



Client Enrichment Series

Welcome to today's presentation:

RWA Fundamentals

July 21, 2022

The presentation will start at 1 pm Eastern

Note: Phones are automatically muted during the presentation. You can ask questions via the Q&A feature and our experts will address them. A formal Q&A document, session slide deck, and a recording of this class will be made available on www.gsa.gov/ces after our session.

RWA Fundamentals



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Quiz

Which of the following role(s) best describe(s) your involvement with the RWA process?

- Project Manager
- Contracting Officer
- Building/Property/Portfolio Manager
- Budget/Financial Manager
- Fund Certifying Official
- Other (please specify in the Chat pod)

Poll Question #1

What access do you currently have in eRETA?

- Data Entry User
- Read-Only User
- I don't have an eRETA User ID

Agenda

- RWA Basics
- Appropriations Law
- GSA RWA National Policy
- Project and RWA Process
 - eRETA Access
 - Work Requests
 - Requirements Development
 - Estimates
 - RWA Acceptance
 - Amendments
 - RWA Closeout
- Contacts/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. RWAs use BA80 funds.



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: gsa.gov/RWA

Appropriations Law: Authority to Do Work

40 U.S.C. §301: **Property Act** and 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. § 1301(a) & §1501: 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.

31 U.S.C. §1501: Purpose of Appropriation “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; and a clear description of work at a certain level of specificity.

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 RWA **must** be accepted prior to the lease being 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).

Poll Question #2

What constitutes a bona fide need?

- My agency likely has a project need next FY
- My agency has a project need this FY
- My agency needs to obligate funds this FY or we will lose them
- My agency has an option to the RWA/base contract to be executed next year

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.”

Uhhh.... what? “Funds good for 5 years after Exp. Date; no new scope after Exp. Date”

Expiration [date] of Obligational Authority: The last date an agency can write a contract or sign an RWA. No obligations (contract/RWA change) for new scope allowed after that date.

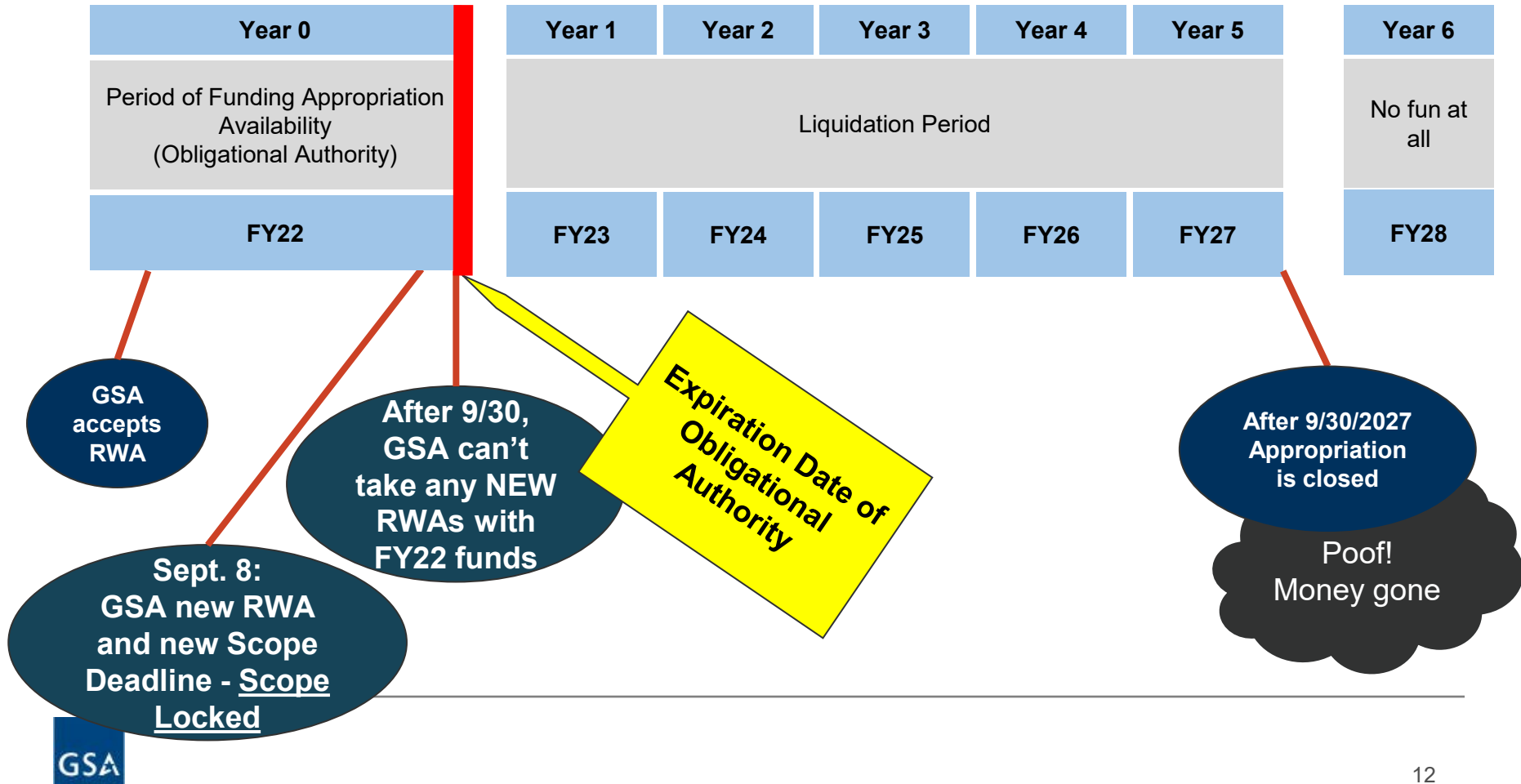
The Period of Availability has 2 phases:

1. Period of Appropriation Availability: customer can use the fund for new scope
 - a. Starts: appropriation Ends: Expiration [date] of obligational authority
2. Liquidation Period: the fund can only be used to pay previously obligated expenses, and make new obligations **only** for antecedent liability
 - a. Starts: Expiration [date] of obligational authority Ends: + 5 years
 - b. Funds POOF! gone after 5 years, regardless of obligations, invoices, etc

Period of Availability - Example

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

Example - Annual Funds



Appropriation Types

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

Treasury assigns the Appropriation Type when funds are appropriated. **Agency does NOT** get to pick.

- **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.

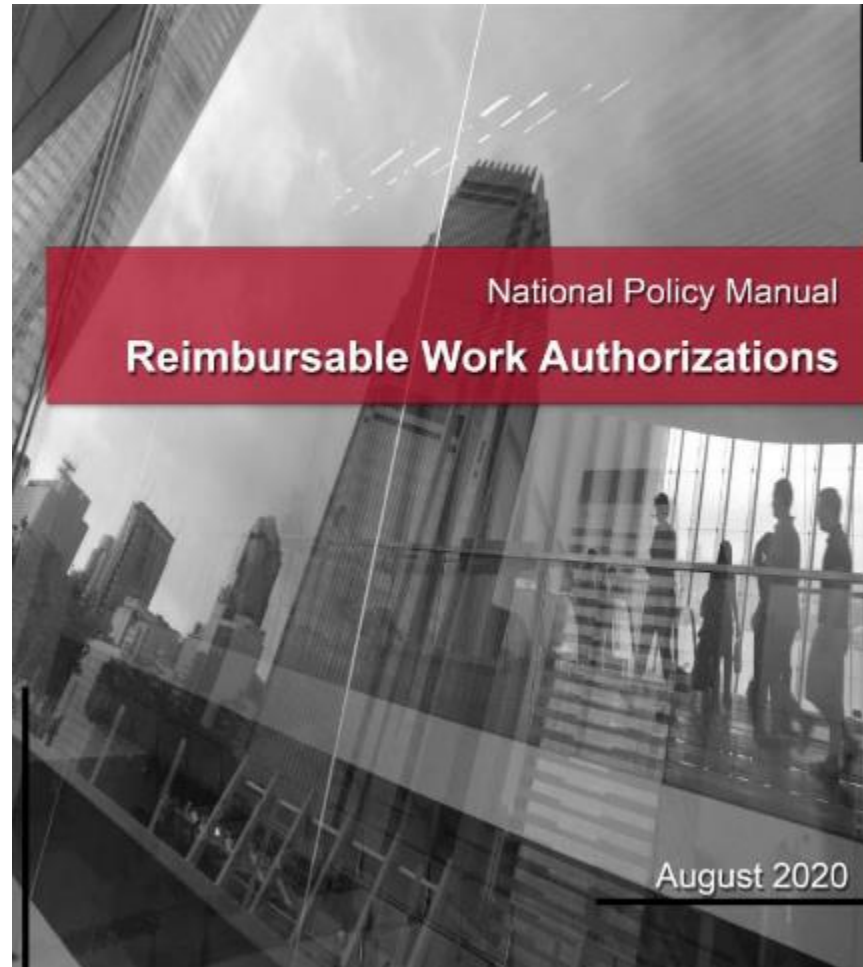
****RWA Policy further limits use of funds:** Amendments for New Scope may only be made within the initial FY of the RWA, regardless of the appropriation type.

Poll Question #3

Per appropriations law, how long are funds available?

- 5 fiscal years after the RWA is accepted
- 5 fiscal years after the fund's expiration date of obligational authority
- Until 9/30 of the current FY
- 1 fiscal year after the RWA is accepted

GSA RWA Policy Manual



Full Funding vs Incremental Funding


Full Funding (Required)

- RWA scope must be 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:** Customers must fund the entire scope of work with funds available for obligation at the time the customer submits the RWA for acceptance.

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.

If a customer wants to **fund only one deliverable of a project** (for example, just the design phase now, then construction phase later), they would provide **2 separate RWAs**: One fully funded for Design only now, and a new RWA later, fully funded for Construction only.*

 *This is not OK for new lease build-outs - when GSA signs a lease, the government commits to paying for everything outlined in the lease - GSA must have all funds before a lease is signed.

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.

Severable vs Nonseverable

Severable

- Requires an **OUE** format estimate
- 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

- Requires an **SCE** format estimate
- 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 5 years after the obligation year. (except F-types, which close each FY)
- ***Examples: Build-out, repairs & alterations, design, studies***

RWA Types - Severable

R-type – Recurring Services (no PR/Award/RR/Invoice)

- Recurring services which are not independently contracted (direct cost transfer to GSA)
- 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 - Non-Recurring Services (must execute PR/Award/RR/Invoice)

- Severable and non-severable 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: Above standard janitorial services, overtime utilities where the utility services are separately metered or billed, regular (weekly/monthly) preventative maintenance.*
 - Lease space OTUs are Severable N-types.

RWA Types - Nonseverable

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.
- Any RWA split funded with BA55/BA51

N-type - Non-Recurring Services and Projects

Non-recurring services; are standalone projects for a one-time need, that are not split funded with BA54, or related to a GSA prospectus project.

- Severable and non-severable services can NOT be combined into a single RWA.
- *Examples: Non-prospectus space alterations and repairs.*

RWA Types - Misc

F-type – Misc. work

- Requires no cost estimate. Requires no Scope of Work (scope = “Miscellaneous”)
- One or more **routine**, nonrecurring miscellaneous services or projects not exceeding \$25,000 for each transaction, including all fees.
- Total amount of an F-type RWA cannot exceed \$250,000.
- Cannot be used to incrementally fund another RWA (no using as contingency!)
- **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, which means all work must be completed by **Mid August**.
- *Examples: Rekeying door locks, random carpet tile replacement, signage, paint touch-up, single employee move.*

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.

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



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

Get Access and Training for eRETA

www.gsa.gov/ereta



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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.




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

Planning/Estimate Status	<ol style="list-style-type: none"> GSA assigns PM/POC to project or service  Email from eRETA: Work Request W## has been assigned GSA PM/POC and Customer develop requirements (Scope, Estimates) and links an estimate in RETA <p>---- This timeframe varies depending on type of project or service ----</p>  Email from eRETA: GSA has approved the estimate ## for W## 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

Work Request vs RWA

WR ≠ RWA	Work Request	RWA
What is it?	Identification of a potential need for a project or service. NOT a formal agreement	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

Trigger to PM: GSA Assigned a WR

“Work Request ##### has been assigned”: This should trigger the PM/POC to begin planning, and to link an estimate to the WR in RETA

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.

Poll Question #4

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

- True
- False

Requirements Development and Scope

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

- **Tenant Needs Interview** to gather initial project requirements
- **Specific, clear and discrete scope.**
- Target **schedule** and budget

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

Options - contract options lack bona fide need until the FY they are exercised

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/OUE Includes the RWA Management Fee: GSA charges a fee to cover standard project and financial management effort:

- A standard level of project management services by GSA Project team (PM, COR, CO, Sponsor, SMEs, etc)
- GSA overhead for RWA program, RETA system, finance personnel, etc
- Minimum fee of \$500
- Applies to all RWAs*
 - *Does not apply to personal property - Furniture, Fixtures & Equipment (FF&E)
- Public [RWA Fee Information](#)

GSA Labor and Travel Direct Charges

The RWA Management Fee does NOT cover:

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

For items not covered by the PBS RWA Management fee:

- All work needs to be estimated and charged as a direct cost

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: W11671ZZ, 205 Doty Street, 205 Doty St, Green Bay, WI

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



RWA Intake & Submission

How are RWAs sent?

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

1. If there are **errors** on the RWA, GSA will ask for corrections
2. GSA PM compiles documents and submits the RWA for internal reviews
3. If approved internally, GSA routes for signatures via **DocuSign**
4. **Customer** receives an **email** from DocuSign: Signs by clicking the link in **email**
5. **GSA** receives an email from DocuSign: Sign the RWA by clicking the link in email
6. 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.

Trigger to PM: Customer Sent RWA

“Work Request/RWA Number W##### has been sent to GSA for Acceptance”: Trigger for the PM/POC to review and submit the [RWA Acceptance Request google form](#).

Work Request/RWA Number W2012575 has been sent to GSA for Acceptance

eRETA.user@gsa.gov 11:10 AM (10 hours ago)

to me, alex.putnam, anne.k.richards, john.w.poyer, invoice.admin

*** Sent from terrie.bailey-shaw@usdoj.gov ***

GSA Project Manager/POC,

The RWA has been sent to GSA and requires your review within RETA. After you have completed necessary quality control and review, route the package for processing per your regional process. Nonseverable RWAs are required to be submitted for processing through the Google RWA Acceptance Request form (<forms.gle/oxRv39aAndaYYCvY7>).

For more information on the RWA intake process, please see the GSA RWA Insite Page (insite.gsa.gov/node/141996) or contact your Regional RWA POC.

RWA customer,

You do not need to take any additional action at this time. GSA is working to review and process your RWA. If there are errors on the RWA that need to be corrected, you will be contacted. Please note that all hyperlinks contained in this communication are internal GSA websites and will not be accessible to you if you try to open them.

[RWA overview](#)

RWA Signatures

RWA_N2464026_Chicago_IL_001

External

Trey Phillips via DocuSign <dse_NA3@docusign.net>
to me ▾

Mar 9, 2022, 1:47 PM



Trey Phillips sent you a document to review and sign.

REVIEW DOCUMENT

- 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.

FY22 End of Year RWA Deadlines

Deadline for customers to submit **fully executable**, Non-Severable RWAs - the customer deadline letter [here](#):

DoD and Economy Act RWAs: July 22, 2022

All other customers: September 8, 2022

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)
- **WR ≠ RWA**

Exceptions to the deadline:

- Severable RWAs
- Health, Life Safety or Property 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 , the customer would need to modify the funding to reflect next FY’s funds and resubmit the RWA.

Poll Question #5

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

- Yes
- No

RWA Amendments

Amendments are Acceptable for:

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

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.
- Exercising a Contract Option (must be a new RWA)

Poll Question #6

Can new requirements be added to the scope of work on an RWA after the first fiscal year in which it was accepted?

- Yes
- Yes, but only with no-year funds
- No

Funding Amendments

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

If funding from the original FY 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 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: their internal policy is that only the AO can sign this waiver.**

Project Closeout

Substantial Completion

- Declared at **beneficial use** of the work - **Punch list** created.
 - Contractors have **not** been fully paid yet
- GSA sends ***Substantial Completion Letter*** to customer
 - Customer is instructed **NOT** to deobligate funds at this point

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

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

Thank You!



Thank you for joining us today for a
Training on
RWA Fundamentals

Questions?

Upcoming Client Enrichment Series Sessions

Workplace Feasibility Modeling Made Easy With WIFM 2.0

Wednesday July 27th 2pm-3:30pm eastern - [Register Now](#)

eRETA Digest

Tuesday, August 16th 1pm-2:30pm eastern - [Register Now](#)

Say Aloha to Kahua - PBS's New Project Management Portal

Thursday, August 18th 1pm-2:30pm eastern - [Register Now](#)

Policy and Process Changes for Occupancy Agreements (OASIS Overview)

Thursday, September 8th 1pm-3pm eastern - [Register Now](#)

Kahua Users Klub

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GSA's COVID-19 Resources for Customers

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