

## ***Looking FoRWARD to Fiscal Year 2021***

As your agency heads into the new fiscal year, there are ways to set yourself up for success to optimize your RWA portfolio of projects and services. Whether you have FY 2021 overtime utility or project needs, the information below will help your agency understand how to utilize eRETA to ensure it receives the projects and services it needs.

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### **FY 2021 Overtime Utilities (e.g. Electric, Gas, HVAC, Janitorial, etc.)**

Read the following scenarios below to understand what action (if any) needs to be taken to ensure PBS provides the appropriate assistance for your agency's FY 2021 overtime utility needs.

#### **“GSA sent my agency an Overtime Utility Estimate (OUE) for FY 2021 but I have not submitted an RWA Work Request (WR) in eRETA yet.”**

If GSA has sent you an OUE but you have not submitted a WR in eRETA yet, make sure you or someone in your agency does so, otherwise there is a risk those services will not be rendered. When creating the WR in eRETA, enter the OUE tracking number (starts with “OU”) into the “Estimate Tracking No” field. This will auto-populate information on the WR and ensure it is inked to the appropriate estimate so that you can send for acceptance. Also note that while you are able to create the WR prior to October 1st, 2020, you will not be able to send for acceptance until October 1st, 2020 or later. As such, if you create the WR prior to October 1st, 2020, make sure to go back into eRETA on or after October 1st, 2020 and send for acceptance.

#### **“My agency has overtime utility needs in FY 2021, but GSA has not sent us an estimate for those services.”**

If GSA has not sent your agency an estimate for FY 2021 overtime utility needs, first look in eRETA to see if your agency already submitted a WR for the services.

- If your agency has submitted a WR, the GSA PM assigned to your WR should be creating the OUE and will link it to your WR once completed. Once he/she does, you can send for acceptance on or after October 1st, 2020.
- If your agency has not submitted a WR for those services, make sure to do so as soon as possible so that GSA assigns a PM to create and link an OUE to your WR. Once he/she links the OUE to your WR, you can send for acceptance on or after October 1st, 2020.

#### **“My agency has overtime utility needs for FY 2021 but I cannot determine if a WR/RWA and/or estimate for those services currently exist in eRETA.”**

If you are having issues identifying if a WR/RWA and/or estimate exist for a FY 2021 overtime utility need, try using different search criteria in eRETA (e.g. Building Number, City, etc.) to see if you can find what you need. If that doesn't work, you may want to contact your agency colleagues to see if they are aware of any existing WRs/RWAs and/or estimates. If they are also unaware, you can contact the PBS Building Manager associated with the property for which the services will be rendered. You can also visit [www.gsa.gov/ou](http://www.gsa.gov/ou) where you'll find contact information for the Overtime Utilities Helpdesk, along with FAQs and other resources.

#### **“I need more information and training on how to submit RWA Work Requests for overtime utilities in eRETA.”**

Visit [www.gsa.gov/ereta](http://www.gsa.gov/ereta) and go to the “eRETA Training Materials” page where you will find a section dedicated to submitting RWA Work Requests for above standard services (e.g. overtime utilities, HVAC, etc.) with detailed user guides, quick tips (like this one), and more.

## **FY 2021 Projects (e.g. Renovations, Alterations, New Construction, etc.)**

Read the following scenarios below to understand what action (if any) needs to be taken to ensure PBS provides the appropriate assistance for your agency's FY2021 project needs.

### **“My agency submitted an RWA Work Request (WR) in FY 2020 for a FY 2021 need.”**

If your agency submitted a WR in FY 2020 for a FY 2021 need, make sure the “Estimated FY Needed” field on the Customer Information tab says “FY 2021”. After developing all necessary requirements with your assigned GSA PM and after he/she links an approved Summary Cost Estimate (SCE) to your WR, you may send for potential acceptance in eRETA on or after October 1st, 2020.

### **“My agency has an FY 2021 project need but has not submitted a WR in eRETA yet.”**

Someone in your agency should submit a WR in eRETA as soon as it identifies a need for the project. If a FY 2021 need, make sure to select the “FY 2021” option on the “Estimated Fiscal Year Needed” field on the Customer Information tab. Submitting the WR will trigger GSA to assign a PM to your WR to begin developing requirements, and selecting the “FY 2021” option will tell the PM that it is a need for FY 2021. After requirements have been developed and the GSA PM links an approved SCE to your WR, you may send for potential acceptance on or after October 1st, 2020.

### **“My agency has an FY 2021 project need but I cannot determine if a WR/RWA for the project currently exists in eRETA.”**

If you are having issues identifying if a WR/RWA exists for a FY 2021 project need, try using different search criteria in eRETA (e.g. Building Number, City, etc.) to see if you can find what you need. If that doesn't work, you may want to contact your agency colleagues to see if they are aware of any existing WRs/RWAs. If they are also unaware, you can contact the PBS Building Manager associated with the property on which the project will occur. You can also visit [www.gsa.gov/rwa](http://www.gsa.gov/rwa) and go to the “Contact Us” page to find a map/list of Regional RWA Managers who will point you in the right direction.

### **“I need more information and training on how to submit RWA Work Requests for projects in eRETA.”**

Visit [www.gsa.gov/ereta](http://www.gsa.gov/ereta) and go to the “eRETA Training Materials” page where you will find a section dedicated to submitting RWA Work Requests for projects, with detailed user guides, quick tips (like this one), and more.

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## **BONUS KNOWLEDGE: Training, training and more training!**

The FY2021 Training Plan will include a mix of eRETA and RWA Policy and Process training sessions. Links to register for these sessions will be posted on [www.gsa.gov/ces](http://www.gsa.gov/ces) soon. If you need eRETA or RWA training before these sessions take place, you can always visit [www.gsa.gov/ereta](http://www.gsa.gov/ereta) or [www.gsa.gov/rwa](http://www.gsa.gov/rwa) for training materials such as user guides, quick tips, FAQs, and more.

Questions about eRETA or RWAs that you can't find on [www.gsa.gov/ereta](http://www.gsa.gov/ereta) or [www.gsa.gov/rwa](http://www.gsa.gov/rwa)? Email [eRETA@gsa.gov](mailto:eRETA@gsa.gov) for eRETA system-related questions or [AskRWA@gsa.gov](mailto:AskRWA@gsa.gov) for general RWA-related questions.