

Reimbursable Services Management

Larry Melton
National Program Manager

2007 WEST COAST CUSTOMER WORKSHOP

Background



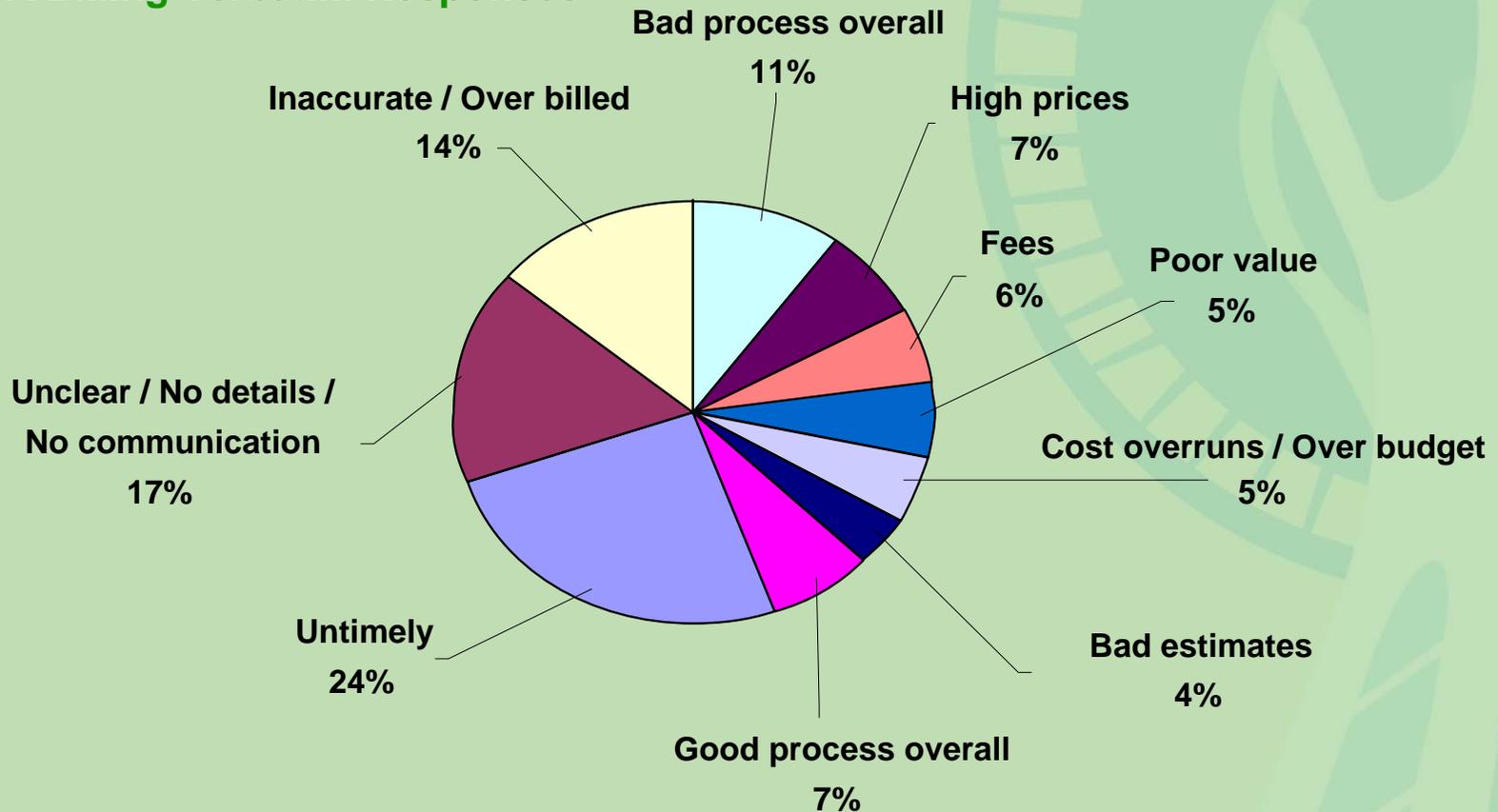
What Are GSA Customers Telling Us?

- **Top RWA Customer Issues:**
- RWA policy inconsistently applied
- RWA billing is not detailed
- RWA communication
 - RWA receipt vs. acceptance
 - Funding balances
 - Project status
 - RWA close-out

What Are GSA Customers Telling Us?

FY06 Ordering Official Survey

RWA Billing Verbatim Responses



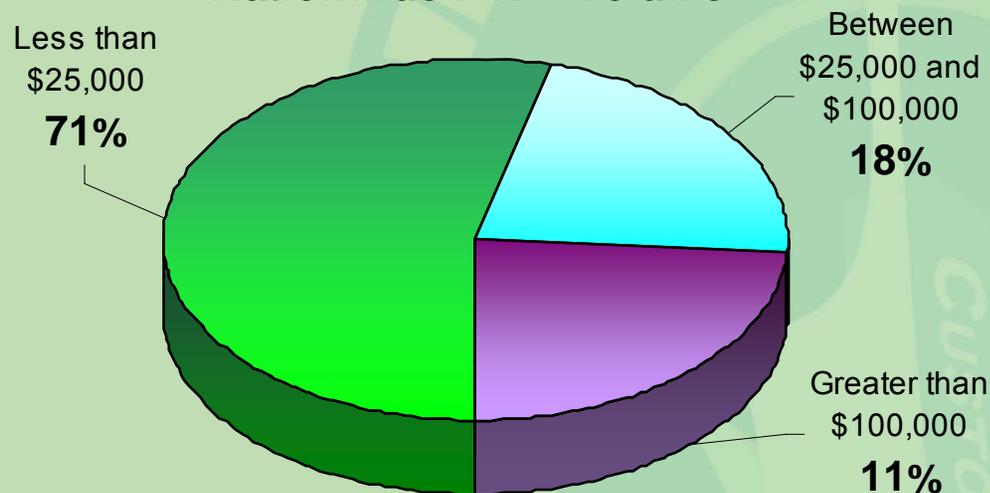
CUSTOMERS FIRST!

Action



Managing RWA Business

Nationwide RWA Volume



- \$1 Billion business
- 10,000 RWA requests accepted annually
- How can we work smarter, not harder?
- How can we proactively manage our Customer's business needs?
- What can we do to standardize customer reporting?
- How can we provide easy access to information for our customers?

What GSA is Doing?

- **RWA National Team**
- Team Lead w/ reps @ each region
- Areas of focus
 - Policy
 - Customer facing processes
 - New RWA Billing format
 - Data & project management
 - Consistent customer communication
 - Standard customer notifications

Customer Feedback into Action

Improvements to Reimbursable Services Business

- Creating Reimbursable Services Program Area
- Improved the Process:
Consistency and Communication (letters)
- Better Data Management & Consolidation
- Implementing a National, Standard Workflow Tool: PTW/RETA
- Fixing Billing – easier to read, more detailed bills

Customer Feedback into Action

Improvements to Reimbursable Services Business

- Instituting Accountability: Performance Measures/Central Model
- Providing National Training (Employees and Customers)
- Audit findings – Continue to make corrective actions and fixed all outstanding audit problems since 1981
- Continue to implement corrective actions based upon customer feedback

RWA Overview



What is an RWA?

RWA Definition

- Agreement between GSA and customer whereby PBS agrees to provide materials and services and the customer agency agrees to reimburse GSA's costs
- Provides written documentation of a formal agreement (GSA Form 2957)
- Identifies specific needs of agency and establishes financial arrangements

Types of RWAs

- **Recurring:**
- When above-standard service costs cannot be readily separated from standard operating costs
 - Overtime utilities where service is *not* separately metered/billed
 - One fiscal year limit
- **Non-recurring:**
- When above-standard service costs can be specifically identified
 - Overtime utilities where service is separately metered/hilled
 - Alterations
 - Consulting or Estimating

Types of RWAs

- **R type**
 - Recurring only
 - Charged over the duration of the service
- **N, A, B type**
 - Non-recurring
 - One time need
- **F type**
 - Non-recurring with one FY limit
 - Small, miscellaneous items
- **E type**
 - FEMA – mission assignments

When Do GSA Customers Use RWAs?

- To alter existing space
- To fund above TI costs
- Above standard services (i.e. overtime utilities)
- To buy down customization tier



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Laws, Statutes and Regulations

- **All Federal agencies must follow:**
 - Anti-Deficiency Act
 - Prompt Payment Act
 - Appropriations Laws
 - 31 U.S.C. §1501: Purpose of Appropriation
 - 31 U.S.C. §1341: Anti-deficiency Act
 - 31 U.S.C. §1502: Bona Fide Need

Laws, Statutes and Regulations

- **GSA Legal Authority**
- PBS enters into RWAs citing 40 U.S.C. §592
- Federal Property and Administrative Services Act of 1949
- The Public Buildings Act of 1959
- The Public Buildings Amendments of 1972

Laws, Statutes and Regulations

Appropriation Law Primer

- Agencies may obligate funds only during the period specified in law, and only for purposes permitted by law
- Agencies may not obligate more funds than were originally appropriated
- Agencies may shift budgetary resources between accounts (a transfer) or between purposes within an account (a reprogramming)
- Congress regulates transfers and reprogramming

Laws, Statutes and Regulations

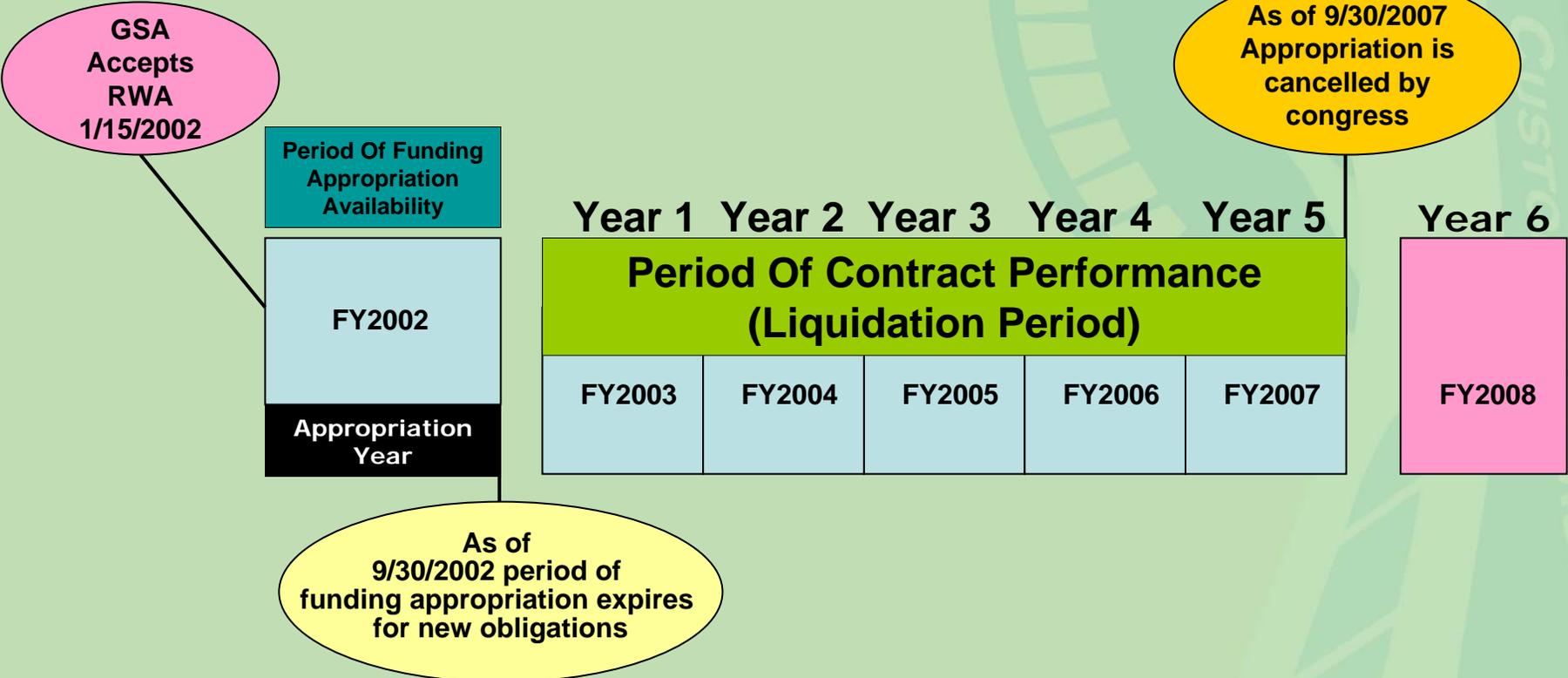
Appropriations Availability

- Budget authority is the legal authority to incur financial obligations that will result in future outlays of federal government funds
- Budget authority stemming from permanent, indefinite appropriations, is recorded in the fiscal year in which it is obligated
- Appropriations must be obligated during the fiscal year(s) for which they are provided

Example: Single-Year Appropriation

One-year or Annual appropriation: An appropriation that is available for obligation only during a specific fiscal year. This is the most common type of appropriation. It is also known as a “fiscal year” or “annual” appropriation. (RETA FAQs #37)*

Customer appropriations are to be executed within the life of the appropriation (in this instance 1 year) for obligation & five years for expensing, at which time the appropriation is cancelled.
(RWA National Policy Document Sec 3.2.2)



GSA Policies & Guidelines

- **Needed for Acceptance of RWA**
- Scope of Work
- Cost Estimate is reasonable
- Bona Fide Need is established by customer
- Agency Fund Certifying Official is legitimate

GSA Policies & Guidelines

RWA Amendments

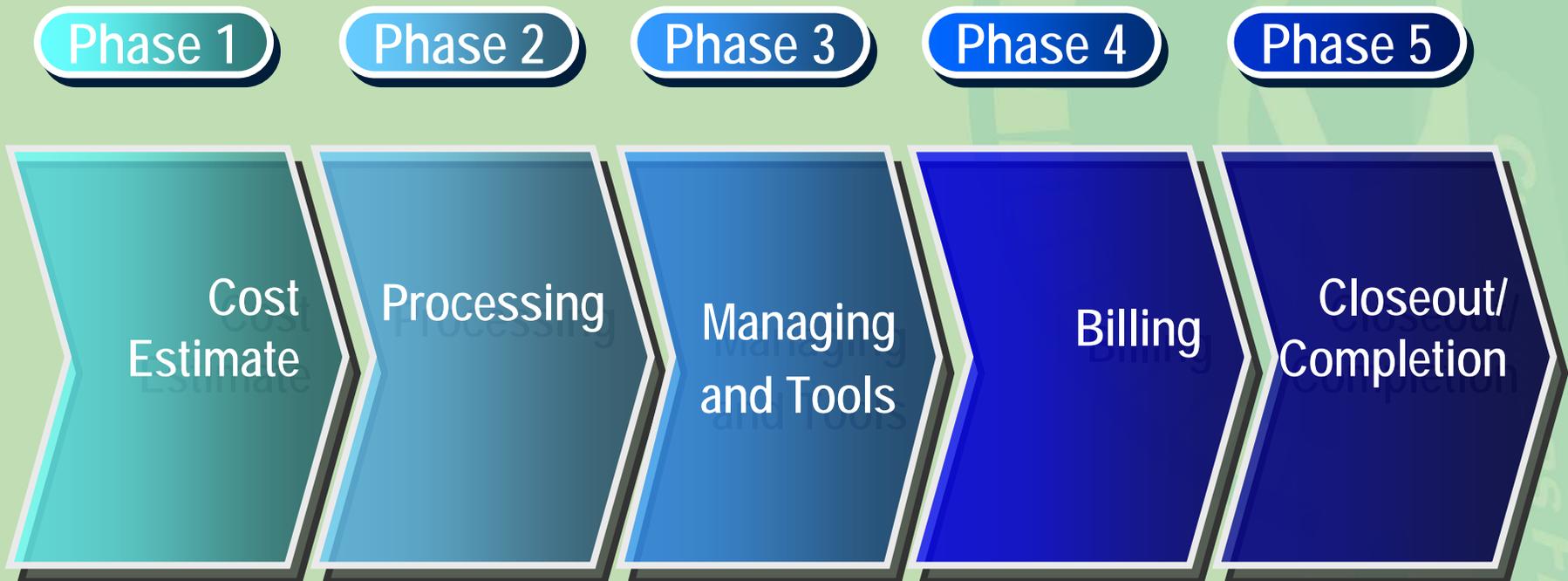
- Amendments are routinely accepted from agencies
- Change in scope: Must meet 3 requirements
 - Funds are legally available for new purpose
 - Bona Fide Need exists
 - The appropriation has not lapsed for obligational authority
- Agencies amend RWAs to increase or decrease RWA amount

GSA Policies & Guidelines

Year-End Internal Controls

- Non-recurring RWA cut-off date is established by GSA's Office of the Chief Acquisition Officer via an annual acquisition letter.
 - For FY07, the cutoff date should be the 15th business day in September or 9/26
- RWAs submitted after the cut-off date will require management approval up to the Head of Contracting Activity or designee
 - Dependent upon value of RWA

RWA Phases





Cost
Estimate

Phase 1: Cost Estimate

- **RWA**
- Agency representative contacts GSA
- employee with a bona fide need
- Work together to develop requirements
- Cost Estimate
 - Use similar historic project scope & costs
 - Known scope quantities
- Direct and Indirect (fee) costs
 - GSA Associate will provide complete estimate



Cost
Estimate

Phase 1: Cost Estimate

Description of Requested Work

- At a minimum, a Statement of Objectives
- Type of Work:
 - Describe actual work to be performed
 - Sufficient to quantify a cost estimate
 - Not open-ended or vague
- Amount or Magnitude of Work:
 - Square footage
 - # of hours sufficient to funding amount, if known



Phase 1: Cost Estimate

Budgetary Cost Estimate

- Provided by GSA
(if provided by customer, GSA must validate)
- Contains sufficient scope of work
- Includes all direct costs
(design, travel, construction management, contingency, printing, or unique products)
- Includes all indirect costs
(4% project management fee (if applicable)), and/or sliding scale overhead fee or flat overhead fee of \$100

Cost
Estimate

Phase 1: Cost Estimate

Estimated Cost (brick & mortar)

- + Construction Contingency
- + Architecture/Engineering (A/E) Fee
- + Construction Management (CM) Fee
- + PBS Associate time (if applicable)
- + PBS Associate travel (if applicable)
- + 4% Project Management (PM) Fee
- + RWA Overhead Fee (sliding scale)
- = Total Amount of RWA Required



Cost
Estimate

Phase 1: Cost Estimate

- **Fees: Recurring RWAs**
- Incur a flat overhead fee of \$100.00 per RWA
- This is due to the minimal amount of administrative costs associated with the recurring process, based on the automatic billing routine

Cost
Estimate

Phase 1: Cost Estimate

- **Fees: Non-Recurring RWAs**
- **4% Project Management Fee**
 - Applicable to Tenant Improvement work that exceeds \$2,500 paid for via RWA
 - *Not* applicable to move costs, furniture, phone equipment, other personal property
- **Sliding Scale Overhead**
 - Recovery for Corporate G&A
 - Applies to RWA cost plus 4% fee



Cost
Estimate

Phase 1: Cost Estimate

- **Fees: GSA's Sliding Scale**
- Recoups indirect general and administrative overhead
- Overhead Fee is based on actual expenses
- The scale is capped @ \$30,000 RWA cumulative dollar amount



Cost
Estimate

Phase 1: Cost Estimate

- **Fees: Project Management (4%)**
- Recoups cost of managing RWA
- Covers business line overhead cost
- 4% Fee is based on actual expenses
- Fee does **not** cover:
 - PBS Associates' time performing physical work on project
 - Contract costs (A/E, CM, construction)
 - Travel expenses associated with remote work site

Processing

Phase 2: Processing

- **Request: Agency Submits RWA**
- RWA must be submitted with signature by the Agency's Funds Certifying Official confirming:
 - Funds are legally available
 - There is a bona fide need
 - All unique funding and procurement requirements of the Requiring Agency have been disclosed
 - All Requiring Agency internal reviews have been completed
- RWA may be submitted via email attachment (preferred), mail, fax

Processing

Phase 2: Processing

Receipt of RWA

- GSA acknowledges receipt of RWA
- GSA Project Manager assigned
- GSA processes RWA
 - Assigns RWA number
 - Fills out remaining blocks on RWA

Processing

Phase 2: Processing

Acceptance

- GSA Funds Certifier officially accepts RWA by signing RWA
- RWA is entered into the RWA Entry & Tracking Application (RETA) by local office

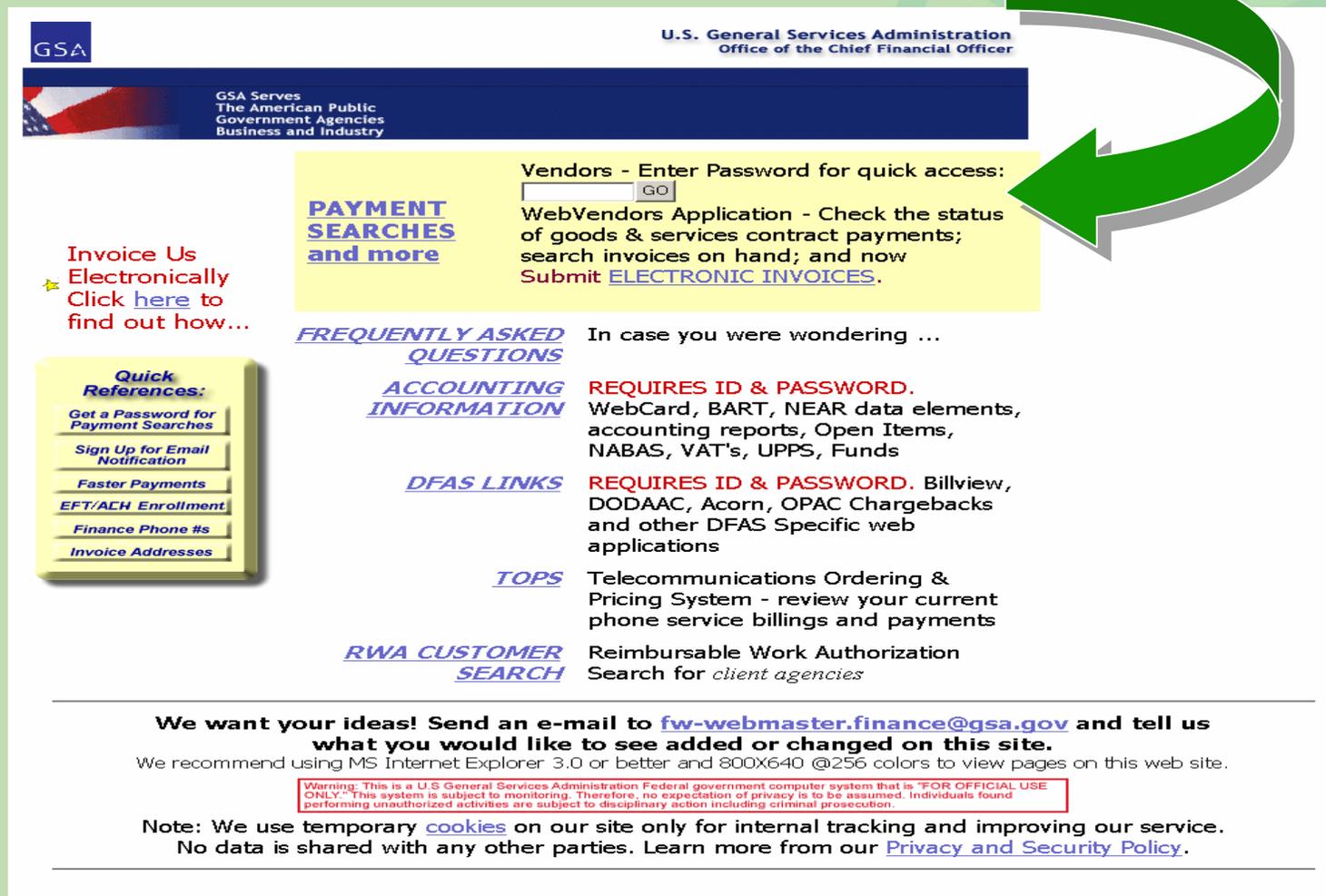
Phase 3: Managing and Tools

- **Customer RWA Tools**
- RWA Customer Search: Reimbursable Work Authorization Search for client agencies at <http://finance2.gsa.gov/rwa>
- Bill View: View Statements/Invoices generated by GSA billings at <http://www.finance.gsa.gov/billview>

Managing and Tools

Phase 3: Managing and Tools

RWA Customer Search



GSA U.S. General Services Administration
Office of the Chief Financial Officer

GSA Serves
The American Public
Government Agencies
Business and Industry

PAYMENT SEARCHES and more

Vendors - Enter Password for quick access:

WebVendors Application - Check the status of goods & services contract payments; search invoices on hand; and now Submit [ELECTRONIC INVOICES](#).

Invoice Us Electronically
 Click [here](#) to find out how...

Quick References:

- Get a Password for Payment Searches
- Sign Up for Email Notification
- Faster Payments
- EFT/ACH Enrollment
- Finance Phone #s
- Invoice Addresses

FREQUENTLY ASKED QUESTIONS

ACCOUNTING INFORMATION

DFAS LINKS

TOPS

RWA CUSTOMER SEARCH

In case you were wondering ...

REQUIRES ID & PASSWORD. WebCard, BART, NEAR data elements, accounting reports, Open Items, NABAS, VAT's, UPPS, Funds

REQUIRES ID & PASSWORD. Billview, DODAAC, Acorn, OPAC Chargebacks and other DFAS Specific web applications

Telecommunications Ordering & Pricing System - review your current phone service billings and payments

Reimbursable Work Authorization Search for *client agencies*

We want your ideas! Send an e-mail to fw-webmaster.finance@gsa.gov and tell us what you would like to see added or changed on this site.

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Phase 3: Managing and Tools

Bill View Screenshot

The screenshot shows a web application window titled "Billview". Inside the window, there is a search interface. It includes a "Search By:" label followed by a dropdown menu currently set to "RWA". Below this is a "Search Value:" label followed by an empty text input field. To the right of the input field is a "SEARCH" button. At the bottom center of the window is a "SEARCH BY ALC" button.

Phase 3: Managing and Tools

RWA Management

- Acquisition Plan established if >\$100k
- Schedule with milestones established
- Project communication protocols set
- RWAs are amended due to changes in scope/price
- Monthly RWA balances available
- RWAs are reviewed at 90 days with no financial activity

Phase 3: Managing and Tools

Project Lifecycle

- Project goals/outcome reviewed
- Confirm RWA scope & cost
- Discuss alternatives / contingency areas
- Scope, schedule, and budget are confirmed
- GSA / Agency agreement
- Deliver service
- Close out RWA

Billing

Phase 4: Billing

RWA Billing

- What triggers a Bill?
 - Inspection and Receiving Report to be processed
 - Expense triggers a bill
 - Overhead is automatically applied to the expense by the billing system
- Billing Term is identified on GSA Form 2957
 - Block 10

Billing

Phase 4: Billing

RWA Billing Terms

- **Block 10**
 - I = Interfund (within GSA)
 - C = Credit card
 - P = Pre-paid
 - O = IPAC/IGOTS (agency to agency)
- **GSA Obligated:** GSA Cost + Fee (overhead)
- **Billed:** Funds Collected from Customer

Billing

Phase 4: Billing

RWA Payment

- Agencies can make payment via
 - IPAC
 - Intrafund/Interfund
 - Check
 - Standard Form 789
 - Credit Card (in limited cases; not preferred)

Billing

Phase 4: Billing

RWA Billing Current Bill and IPAC

ALL TRANSACTIONS SORTED BY DOCUMENT REFERENCE NUMBER
INCLUDES THIRD PARTY SUBMITTER DATA

Start Date: 01/23/2007 End Date: 01/23/2007

Originating ALC	Customer ALC	Submitter ALC	COLLECTION	
47000017	19000001			
Document Reference Number		Summary Amount		
70220055		\$1,282,420.61		
Accomplished Date	Accounting Date	Number of Detail(s)	Originator DO Symbol	
01/23/2007	01/31/2007	33	GS187	
ALC Contact			Contact Phone	
GSA SA			2025011600	
Contact Email				
gsa.ipac@gsa.gov				
Detail Number	Receiver Treasury Account Symbol	Receiver DUNS+4	Sender Treasury Account Symbol	Sender DUNS+4
17			47X4542.1	
	Receiver BETC	Receiver DUNS	Sender BETC	Sender DUNS
Purchase Order Number	Invoice Number			
1018 640003	70220055			
Obligating Document Number	Requisition Number	Contract Number		
3475807	1018 640003	RWBILLS		
CLIN	Job Number			
NA	1900			
ACT(trace number)	Job (Project) Number	Pay Flag	Receiver Dept Code	
	NA	P	19	
Unit of Issue	Quantity	Unit Price	Detail Amount	
EA	1.00	\$156,694.02	\$156,694.02	
ACRN	Accounting Classification Code	FSNIAAA/ADSN	DOD Activity Address Code	
	19401H A3475807	0		
Transaction Contact		Contact Phone		
JANIE RICO		817-978-6110		
Transaction Description		Miscellaneous Information		
19X0113H 1018 640003 201900 9992 2589		For Copy of RWA Form 2957 Send Email To: Janie.Rico@gsa.gov, for GSA Bill Details Contact GSA Service Office on RWA Form 2957192X187		
Increase in funding				

Bill Report Search Page 1 of 1

BILLDATE: 01/25/07

GENERAL SERVICES ADMINISTRATION
FEDERAL BUILDINGS FUND
REIMBURSABLE WORK AUTHORIZATION
DETAIL BILLING REGISTER

BILL TO: 19000001

US DEPT OF STATE
2201 C STREET NW
WASHINGTON DC 20522

INVOICE
AGENCY

WORK AUTHORIZATION NUMBER	PROJECT DESCRIPTION AGENCY ACCOUNTING DATA AGENCY CONTACT	AUTHORIZED AMOUNT	PREVIOUSLY BILLED AMOUNT	CURRENT BILLED AMOUNT	CUMULATIVE BILL AMOUNT
19401H A3323551	202-647-3451				
A3475807	7070220055 Increase in funding	834,203.00	442,103.66	156,694.02	598,897.6
	19X0113H 1018 640003 2018 00 9992 2589 202-647-2803				

<http://finance.gsa.gov/bil/view/MemoSearch.asp?memoId=1095452&memodbf=memo0107> 3/7/2007

Billing

Phase 4: Billing

GENERAL SERVICES ADMINISTRATION PUBLIC BUILDINGS SERVICE (PBS) REIMBURSABLE WORK AUTHORIZATION (RWA) Detail Billing Statement							
Bill Date: 12/25/2006	Mailing Office Address	Office Billed ALC	GSA Contact	RWA Detail	Agency Bureau: 120 Client Telephone No.		
Bill Sequence Number: 3	Federal Agency	Federal Agency	FW: BILLING.FINANCE@GSA.GOV	RWA #	BOAC: 123901	(202) 555-1212	
Statement Number 62650012	1234 1st street State Name, State, Zip	Accounting Dept. Federal Agency 5678 2nd Street Samsukara City, State, 00000		A1234567	ALC: 12010001		
Description of Work	Agency Accounting Data*	Treasury Acct. Symbol	Fund Year	Fund Type	BPM/DUMS	Order No.	Acquisition II Number
Alterations 5th Floor	1037 505012 19x1143119x1143 11037 505012 031100 25712589	12F3885.08	FY2006	Annual	042326202	15294-B8901	D7D935DEL18 S49447
*NOTE: Agency accounting data represents data from the last RWA submission to GSA							
Billing Summary				GSA Remittance Address		Cumulative Billed Financial Summary	
Previous Billed Amount	\$308,434.15			GSA Collectional PBS		Category	Amount
Previous Collected Amount	\$308,000.00			PO Box 394201		Design	\$52,000.00
Amount Due from Previous Bill	\$434.15			Lor Angeles, CA 90189-4201		Lebor	\$520.00
Current Billing Period Amount	\$38,774.71			OR		Materials	\$50,788.24
Current Amount Due	\$39,208.86			IPAC Remittance		Other	\$205,000.00
Cumulative Billed Amount	\$347,208.86			ALC 47000017		Proj Management	\$1,380.29
				GSA Treasury Acct Sym		PBS Fee	\$12,520.23
				4724542.001		Total Amount	\$322,208.86
				GSA BPM/DUMS			
				126618334			
RWA Summary							
Authorized Amount	\$420,000.00						
Cumulative Billed Amount	\$347,208.86						
Balance	\$72,791.14						
Current Billing Period Financial Activity				For GSA Information Only			
-- State 2201 C Street Washington, DC 20520							
Category	Amount	Vendor Name	Function	PDM	TITLE #		
Design	\$25,000.00	MELTON DESIGN GROUP, INC	Design	RW200612261236	PN6278912		
Lebor	\$150.00		Operatians & Maint Staff Support	RW200612261234	PN6278910		
Materials	\$4,347.29	GIBBS CONTRACTING	Cafeteria Equipment	RW200612261238	PN6278914		
Other	\$1,810.00	PATRIOT GROUP CONTRACTORS INC	Primary Contractr	RW200612261235	PN6278911		
	\$3,200.00	NPARRIS, INC	Environmental Studier	RW200612261237	PN6278913		
Project Management	\$1,380.29		Administrative Fee	RW200612261239	PN6278915		
PBS Fee	\$2,887.13						
Subtotal	\$38,774.71						
Adjustment	\$0.00						

DRAFT

RWA Proposed Revised Billing

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Closeout/
Completion

Phase 5: Closeout

- **RWA Closeout**
- Close the RWA upon Physical Completion
- Residual funds with GSA is still an obligation on Agencies' books
- RWAs should be closed after work has been completed and accepted by the customer

Closeout/
Completion

Phase 5: Closeout

RWA Closeout Glossary

- Substantial/Physical Completion: Work is complete
- Contractual Completion: Contract closed
- Financial Completion: All costs have been billed and all invoices have been paid. RWA Close-out notice submitted to agency
- Residual/Excess Funds: Balance remaining on RWA at completion of scope

Closeout/
Completion

Phase 5: Closeout

RWA Cancellations

- Customer Agency may cancel an RWA
- anytime before charges are incurred by PBS against an RWA. Customer must submit an Amendment to cancel the RWA
- If GSA has incurred costs, GSA will bill the Customer. Any remaining funds may be de-obligated by the customer

Closeout/
Completion

Phase 5: Closeout

RWA Cancellations

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Detailed RWA Improvements



What GSA is Improving National RWA Team Solutions

- **Policy**

- Revise RWA Form 2957
- Mandate proper use of current policies
- Increase dollar thresholds on F-type RWAs
- Encourage agencies in leased space to work directly with lessor for overtime utility payments

- **Process Streamlining and Templates**

- Standardized National RWA management process
- RWA File checklist
- Standardized Cost Estimate Template
- Standard Customer Letters

What GSA is Improving National RWA Team Solutions

- **Improved Information System Tools**
 - Internal website consolidation of all RWA-related information in one National site
 - Customer portal in the future
- **Financial Management**
 - Detailed billing model
 - GSA will not accept credit cards for payment
 - Mandate that all commitments are placed into financial system
 - Improve RWA billing to reduce chargebacks
 - Increase internal controls to minimize overcharges
 - Increase attention on closing out RWAs upon project completion

National RWA Team Solutions

- **Increased**
- **Communication**



- Establish communication plan and points of contact
- Deliver a consistent RWA message throughout the organization

CUSTOMERS FIRST!

Questions?

- **National Program Manager**
 - Larry Melton
 - Larry.Melton@GSA.gov
 - 202.501.0285

Region 9 POC
Peter Fern
415-522-3245

Region 10 POC
Teresa Nowak
253-931-7023

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