



Client Enrichment Series – Q & A



Topic: RWA Policy and Process Fundamentals

Date of Presentation: June 3rd, 2026

Presenter:

Laura Beth Hawkins: RWA Policy Lead

Jesse Peragine: RWA Process Lead

RWA Policy and Process Fundamental Session Resources:

View our June 3rd [Recording](#)

Visit: eRETA technical questions: eRETA@gsa.gov

Visit: eRETA on GSA.gov www.gsa.gov/ereta: Training documents, videos and FAQs

Visit: General RWA information on GSA.gov: www.gsa.gov/rwa

Visit: Specific questions about an RWA Project or Service: GSA PM/POC or the [RWA Manager](#)

Visit: General RWA/ Policy questions: AskRWA@gsa.gov

To request a copy of the presentation slide deck as a PDF, please email clientenrichmentseries@gsa.gov and indicate if you need a fully 508 compliant file.

Question: When Overtime Utilities (OU) are created first, how do you link it in the Work Request (WR)?

Answer: When you as a customer establish a Work Request (WR) in eRETA, there is a field for the Estimate Tracking Number on the Customer Information tab. If you have already received the Overtime Utility Estimate (OUE / OU) via email, it will include the OU Estimate Tracking number, and can enter it at that time.

Question: What is approved first, the RWA or the RWF?

Answer: Assuming you mean RWA or WR (work request), the work request is the initial information but does not include any funding - it is merely a request to get a PM to work through requirements development and build an estimate. When you apply funding to the WR it becomes an RWA.

Question: Two eRETA "ease of use" questions: (1) Is there a way to get email updates from eRETA, for example when a change has occurred, such as GSA completing a step in the process and the RWA ball is back in the customer's court? (2) In eRETA, can a "favorites" list be set up or can a report be generated that lists only the RWAs that are active? (By "active," I mean GSA hasn't yet executed the full scope of work.)



Client Enrichment Series – Q & A

Answer:

1) eRETA already has various automated communications to the Customer POC for various steps in the WR/RWA acceptance process (at GSA PM/POC assignment, when the estimate gets approved, when the RWA is accepted, etc). Once the RWA is accepted, the project or service is directly communicated by the Project Manager.

2) You are able to easily search for WRs and RWAs by status (select planning/estimate WRs, and all open WR/RWAs, potentially also substantially complete RWAs), and export the information to an excel document. However there is not a "favorite" feature to save a custom search.

Question: Is a bona fide need justified by the eRETA "work request" or is there additional work involved to justify the work?

Answer: A bona fide need must be determined by each customer before it obligates funds of acceptance of the RWA. The WR outlines the need, but until funding is applied it is not technically established in a formal sense.

Question: What if that RWA is needed in excess of five years after the bonafide need was established?

Answer: If the RWA bona fide need still exists after the funding has been returned to Treasury, you will need to replace the funds with available funding. A good practice to consider is if the bona fide need really existed when we accepted the RWA in these situations. The fiscal clock is not forgiving, so it is important we accept funds with an intention to deliver the work in a timely manner.

Question: What are the requirements for the RWA to be rewarded? Does GSA need final drawings/SOW for estimates?

Answer: If you are referring to "what documents are required for an RWA to be ACCEPTED in eRETA" - The short answer is: detailed scope of work (by GSA), detailed estimate (by GSA), valid funding via a submitted RWA in eRETA (by customer). There are some other requirements based on the specifics of the RWA, but the documents are typically provided by GSA. If you are asking "what are the requirements for a contract to be awarded by GSA, utilizing an RWA" - that unfortunately is not our area of expertise. You should work with your GSA Project team, and more specifically the GSA Contracting Officer, to discuss any questions about the contract.

Question: What does TI mean?

Answer: Tenant Improvement

Question: If you have a one year service agreement and it is coming to the end of the Period of Performance (POP) date and it is clear that the services will not be finished, what is the GSA process to close or extend that agreement?

Answer: The process to close a RWA in this instance is to submit an amendment through eRETA using an N input code. If the POP is going to be extended on the RWA, it would have to be done within the year the RWA was accepted, and consistent with the expiration of the customer funding authority. For example: "Annual" funding, can have a POP of 10/1/2025 - 9/30/2026 (365 days); However, "Multi-year" can have a POP of 10/1/2025-9/30/2027 if the customer has the appropriate funding to cover that POP. In this example the POP can be 24 months. If the customer provides "No year" funding the POP can be the length of time it is estimated the customer will have a balance to pay the requested services. Please note: This applies to severable RWAs where the period of performance cannot be extended after the fiscal year in which the RWA was accepted in accordance with the RWA National Policy, section 4.1.4.5.



Client Enrichment Series – Q & A

Question: Can we use incremental funding for OTU during a continuing resolution?

Answer: Yes, incremental funding for OTUs during a continuing resolution period is acceptable.

Question: Currently, my agency has multiple people receiving emails from eRETA. Is there a way to consolidate and have all eRETA emails go to a single email address at our agency?

Answer: eRETA typically emails the contacts specific to the WR/RWA, and will send emails to both the Customer POC and the Agency RWA Mailbox. If you have multiple people receiving emails sent to the Agency RWA Mailbox and you don't want that to continue, you could modify the individual WR/RWAs to remove that email address (it's not a required field). Another solution would be to update the WR/RWAs in eRETA to change/correct the Customer POC if perhaps it has the wrong person. If you are getting reports of multiple people receiving the exact SAME emails for the SAME WR/RWA, then we would need to investigate that with you on a case by case basis. Email us at eRETA@gsa.gov and we can discuss in detail.

Question: When are the RWA deadlines for this year? When is the last date we can submit WRs for FY26?

Answer: There are no deadlines for submitting work requests but the deadline to submit a fully executable RWA is September 9th. Please reference the year end letter and visit our external website at www.gsa.gov/rwa for further information on what makes an RWA fully executable.

Question: Explain "Child".

Answer: A "Child" is an individual Overtime Utility Estimate (OUE) that is part of a master estimate for a building, facility, or campus. "Child" estimates allow for the "bundling" of these estimates into one master estimate referenced on a single RWA.

Question: There is a project that we need additional funding over the TIA funds, however the project has been delayed for various reasons. We are now ready to move forward with the project, but the lease was signed in March of 2021. My understanding is that GSA needs a RWA for the overage with the 2021 funding before the project can start. There is no way the funds from FY23 would be used or liquidated by 9/30/2026. In a case like this would new funds be needed or would we still use the FY21 funds from the succeeding lease execution? If the FY21 funds were provided today would the liquidation period now be 9/30/2031?

Answer: While each situation should be reviewed for specific nuances, based on the details in your example, funds that were available when the lease was awarded (FY21) are required for this overage. The liquidation period is based on the expiration of obligational authority; for FY21 annual funds that expire for new obligation purposes on September 30th of that year, funds will close for liquidation on September 30 of 2026.

Question: If a WR is submitted, is GSA required to provide an estimate?

Answer: Yes. GSA creates estimates in RETA and links them to the WR.

Question: Is there a cheat sheet in eRETA with the various RWA types?

Answer: While we did spend some time explaining the RWA Types, the good news is the RWA type is GSA's responsibility to determine. However, RWA types are outlined in the glossary in eRETA if you click the blue link.



Client Enrichment Series – Q & A

Question: If we need to put carpet in an area that was tile and it will cost \$700; does the agency need an RWA?

Answer: Yes, either that or the agency would need permission from GSA to self-perform the work as a micro-purchase. You can find more information about the micro-purchase delegation of authority options at <https://www.gsa.gov/real-estate/use-micropurchase-delegation-of-authority-in-gsamanged-property>

Question: We have the work request and RWA which is programmatic e.g. RWA is approved by the Chief Executive. As Contracting Officer, I sign the RWF to obligate funds in the financial/procurement system. So the confusion is whether the CO signs first to obligate funds or the CEO signs the authorization and then the CO obligates in the agency financial system?

Answer: Still not clear on what RWF is, but funds should not be obligated by your agency until you received the signed RWA and accompanying acceptance letter. Ahead of that, there is not a valid obligation, only a commitment.

Question: Should the funds be obligated internally to confirm that funding is available to comply with "fully funding (required)" prior to creating an RWA in eRETA? We currently do it this way but not sure if it is an internal policy or required by GSA that the funds be obligated prior to submitting the RWA?

Answer: You should have funds ready, entered in eRETA to indicate which fund you intend to use, but not officially obligated in your system / on your books until you receive the official Acceptance Letter from GSA. Conversely, you should not Deobligate funding until you receive a final closeout letter from GSA.

Question: Is AV (equipment and labor to install considered personal property) how can it be included in a SOW for a renovation or new build for a project?

Answer: It could be, but it truly depends on the specifics related to the equipment and potential installation. You can reach out to the PM or the RWA Manager to discuss your situation.

Question: How long does it take to get a GSA PM assigned to a project. should all regions have the same timeline for assigning them or does it vary per region?

Answer: It depends on quite a few factors, including the level of detail included in the description of requirements. Due to the changing nature of work in the government over the past 18 months, GSA is performing additional validation and workload balancing prior to the assignment of a PM. The resources GSA has available in that geographic locale will impact the timeframe. GSA no longer operates by Regions and has reorganized into a more streamlined centralized structure.

Question: What if the SOW does increase for life safety reasons and is required to be included after the RWA goes through?

Answer: That is something which would be considered antecedent liability to the scope of work - a cost increase, but not a change in the intent of the work. The RWA would need to be amended using funds which were available from the original FY the RWA was accepted.

Question: What is the difference between the IGE and SCE or are they at times interchangeable?

Answer: An IGE (Independent Government Estimate) provides the support to create the SCE, which is by name a Summary Cost Estimate. The IGE could be in many different formats, but the SCE is the consistent summary version of an IGE.



Client Enrichment Series – Q & A

Question: Any way to bring back the "X" modification in eRETA for OUE while under a continuing resolution to request a reduced percentage dollar amount and then to increase the dollar amount once the agency has full funding?

Answer: The option to generate an X-input code: Amount/Scope change has not been removed from eRETA. It's possible the RWA is not currently in an accepted state, and therefore it's already being modified, or possibly your eRETA access changed. If you have a specific example where you are unable to make the desired edits, please email us the RWA number and a short description of what you are trying to do to eRETA@gsa.gov.

Question: What does BSAC stand for?

Answer: Building Specific Amortized Capital: the security related costs, typically more common in leased facilities. This video explains more: [youtube.com/watch?v=-gCvMaWKN7s&t=12](https://www.youtube.com/watch?v=-gCvMaWKN7s&t=12)

Question: Why do we get this format for SCE sometimes and other times we just get an email

Answer: You should ALWAYS get an SCE or an OUE.

Question: Where can I access the eRETA training document?

Answer: The Client Enrichment Series (CES) website includes the recording and PDF of the slides from the eRETA Digest Training which occurred on 4/28/26. We will also provide another live session in early FY27! <https://www.gsa.gov/real-estate/client-enrichment-series>

Question: I received an email notifying me that GSA has finalized and approved the Summary Cost Estimate and the WR/RWA can now be funded. Historically, contracting has been listed as the Fund Certifying Official in the Customer Approval section in eRETA to give approval to begin the work. However, I am working with new personnel and there is confusion over who should be listed. Can you clarify who should be the Fund Certifying Official in eRETA?

Answer: The Agency's fund certifying official is the person within the agency who has been delegated authority to sign. By certifying that the funds are available, the signer also certifies that all agency unique statutory and regulatory requirements have been identified and attached if necessary. The Certifying Official often is NOT the same as the Agency Point of Contact / Agency Project Manager. GSA does not oversee or validate the agency's delegation of signature authority.

Question: Is there a different deadline for DOD agencies?

Answer: No.

Question: When you are putting in the accounting information and using multi-year funds. Say you were given 22/26 funds to use in fiscal year 2026. Does eRETA automatically put the fund year to 2022, since that was the beginning year of the funds or should the user be putting the fund year as the year they are obligating the funds?

Answer: Yes - the fund year will default to the starting FY of the fund. (For no-year funds, the fund year will be the current FY). The expiration date of obligational authority will help indicate when the funds expire and eventually close.

Question: When amending an accepted RWA to add to the scope. Will I receive an e-mail to notify me the amendment was received? Also, will I receive an e-mail for a new estimate?

Answer: Whomever submits an amendment to GSA will receive a communication that it has been received by GSA, however you cannot add new scope after the initial FY of acceptance.



Client Enrichment Series – Q & A

Question: Can close out letters be sent out on OU's for deobligation purposes?

Answer: R-type RWAs do not typically receive a completion or closeout letter, but can be provided upon request. N-type RWAs will receive a completion and closeout letter, and are always available within eRETA (in the documentation/audit section of the specific RWA). If you cannot find the letter, you can request one by emailing AskRWA@gsa.gov.

Question: I've received overtime utility estimates with the dates 9/5/2023 and 11/6/2025 in the past. Will it be sent to me sooner to meet the 9/9 deadline?

Answer: The deadline only applies to nonseverable RWAs - so projects, not services.

Question: Is there a deadline for WRs to be submitted ahead of the 9/9 deadline?

Answer: There is not, but there is no guarantee we are able to assign a PM and create the SOW and SCE required to send in the funding to meet the deadline. We encourage sending WRs sooner than later if you plan to fund them in FY26. Also, please update the "FY Needed" Label to help us prioritize WRs coming in.

Question: Are both the Project Manager and RWA Manager listed in eRETA, for each RWA?

Answer: The GSA PM/POC is identified per RWA. The RWA Manager is not explicitly identified on the RWA in eRETA, but can be contacted directly if an issue needs to be escalated. Utilize the Contact Us section of gsa.gov/rwa to find your RWA Manager.