Welcome to today’s presentation on:

Reimbursable Work Authorizations (RWAs)

The presentation will begin at: **2:00pm EDT**

**Note:** Phones are automatically muted during the presentation. You have the ability to send questions to the host and presenters through your question’s pane. They will answer as many of the questions as possible throughout and at the end of the presentation. All questions will be captured, and answers sent to all participants within 2 weeks.
- April – Energy & Conservation Standards
- May – Express Menu of Services
- June – eRETA and Vendor Customer Self Service

- TODAY – Reimbursable Work Authorizations

www.gsa.gov/r10ces
ClientEnrichmentSeries@gsa.gov
Reimbursable Work Authorizations (RWAs)

Hosted by: Richard Baker, Regional Account Manager, Northwest/Arctic Region

Presented by: Ashlee Carlson, Program Manager, Small Projects & Reimbursable Services
Adam Snider, Program Analyst, Small Projects & Reimbursable Services

Richard Baker  Ashlee Carlson  Adam Snider
Reimbursable Work Authorizations
Small Projects & Reimbursable Services “SPRS”

• Purpose is to provide GSA PBS customers (internal and external) with an institutionalized RWA management process from receipt of RWA to closeout
• The National RWA Program had an FY2012 RWA workload of approximately 26,000 RWAs worth over $4.25 Billion
  – RWAs from over 350 agency bureaus
RWA Basics - What Is an RWA?

• An RWA is an agreement between GSA and a customer whereby GSA agrees to provide materials and/or services, and the customer agrees to reimburse GSA’s costs.
• RWAs capture and bill the costs of altering, renovating, repairing, or providing services, in GSA-managed space, over and above the basic operations financed through rent.
• The RWA identifies the specific needs of the customer and establishes a financial agreement.
• Provides written documentation of a formal agreement.
RWA Lifecycle

- Phase 1: Requirements
- Phase 2: Cost Estimate
- Phase 3: Funds Certification & Acceptance
- Phase 4: Execution
- Phase 5: Completion & Financial Closeout

Standardized RWA process; consistent, scalable, and repeatable
Identify Customer Need

• When a space need has been identified, the customer should contact GSA to assist in developing requirements for the RWA.
• GSA conducts requirement development meetings with the customer (if necessary) to create the scope of work.
• A fully defined statement of work must be written so that:
  – A supporting cost estimate can be developed
  – Any remaining balance cannot be used for unrelated projects outside of the original statement of work
• If GSA receives an unsolicited RWA Form 2957 at any time during this process, GSA official must send “Receipt Letter” to customer.
Phase 2: Cost Estimate
Cost Estimating

• Statement of work and estimate are basis for binding agreement, resulting in obligation of funds by customer
• Estimate may come from customer, lessor, or GSA
• The greater the specificity:
  – The lower the contingency will need to be
  – The more likely expectations will be met
  – The less chance of change orders and delays
Summary Cost Estimate (SCE)
Summary Cost Estimate (SCE)

The SCE worksheet is required for all RWAs

Summary Cost Estimate (SCE)

<table>
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SCE: Cost Management Classifications

Project Phase:

- Project Initiation
- Planning & Development
- Design
- Construction Procurement
- Construction
- Close-out

Used to identify the project phase in which the estimate was developed.

Estimate Type (Range of Accuracy):

- Order of Magnitude (+75%, +40%)
- Budgetary (+1-30%)
- Conceptual Design (+1-20%)
- Construction Estimate (+10%, +5%)
- Change Order Estimate (+10%, +5%)

Used to identify the estimate type and range of accuracy based on the phase in which the estimate was developed.
The 4% Project Management Fee

- To recover the indirect costs of regional and field office associates who manage and deliver RWAs for Tenant Improvement (TI) type work.
• The 4% Fee covers regional oversight of delivering RWAs.
  – Examples include:
    • GSA PMs coordinating efforts with various contractors
    • Contracting Officers’ time for awarding and administering contracts related to construction activities
• The 4% Fee applies to all eligible expenses
  – Examples include: design, construction, and construction management
• The 4% Fee does not apply to ineligible expenses
  – Examples include: personal property, moving costs, and severable services
The Sliding Scale Fee

- To recover the general and administrative national overhead costs associated managing with the Reimbursable Services Program.
Common Estimate Components

Construction Costs & Contingencies
+ Architecture/Engineering (A/E) Costs
+ Construction Management (CM) Costs
+ 4% Project Management (PM) Fee
+ Personal Property Costs
+ RWA Overhead Fee (sliding scale)

= Authorized Amount of RWA
Phase 3: Funds Certification & Acceptance
Where to send an RWA

- Once you have identified and discussed your needs with GSA and we have established a cost estimate, you are ready to complete the RWA Form and send it to GSA.

- Each Region has a slightly different intake process, detailed below, but eRETA 2.0 will assist with making this consistent.
  - Region 2 (NY, NJ, Caribbean) R2RWA@gsa.gov
  - Region 4 (GA, TN, NC, SC, KY, AL, MS, FL) R04.RWA.Team@gsa.gov
  - Region 5 (IL, WI, MN, IN, MI, OH) R5RWAPRInbox@gsa.gov
  - Region 7 (TX, NM, OK, AR, LA) R7RWA@gsa.gov
  - Region 10 (WA, OR, ID, AK)
    SMSC.RWA.Inbox@gsa.gov (Seattle Metro Service Center)
    ESC.RWA.Inbox@gsa.gov (Eastern Service Center – Spokane)
    GPSSC.RWA.Inbox@gsa.gov (Greater Puget Sound – Auburn)
    SSC.RWA.Inbox@gsa.gov (Southern Service Center – Portland)
    NSC.RWA.Inbox@gsa.gov (Northern Service Center – Alaska)
  - For all other regions we encourage you to work with the local PMs or contact your Regional RWA Manager (provided at the end of this presentation)
Acknowledgement of Receipt

- If the RWA Form was not received earlier in the process, then a “Receipt Letter” will be sent.

- Acknowledgement by GSA of physical possession of RWA Form 2957
  - Further clarifying discussions may be necessary
Current RWA Form 2957

- Mandatory to use form revised 2/2011
- Blocks 15A and 15B Required (FPDS)
- Use Billing Type N and Pay.gov for Credit Card Payments
- Digital Signature Capability
- Access Form at www.gsa.gov/rwa
Acceptance

- Customer completes first page of the RWA Form 2957
- RWAs are not automatically accepted; they must meet important criteria, such as:
  - Bona fide need
  - Fully defined statement of work
  - Supporting cost estimate
  - Proper funding
  - Required customer signature
- GSA agrees to provide requested services by signing the RWA Form 2957 and entering it into RETA
- “Acceptance Letter” must be sent to the customer
  - Customer establishes obligation
Phase 4: Execution
Amendments

- Amendments to RWA must meet three requirements
  - Bona Fide need exists
  - Funds are legally available for new purpose(s)
  - The Appropriation has not lapsed
- Agencies may amend RWAs to increase/decrease RWA amount for within Statement/Scope of Work changes
Phase 5: Completion & Financial Closeout
Substantial Completion

• Actual work is substantially complete
  – Beneficial occupancy (space can be utilized by customer)
  – Punch list items may exist
• GSA sends “Completion Letter” to customer
• Customer should not deobligate funds at this point
Financial Closeout

- Most projects are closed out within 60 days after substantial completion
- All costs have been billed and all invoices have been paid
- GSA and customer settle final bills
- GSA sends “Closeout Letter” to customer signifying that all punch list items are complete and all costs have been billed
  - Signed 2957 must be sent with “Closeout Letter”
- Upon receiving “Closeout Letter”, customer should deobligate any remaining funds
Clarification of Obligation & Liquidation

1. Customer agency obligates funds to GSA in its financial system upon receiving Acceptance Letter.
2. GSA obligates funding to vendors as contracts are signed. GSA liquidates obligations as vendors deliver goods and/or services.
3. GSA bills the customer for services rendered.
4. Customer liquidates its obligation as payments are made to GSA.
RWA Customer Letters Recap

Phase 1: Requirements
Phase 2: Cost Estimate
Phase 3: Funds Certification & Acceptance
Phase 4: Execution
Phase 5: Completion & Financial Closeout

Acknowledgement Of RWA “Receipt Letter”

RWA “Acceptance Letter”

Substantial “Completion Letter”
- No financial action

Financial “Closeout Letter”
- Customer deobligates

RWA Project “Follow-up Letter” (if necessary)
Major RWA Initiatives

- RWA Customer Letters are mandatory
- 4% Project Management Fee Automation
- Credit Card payments require pay.gov use & entry
- SCE Cost Management Ranges of Accuracy
- Small Projects Training & RWA Levels II and III Training
  - Decommissioned RWA Search October 2011
- Federal Customer Guide to RWAs under major overhaul
- Multiple Buildings “Study” for F & N Type RWAs
Web Resources: Customer Facing

- **SPRS Division**: Find a multitude of information regarding reimbursable work authorizations including policies and guidance at [http://www.gsa.gov/rwa](http://www.gsa.gov/rwa)

- **eRETA**: Access to all RWA Information (Financial Information, Documentation, Communications) [http://www.gsa.gov/ereta](http://www.gsa.gov/ereta)


- **Vendor and Customer Self Service**: Online access to billing and accounts receivable data. For more information please visit [http://www.gsa.gov/baar](http://www.gsa.gov/baar)
Reimbursable Services Regional Core Team
Thank You!

**Ashlee Carlson**
Ashlee.Carlson@gsa.gov
202.501.9189

www.gsa.gov/rwa
AskRWA@gsa.gov
external RWA Entry and Tracking Application (eRETA)
Allows users access to RWAs managed by multiple Agency Bureau Codes (ABCs) with a single log-in

Functionality includes:

- Run customized queries for an RWA using any of the 25 search criteria
- Review current financial activity of the RWA
- View uploaded documents and files for the RWA
- Download groups of RWA data to Excel for analysis

Replaced the antiquated “RWA Search” Website

- Roll out began in April 2011
- Available to all agencies by June 2011

Information and access available at: www.gsa.gov/ereta
The following slides provide sample screenshots, however for purposes of this demonstration the trainer will log into the live eRETA environment.

Screenshots are provided for participants logged in via the audio portion only.
www.gsa.gov/ereta

eRETA User Account Request Process

1. Complete the eRETA User Account Request Form on-line by clicking here. Use the List of Agency Bureau Codes (ABCs) below to help complete the on-line form. The “eRETA User Account Request Form” link above opens a Google Form. Some agency firewall settings block this website. If you are unable to open the link above, please email us at eRETA@gsa.gov and request to complete the “eRETA User Account Request Form” via e-mail.

NOTE: Please only select Agency Bureau Codes listed on the attachment below. GSA and its systems recognize these codes, even though some agencies may recognize slight variations of these codes. Until such a time that Agency Bureau Codes are standardized across the federal government, the codes below will be the only ones recognized by eRETA and GSA Systems.

List of Agency Bureau Codes
GSA IT General Rules of Behavior

2. Complete the “eRETA Application Clearance Verification Form” available below. This form is required by GSA’s Personnel Security Office. Because this form requests Personally Identifiable Information (PII), please share it with your Agency’s Personnel Security Office (or Human Resources Office) and GSA’s Personnel Security Office only. Full instructions on how to securely send this information to GSA are provided on the form below. Steps 1 and 2 of the eRETA User Account Request Process are separated due to the PII captured in Step 2. We apologize for the inconvenience this may cause, but we are serious about protecting your PII and want to ensure it is reviewed only by those with proper authorization.

eRETA Application Clearance Verification Form

3. After your request has been processed and all approvals have been granted**, the GSA National Application Helpdesk will send a verification e-mail to the e-mail address provided in Step 1. Follow the steps in that verification email to finalize your account.

NOTE: We have received many questions as to why GSA is requiring the second form that captures PII. Please review the “eRETA Frequently Asked Questions and Help Topics” section below for answers.

eRETA Resources

eRETA Resources and User Guides
Understanding eRETA Financial Information (5/15/2012)
External PBS Portal at: extportal.pbs.gsa.gov
Launch the eRETA application from within the External PBS Portal.
eRETA Search Screen

![eRETA Search Screen](image)

**RWA Documentation Search**

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**Select Page Size:** 20

**Search Results**

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2 Records found. Displaying page 1 of 1.
### RWA Documents Detail Page

#### Financial Summary

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#### Customer Information

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#### Project Description:

Work shall include the procurement of the following services: pre-construction A/E, site studies, design/build, project management, construction management, construction site security management for the ARRA funded new construction project to support the Department of State data Center project in Denver, Colorado. Additional funding for the construction of this building will be added to this RWA at a later date.
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If the document does not open users should install the missing software required for viewing the document.
GSA Admin Controls allow sensitive RWA projects to be hidden from eRETA queries.
Reseaching RWAs with eRETA will be so much more informing and detailed [than the RWA Search website]. I can’t wait!!

- Marion Williams, Program Analyst, DHS/FEMA

I look forward to using the new eRETA system in the future!
- Customer Tester, DHS/CIS

eRETA brings the GSA RWA search tool into the 21st century, adding the ability to search and verify information much quicker than before.
- Carolos Proctor, Senior Financial Analyst, Dept of Education
What eRETA 2.0 brings to the table

- Ability to enter RWA requests directly
- Tracking of work requests from RWA Receipt to RWA Acceptance
- Digital Signature Capabilities – no more paper!
- Access to Project Management Milestone Schedules
- Scheduled for Winter/Spring 2014
BAAR and VCSS (replaces Billview)

BAAR is GSA’s new “Billing and Accounts Receivable” system

BAAR functionality includes:

• Consolidation of all GSA (PBS and FAS) disparate billing systems into one
• Eliminates all paper bills
• Provides new customer Portal to access bills electronically
• Standardization of data across all GSA business lines for IPAC billing

VCSS is the “Vendor and Customer Self Service” Portal

• This is how customer agencies access their online bills
• Phase 2 of BAAR-VCSS brings in RWA and HOTD bills (July 2013)
Contact Information

eRETA Questions:
Contact us at eRETA@gsa.gov
Find out more at www.gsa.gov/ereta

BAAR-VCSS Questions:
Contact us at baar@gsa.gov
Find out more at www.gsa.gov/baar
Questions?
Thank you for joining us today for a discussion on Reimbursable Work Authorizations (RWAs)

- **Future sessions**
  - August – Federal Building Repairs & Alterations (BA54)
  - September – GSA Billing Processes

www.gsa.gov/r10ces
ClientEnrichmentSeries@gsa.gov