestimated, therefore resulting in an antecedent liability in FY22. In FY22, the RWA should be amended with funds available from our customer in FY19 Funds.

If FY19 funds are no longer available, FY22 (current) funds must be used and a Statement of Further Written assurance* is also provided.

* For Judiciary: your internal policy is that only the AO can sign this waiver.

End of Fiscal Year RWA Deadlines

Deadline to submit **fully executable**, nonseverable RWAs is usually in the month of July for Economy Act and the beginning of September for all other funding authorities.

Fully Executable RWAs must have:

- Defined Scope of Work, **already reviewed** with GSA
- Appropriate Funding, estimate **already reviewed** with GSA
- RWA sent to GSA through eRETA (customer hits “send to GSA” button)
- **Signatures are not required for it to be fully executable**
- **WR ≠ RWA**

Exceptions to the deadline:

- Severable RWAs
- Health, Life Safety or Emergencies (GSA Central Office must approve)

If substantive changes need to be made to the RWA after the September deadline, that means the RWA was not fully executable and we have to reject it for this FY. Then after October 1, your agency would need to modify the funding to reflect next FY’s funds and resubmit the RWA.

Poll Question #4

In order to meet the RWA Submission Deadline, are signatures required?

A. True

A. False

Project Closeout – Substantial Completion

Substantial Completion

- Declared at **beneficial use** of the work.
 - Space can be used by the occupant.
- Punch list items may remain.
 - Contractors have **not** been fully paid yet
- GSA sends ***Substantial Completion Letter*** to customer
 - Customer is instructed **NOT** to deobligate funds at this point

Substantial Completion Letter

U.S. General Services Administration
PROJECT DELIVERY DIVISION
100 S. Independence Mall West
Philadelphia, PA 19106
www.gsa.gov/rwa



1/5/2022



Dear [REDACTED]

The U.S. General Services Administration (GSA), PROJECT DELIVERY DIVISION, accepted Reimbursable Work Authorization (RWA) [REDACTED]

[REDACTED] The RWA includes the following details:

Location: [REDACTED]

Cust. Order No: R3-19-06

No:

Description: TI Overage

GSA has made the initial determination that the work requested has been substantially completed or delivered as intended under the reimbursable agreement. However, this does not necessarily indicate that the requested work is financially complete. **AT THIS TIME PLEASE DO NOT DEOBLIGATE FUNDS ASSOCIATED WITH THIS RWA.**

Do not deobligate any remaining funds you may have at this time.

Project Closeout – Financial Closeout

Financial Closeout

- Punch list is executed and GSA Project Team pays contractor(s)
- GSA confirms all obligations have been invoiced and paid, and customer billing and collection is complete
- GSA sends **Close Out Letter** to customer
- Customer de-obligates remaining RWA funds

Financial Close Out Letter

U.S. General Services Administration
PROJECT DELIVERY DIVISION
100 S. Independence Mall West
Philadelphia, PA 19106
www.gsa.gov/rwa



12/15/2022

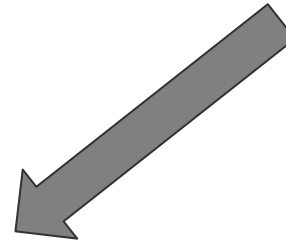


Re: RWA # [REDACTED]

Dear [REDACTED]:

The work as described under the subject reimbursable work authorization number [REDACTED] is complete and was closed on 12/15/2022.

Deobligation Amount



Building Information:	[REDACTED]
Customer Accounting Data:	[REDACTED]
Customer Order Number:	R3-19-06
RWA Authorized Amount:	\$1,206,343.03
Total Obligated:	\$1,155,358.80
Outstanding Previously Billed Amount:	\$0.00
Estimated Charges Not Yet Billed:	\$0.01
Remaining RWA balance to be de-obligated from your accounting is:	\$50,984.22

Project Pulse Survey - Project POCs Please Participate!

- Quick and easy way to provide RWA project feedback
- Used to improve GSA performance
- Sent at key points during the RWA lifecycle (depending on \$)
- **RWA Project Customer POCs** are asked to
 - rate your Overall Satisfaction
 - weigh in on specific project attributes
 - offer comments about your GSA project experience

Sender email - projectpulsesurveys@research.gsa.gov

Subject line - How did GSA do?...

Background and Benefits

FPS aims to provide excellent customer service in all aspects of project delivery. The Project Pulse Survey is a quick and easy way for customers to provide feedback on all RWA and leasing project delivery efforts. FPS uses this valuable information to evaluate performance and identify best practices and areas for improvement at different stages of project delivery.

We administer this monthly survey on customer RWA and Leasing cases, regardless of size. The short survey is conducted on-line and takes just a few minutes to complete.

When is the Project Pulse Survey Administered?

Starting in the first quarter of 2021, FPS will administer the survey up to three times during each RWA and Leasing project.

RWA Project	Leasing Project
Acceptance (for projects greater than \$20,000)	At Request for Lease Proposal
Expense Midpoint (for projects greater than \$250,000)	At Lease Award
Substantial Completion	Lease Effective Date

What Does the Survey Measure?

Each brief survey's questions vary based on when in the project lifecycle the survey is sent. In general, the survey evaluates:

- Overall Satisfaction
- Communication and Transparency
- Clear Point of Contact
- Satisfaction of Requirements
- Cost and Budget
- Schedule
- Quality of Work

Poll Question #5

As a result of today's session, how much more comfortable are you with PBS's RWA policies and processes?

- A. Much more comfortable!
- B. Somewhat more comfortable
- C. I'm still going to need some more support

Support is Here! Customer Contacts

Sign up for eRETA access, access training videos: www.gsa.gov/ereta

For other questions, please reference the GSA RWA website at www.gsa.gov/rwa, or contact:

- **RWA Policy & Program Questions & Feedback:** [RWA Manager](#) or AskRWA@gsa.gov
- **eRETA Technical Questions & Feedback:** eRETA@gsa.gov
- **Project-Specific Questions:** Contact your GSA Project Manager/POC (listed on the eRETA WR/RWA)
- **Strategic & Relationship Management Questions:** Contact your [Regional Account Manager \(RAM/RCE\)](#) or [National Account Manager](#)
- **FPDS (RWA Blocks 14A and 14B) Questions:** Contact your Agency's [FPDS Administrator](#)
- **Billing Questions (IPAC Customer):** ipacbilling@gsa.gov
- **Billing Questions (non-IPAC Customer):** FW-Billing.Finance@gsa.gov
- **VCSS Questions:** 1-866-450-6588 or businessapps@gsa.gov
- **VCSS access issue/password resets:** VCSS.security@gsa.gov

And Here! Web Resources

- [eRETA RWA Customer Portal](#)
 - [RWA Policy Guidance](#)
 - Year End Letter
 - [eRETA Training Guides](#)
 - [National Policy Manual](#)
 - [RWA Frequently Asked Questions](#)
 - [Contact Us](#)
-

D2D PBS Customer Dashboard (RWAs)

Welcome and Guidance My Projects My RWAs My Occupancies My Locations My Rent



My RWAs

Instructions to create RWAs Standard Export (supporting data file)
1. Apply filters below, if desired (they will apply to the generated report).
2. Select 'Download' located at footer of the page, followed by 'Crosstab' fo
3. Select 'Data Export - My RWAs' from the menu of sheets.
4. Choose the desired file type - Excel Workbook (.xlsx) or Comma Separated
Access the User Guide (from Welcome/Guidance tab) for more export option

Agency (All)

Filters [Reset All Filters](#)

Bureau (All) GSA Region (All) GSA-Leased or GSA-Owned (All) RWA Type (All) Service Type (All) State (All)

Building Number (All) Building Name (All) RWA Acceptance Date 9/13/2006 - 5/19/2023 Authorized Amount \$461

Selected Filters: Bureau: All; GSA Region: All; State: All; City: All

RWAs - National Summary

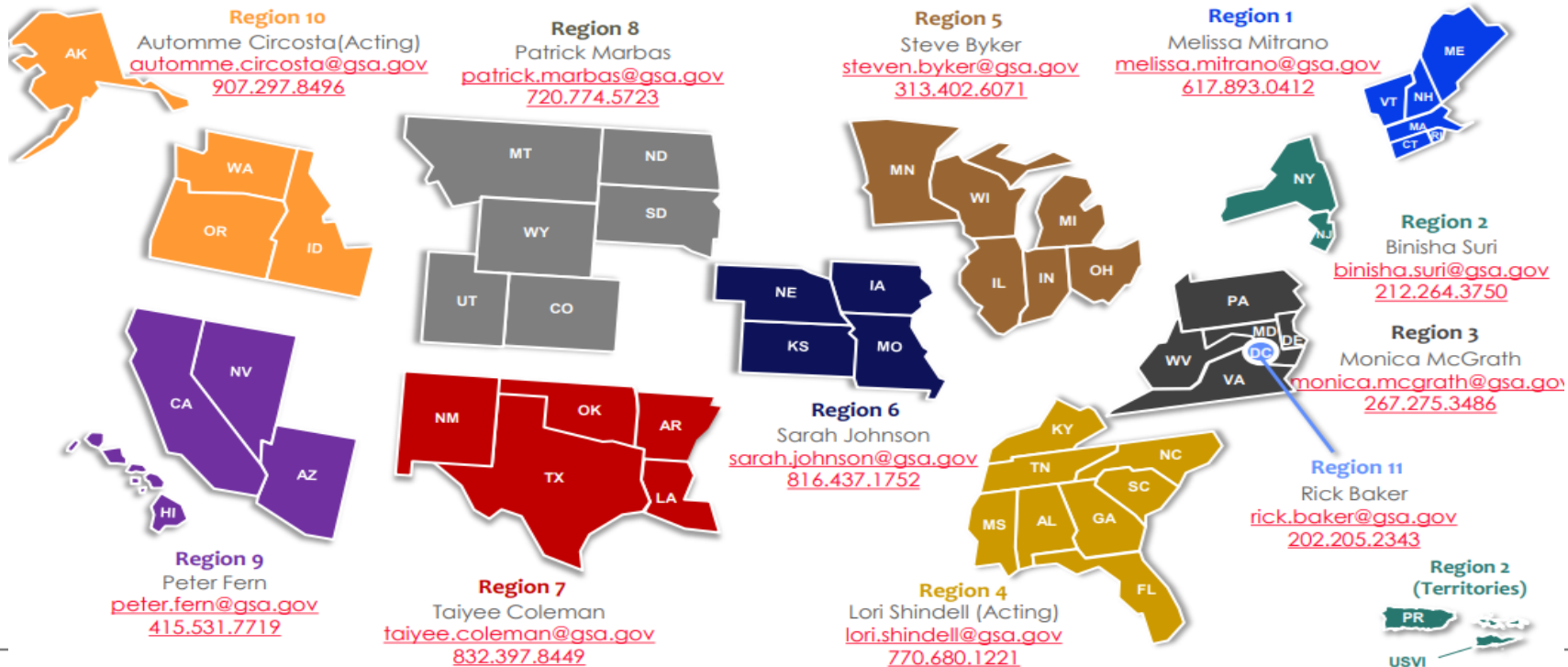
Open RWAs

RWA Type Definitions

A: Standalone project split-funded by PBS and customer (example: Con

Sign in here using your MAX.GOV login <https://d2d.gsa.gov/report/pbs-customer-dashboard>

GSA PBS Reimbursable Services RWA Managers





*Thank
You*

CES events coming soon...

Green Leasing Requirements

Thursday, March 21st

2pm-3pm eastern

[Register Today!](#)

Safeguarding Assets - Risk Management for Real Property

Thursday, April 18th

1pm-2:30pm eastern

eRETA Digest

Thursday, May 9th

1pm-2:30pm eastern

Watch CES sessions on  YouTube

[Bookmark and binge watch all your favorites!](#)

visit www.gsa.gov/ces

email clientenrichmentseries@gsa.gov