

1. Title: Relocation/Installation/Inventory Services

2. Purpose: The Michael E. DeBakey VAMC (MEDVAMC) is seeking contractor contractors with the capability to provide services that include Furniture, Equipment, Inventory and Material Relocation and Ancillary Services at the main facility campus (Michael E. DeBakey VAMC) and surrounding Community Based Outpatient Clinics (CBOCs). The MEDVAMC seeking contractors to provide a full range of services to include all labor, license, certifications, tools, supervision, personnel, transportation, tools, storage capability, material, receiving capability, and inspection for equipment. Seeking contractor with the capability to disassemble and remove existing office furniture, equipment and related materials from a location. Seeking contractor with the capability to transport the items to a new location and either install or place them per the direction of the COR. Seeking contractor with the capability to place the items into inventory in the facility warehouse or dispose of the items if damaged. Seeking contractor with the capability to receive and inspect shipped product and store in a climate controlled warehouse for up to 30 days with no fee, pending installation and planned move. The number of moves will vary from month to month.

3. Objective: To find qualified and certified contractors with the capability to provide Relocation/Installation Services. Objective is for Contractors to submit capability statement per the DRAFT SOW and answer the following questions below. (See Attached **Draft** Statement of Work Statement –SOW below)

4. Place of Performance:

- VA Medical Center, 2002 Holcombe BLVD, Houston, TX 77030
- Building 100 Michael E. DeBakey VAMC (2002 Holcombe Blvd., Houston, TX 77030), includes locked Mental Health Unit
- Building 108 (2002 Holcombe Blvd., Houston, TX 77030)
- Building 108 A (2002 Holcombe Blvd., Houston, TX 77030)
- Building 109 (2002 Holcombe Blvd., Houston, TX 77030)
- Building 110 (2002 Holcombe Blvd., Houston, TX 77030)
- Building 120 (2002 Holcombe Blvd., Houston, TX 77030)
- Building 121 (2002 Holcombe Blvd., Houston, TX 77030)
- Building 122 (2002 Holcombe Blvd., Houston, TX 77030)
- Fisher House 1, 2 & 3 (2002 Holcombe Blvd., Houston, TX 77030)
- Beaumont VA Outpatient Clinic (CBOC) (3420 Veterans Circle, Beaumont, TX 77707)
- Charles Wilson VA Outpatient Clinic (CBOC) (2206 North John Redditt Drive, Lufkin, TX 75904)
- Conroe VA Outpatient Clinic (CBOC) (690 South Loop 336 West, Ste. 300, Conroe, TX 77304)
- Galveston VA Outpatient Clinic (CBOC) (3828 Avenue N, Galveston, TX 77550)
- Katy VA Outpatient Clinic (CBOC) (750 Westgreen Blvd., Katy, TX 77450)
- Lake Jackson VA Outpatient Clinic (CBOC) (208 Oak Drive South, Lake Jackson, TX 77566)
- Richmond VA Outpatient Clinic (CBOC) (22001 Southwest Freeway, Ste. 200, Richmond, TX, 77469)

- Texas City VA Outpatient Clinic (CBOC) (9300 Emmett F. Lowry Expressway, Ste. 206, Texas City, 77591)
- Tomball VA Outpatient Clinic (CBOC) (1200 W. Main Street, Tomball, TX 77375)

5. Responses Requested: The MEDVAMC requires all the following questions answered in this RFI: Questions that are not provided shall be considered **non-responsive** to the Request for Information and **contractor shall not be considered** as part of the market research.

a. Is the contractor available within 24 hours of notification of job requests, furniture/equipment deliveries and/or moves. **Contractor shall provide communication in capability statement. Failure provide shall be considered non-responsive to Request for Information.**

b. Do your company possess the capability to transport the items to a new location and either install or place them per the direction of the COR. Locations are stated above. Contractor shall provide communication in capability statement. **Contractor shall provide communication in capability statement. Failure provide shall be considered non-responsive to Request for Information.**

c. Do your company possess the capability to receive, inspect shipped product and store in a climate controlled warehouse for up to 30 days. **Contractor shall provide communication in capability statement. Failure provide shall be considered non-responsive to Request for Information.**

d. Do your company possess fully qualified and have the necessary certification for installing furniture such as Unicor (KI), Steelcase, Herman Miller. **Contractor shall provide communication in capability statement. Failure provide shall be considered non-responsive to Request for Information.**

e. Contractors shall also provide their point(s) of contact name, address, telephone number, and email address; and the company's business size, and Data Universal Numbering System (DUNS) Number.

f. Do your company possess the necessary transportation when moving to and from the VA facilities and warehouse or storage sites?

g. Is your company a small business, SDBs, HUBZone, or 8A concern? **Contractor shall provide communication in capability statement. Contractor shall provide proof of qualifications.**

h. Have contractor provided similar services? Contractor shall provide in capability statement a list of active contracts for commercial, federal, state, and local governments. List Contracts shall provide communication on the government requirement illustrating the capability for comparison.

i. Is your company available under any Government Wide Agency Contract (GWAC), **General Services Administration Schedules (GSA)**, Indefinite Delivery Indefinite Quantity (IDIQ),

and/or Blanket Purchase Agreement (BPA)? **If so, please list the contract number and a brief summary of the products and services provided.**

j. Do your company possess at least five (5) years of experience with Relocation/Installation Services

k. Provide a short summary of your potential approach to this type of contract and meeting the specific requirements per the draft Statement of Work and your experience managing similar contracts with similar requirements for the MEDVAMC.

6.Opportunity: The MEDVAMC, is seeking information from potential contractors on their ability to provide this service. **THIS IS A REQUEST FOR INFORMATION (RFI) ONLY.** Small Business Concerns are encouraged to provide responses to this RFI in order to assist the MEDVAMC in determining potential levels of competition available in the industry. Contractor shall provide answers to all questions requested and shall possess the capability to provide all requirements and objectives per the **DRAFT STATEMENT OF WORK.**

7.Instructions and Response Guidelines: RFI responses are due by June 20, 2017 at 9:00am (CST); size is limited to 8.5 x 11 inches, 12-point font, with 1-inch margins in Microsoft Word format via email to anthony.marion2.gov.

All Questions shall be submitted by June 15, 2017 at 12:00 pm (CST) via email to anthony.marion2.gov. Telephone requests or inquires will not be accepted. The subject line shall read: VA256-17-N-0841 Relocation/Installation/Inventory Services

NO SOLICITATION EXISTS AT THIS TIME. There is no page limitation on subparagraphs 5(a) - 5(k).

Please provide the information you deem relevant in order to respond to the specific inquiries of the RFI. Information provided will be used solely by MEDVAMC as "market research" and will not be released outside of the MEDVAMC Purchasing and Contract Team.

This RFI does not constitute a Request for Proposal (RFP), Invitation for Bid (IFB), or Request for Quotation (RFQ), and it is not to be construed as a commitment by the Government to enter into a contract, nor will the Government pay for the information submitted in response to this request. All information contained in this RFI is preliminary as well as subject to modification and is in no way binding on the Government.

7. In accordance with FAR 15.201(e), responses to this notice are not offers and cannot be accepted by the U.S. Government to form a binding contract. If a solicitation is released, it will be synopsisized in the Federal Business Opportunities (FedBizOpps) website or GSA. It is the responsibility of the interested parties to monitor these sites for additional information pertaining to this RFI, or future RFP.

8.Contact Information:

Contract Specialist, Anthony Marion

Email address: anthony.marion2@va.gov

Your responses to this notice are appreciated.

THIS NOTICE IS NOT A REQUEST FOR COMPETITIVE QUOTES; however, any firm that believes it can meet the requirements may give written notification prior to the response due date and time. Supporting evidence must be furnished in sufficient detail to demonstrate the ability to perform the requirements.

**DRAFT Statement of Work (SOW)
Relocation/Installation/Inventory Services
Michael E. DeBakey VAMC, Houston, TX**

1.0 General The Michael E. DeBakey VAMC (MEDVAMC) is seeking contractor contractors with the capability to provide services that include Furniture, Equipment, and Material Relocation and Ancillary Services at the main facility campus (Michael E. DeBakey VAMC) and surrounding Community Based Outpatient Clinics (CBOCs). The MEDVAMC seeking contractors to provide a full range of services to include all labor, license, certifications, tools, supervision, personnel, transportation, tools, storage capability, material, receiving capability, and inspection for equipment. Seeking contractor with the capability to disassemble and remove existing office furniture, equipment and related materials from a location. Seeking contractor with the capability to transport the items to a new location and either install or place them according to the direction of the COR. Seeking contractor with the capability to place the items into inventory in the facility warehouse or dispose of the items if damaged. Seeking contractor with the capability to receive and inspect shipped product and store in a climate controlled warehouse for up to 30 days with no fee, pending installation and planned move. The number of moves will vary from month to month.

1.1 Anticipated Period of Performance (POP)/Contract Type: On/about August 1, 2017 to July 31, 2018 as a base year with three (3) one year options exercised at the discretion of the government. Contract type will be Firm Fixed Price Indefinite Delivery Indefinite Quantity (IDIQ). Established minimum and maximum moves will be established.

1.2 Hours of Performance – The Contractor will perform the majority of duties during normal work hours which is Monday through Friday, 7:30 am to 4:30 pm. Lunch breaks are not paid time. The Contractor may be required to perform some duties during off-duty hours.

1.3 Contracting Officer's Representative (COR) will be assigned to represent the Contracting Officer (CO) in furnishing technical guidance and advice under this contract. The delegation letter will specify the limits of the COR's authority. The letter is not to be construed as authorization to interpret or furnish advice and information to the Contractor relative to the financial or legal aspects of the contract. Those matters are the responsibility of the Contracting Officer and shall not be delegated.

1.4 Contractor Key Personnel: The Contractor shall provide a list of employees that are key to the organization and who will provide services under this contract. Provide full name, position, title and the required certifications.

1.5 The Contractor shall designate a Contract Liaison (CL)/Project Manager (PM) to work with the COR. The CL/PM shall have a comprehensive knowledge of furniture moving, installation, storage, inventory, repair and possess administration skills. The CL/PM shall have at least five years of experience in this type of work.

1.5.1 The Contractor shall designate a Move Supervisor (Foreman) who will be the stable and consistent lead for all work completed on the contract. The Foreman shall have a comprehensive knowledge of furniture moving, installation, storage, inventory, repair and possess previous supervisory (project foreman) skills performed at a medical/hospital facility. The Foreman shall have at least ten years of experience in this type of work in a hospital setting.

1.5.2 The Foreman shall have the authority to negotiate and accept job requests on the Contractor's behalf. The Foreman shall have technical and administrative knowledge of all job requests pending, in-progress and completed. The Foreman shall have the skill and knowledge to recommend solutions for challenging space configurations and possess excellent time management skills, customer service skills and have the ability to adjust rapidly to changing priorities.

1.6 The Contractor shall maintain sufficient staff to be responsive to job requests. The Contractor's staff shall be US citizens or have appropriate work permits. The Contractor shall comply with VA security, access and badging requirements. The Contractor shall wear company attire that clearly identifies them as Contractors and present a professional appearance at all times.

1.7 The Contractor shall assure that its staff are fully certified and licensed to perform their duties and provide appropriate certificates/licenses when requested.

2.0 Scope of Work

2.1 The Contractor shall provide all labor, supervision, staffing, equipment, vehicles, transportation, storage, packing supplies and materials and ancillary services necessary to perform moving, installation and relocation services. The Contractor shall perform all relocation services as requested by COR or designated representative. The services shall include, but are not limited to, pre-move planning, assembly/disassembly of furniture, providing of packaging materials, packing/crating, loading/unloading, and miscellaneous wall-mounted item removal and replacement. The Contractor shall also have the ability to receive and inspect shipped product and store in a climate controlled warehouse for up to 30 days with no fee, pending installation and move. The services shall be provided to the following facility locations:

2.1.1 Building 100 Michael E. DeBakey VAMC (2002 Holcombe Blvd., Houston, TX 77030), includes locked Mental Health Unit

2.1.2 Building 108 (2002 Holcombe Blvd., Houston, TX 77030)

2.1.3 Building 108 A (2002 Holcombe Blvd., Houston, TX 77030)

2.1.5 Building 109 (2002 Holcombe Blvd., Houston, TX 77030)

2.1.6 Building 110 (2002 Holcombe Blvd., Houston, TX 77030)

2.1.7 Building 120 (2002 Holcombe Blvd., Houston, TX 77030)

- 2.1.8 Building 121 (2002 Holcombe Blvd., Houston, TX 77030)
- 2.1.14 Building 122 (2002 Holcombe Blvd., Houston, TX 77030)
- 2.1.15 Fisher House 1, 2 & 3 (2002 Holcombe Blvd., Houston, TX 77030)
- 2.1.16 Beaumont VA Outpatient Clinic (CBOC) (3420 Veterans Circle, Beaumont, TX 77707)
- 2.1.17 Charles Wilson VA Outpatient Clinic (CBOC) (2206 North John Redditt Drive, Lufkin, TX 75904)
- 2.1.19 Conroe VA Outpatient Clinic (CBOC) (690 South Loop 336 West, Ste. 300, Conroe, TX 77304)
- 2.1.20 Galveston VA Outpatient Clinic (CBOC) (3828 Avenue N, Galveston, TX 77550)
- 2.1.21 Katy VA Outpatient Clinic (CBOC) (750 Westgreen Blvd., Katy, TX 77450)
- 2.1.22 Lake Jackson VA Outpatient Clinic (CBOC) (208 Oak Drive South, Lake Jackson, TX 77566)
- 2.1.23 Richmond VA Outpatient Clinic (CBOC) (22001 Southwest Freeway, Ste. 200, Richmond, TX, 77469)
- 2.1.24 Texas City VA Outpatient Clinic (CBOC) (9300 Emmett F. Lowry Expressway, Ste. 206, Texas City, 77591)
- 2.1.25 Tomball VA Outpatient Clinic (CBOC) (1200 W. Main Street, Tomball, TX 77375)

CBOC moves are generally limited to one clinic per month

2.2 Requests for Services - The COR will coordinate with the CL and/or Foreman on each and every relocation project to ensure that all resources assigned to the project are properly managed. The Foreman will be available for a weekly scheduling meeting with MEDVAMC staff. This meeting is used to project timing of future moves/installs/projects.

2.2.1 The Contractor and the COR shall work together in estimating the cost of project prior to performance. Contractor shall submit document with company log to the COR communicating the estimates per the CLIN in the Price schedule. Once approved by the COR, the project shall commence as scheduled. A project estimate shall include the following at a minimum:

2.2.1.1 Work hours the project requires from start to finish

2.2.1.2 Move project duration

2.2.1.3 Quantity and type of Contractor staff required to perform the task

2.2.1.4 Quantity and type of materials will be required to properly relocate/move the items

2.2.1.5 Project cost – separate line items for labor and materials

2.2.1.6 Date/time moving bins, tape and other supplies will be delivered for VA personnel to pack their belongings

2.2.1.7 Date/time moving bins will be collected after the move.

2.2.2 Contractor Availability - The Contractor shall be available within 24 hours of notification of job requests, furniture/equipment deliveries and/or moves. Due to the dynamic nature of the VAMHCS mission, a high degree of flexibility is required to meet changing needs that occur daily. The 24 hour notification is applicable for business day moves.

2.2.3 Requests for service shall be coordinated by the COR or designated representative. The COR will provide to the CL and/or Foreman a list of individuals by name who will be authorized to “Request Services and receive calls from the CL.” The list will always be updated whenever there are changes to the list.

2.2.4 The Contractor shall ensure that requests for services are received from an individual listed on the COR provided list of individuals authorized to request services. Services rendered in

response to requests from other than authorized personnel shall be at the risk of the Contractor and any cost related thereto shall be borne by the Contractor.

2.3 Overtime Work: The Contractor may be required to perform during off-duty hours. When this occurs, overtime must be approved by the COR prior to performance.

2.3.1 Overtime Projects - Some projects may only be performed during non-duty hours due to the changing dynamics of VAMHCS and to avoid possible disruptions to patient care. Overtime work must be first approved and assigned by the COR.

2.4 Federal Holidays - The Contractor shall not work on Federal Holidays which includes New Year's Day, Martin Luther King's Birthday, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving, Christmas and any other day specifically declared by the President of the United States to be a Federal holiday.

2.5 Contingency/Back-Up Plan - The Contractor shall have a contingency and/or back-up plan in the event the Contractor is unable to perform services or have services performed as required. The Contractor shall immediately notify the COR or designated representative, via telephone communication and followed up with email communication, and provide a justification for non-performance and institute the contingency-back-up plan as quickly as possible.

3.0 Contractor Responsibilities

3.1 The Contractor shall ensure an OSHA 30 qualified site supervisor/foreman is onsite during the entire move process unless an alternative OSHA 30 qualified substitute is approved by the COR.

3.2 The Contractor shall provide necessary protection materials and take necessary precautions to avoid damaging walls, windows, floors, elevators and elevator lobbies when performing move activities. The Contractor shall be responsible for all costs associated with damages related to move activities. Contractor shall take care not to damage reusable furniture during removals.

3.3 The Contractor shall provide a communications system, available at all times during the period of performance, to communicate requirements such as changes to location or objects of the movement, etc. with the VA. Use of this communication system will be mutually agreed upon after award but prior to contract performance. All contractor staff assigned to work with the account and/or assigned to work on campus must be fluent (understanding and able to speak) in English.

3.4 The Contractor shall provide sufficient and appropriate vehicles, with company logos, to meet the VA's requirements for the pick-up and delivery of equipment, furniture, etc. in accordance with the terms, conditions and schedule of the contract.

3.5 The Contractor shall properly dispose of all debris. Garbage shall be disposed of in a Contractor-provided dumpster. The dumpster shall be located off-site unless an agreed upon dumpster on-site location is approved by the COR.

3.6 The Contractor's vehicles shall meet current applicable Federal, State and local specifications and regulations including, but not limited to, licensing, registration and safety standards.

3.6.1 Contractor's vehicles shall be clean and maintained in good repair in accordance with (IAW) manufacturer's instructions and specifications at all times. All vehicles shall be smoke-free.

3.7 The Contractor's drivers shall possess valid and applicable operator's licenses IAW with Federal, State and local government laws.

3.8 The Contractor shall attend planning and coordination meetings with VA staff, affected personnel and construction contractors when requested.

4.0 Elements of Move Management

4.1 **Moves** - Moving single or multiple units including file and storage cabinets, pedestals, tables, chairs, lounge seating, desk units, panel systems, lockers, keyboard trays, tack boards, whiteboards, displays, computer equipment, exercise equipment, medical equipment, broken furniture items, excess items, or other items identified by the COR.

4.1.1 The above items will be either transported on campus, between facilities, or to Contractor-provided dumpster.

4.1.2 Move tasks include removing and dismantling furniture/equipment, removal and hanging of miscellaneous items such as clocks, art, pamphlet holders, coat hooks, whiteboards, tack boards, signs and displays. Art is to be hung with security locks.

4.1.3 The Contractor shall provide and supply all appropriate moving and protection equipment and materials necessary for the completion of each move without damage to furniture, buildings or property. Contractor is responsible for installing and removing protection equipment and materials.

4.1.3.1 The Contractor shall wear appropriate safety and personal protective equipment during moves and take precautions regarding fire and life safety and comply with all occupational, safety and health (OSHA) laws/regulations for the protection of employees.

4.2 **Installations** – The Contractor staff who will install furniture/equipment shall be fully qualified and have the necessary certification. When installing large, desking furniture such as Unicor (KI), Steelcase, Herman Miller, etc. the installers' current certificates of training shall be provided to the COR prior to installation.

4.2.1 Installation tasks include assembly of new and used furniture/equipment from existing inventory or shipments received. Assemble and install workstations, desk systems, panel systems, ergonomic accessories, storage and other units requiring field assembly. Modification may be required to cut parts, modify parts, or pull parts and pieces from other stocked components to complete installations.

4.2.2 The Contractor provides all equipment or tools for the work completed. The equipment and/or tools shall not block exits, corridors, or impede access to entrances/exits or rooms and shall be in the control of the contractor at all times and not left unattended. When leaving the work site, tools shall be removed and secured.

4.2.3 The Contractor shall verify that electrical, telephone and computer connections are made, wiring and cords are available and accessible and any deficiencies are corrected.

4.2.4 Any and all debris shall be removed and disposed on a daily basis off campus. Garbage shall only be disposed of in a Contractor-provided dumpster. All furniture, new and existing, shall be wiped down and left clean after install to be ready for use. Floors shall be left clean, swept and free of debris.

4.2.5 Should any parts be missing from an installation project, the Contractor is responsible for providing a “punch list” of missing items to the POC of the installation.

4.3 Transportation – The Contractor shall provide the necessary transports when moving to and from the VA facilities and warehouse or storage sites.

4.3.1 The Contractor shall provide the moving equipment and tools necessary to transport the furniture. Such tools and equipment include but not limited to dollies, floats, wheel carts, roller lifts, heavy lifting equipment, stair crawlers, ladders and levelers. All equipment must be operable and in good working condition. Additional personnel for transportation to be provided for added manpower, as work requires.

4.4 Repairs, Reconfiguration, Modifications. The Contractor shall perform repairs and/or modifications to existing furniture, as required. Minor modifications shall include but not limited to tightening or loosening screws on pieces to resolve sticking or realignment, any reconfiguration required for furniture to be functional in new location and adjusting locking mechanisms, etc. Repairs shall include but not be limited to providing materials, parts (screws, glide stops, washers, wing nuts, wheels, etc.) and tools (hammers, mallets, screw drivers, drills, braces, etc.) necessary to accomplish the service.

4.5 Receiving, Storage and Inventory

4.5.1 The Contractor shall have the ability to receive and inspect ordered furniture products to a secured, climate controlled warehouse and store for up to 30 days with no fee, while move and/or installation is planned and confirmed for execution. The Contractor’s Foreman, shall provide a written furniture/product inventory of items located at the Contractor’s warehouse and at the MEDVAMC warehouse once a month. Inventory levels should be maintained on a daily basis, as inventory moves in and out of warehouses change daily.

4.5.2 The Contractor would be responsible to report any damaged or missing product from orders to the vendor and the COR should be copied on such communications.

5.0 Miscellaneous items

5.1 Personal Injury, Property Loss or Damage. The Contractor hereby assumes responsibility and liability for any and all personal injuries or death and/or property damage to include the landscaping or losses suffered due to negligence of the Contractor's personnel in the performance of services under this contract.

5.2 Liability and Vehicle Insurance. The Contractor shall provide evidence of insurance coverage to the CO before award of the contract.

5.3 Safety. The Contractor shall be responsible for the safe and proper transport of waste items from the pickup point to the authorized/legal disposal site.

5.4 Smoke Free Facilities. All Veterans Affairs Medical Centers and CBOCs are Smoke Free facilities. There is NO SMOKING allowed in any interior spaces, including all mechanical and electrical rooms/spaces and roofs, or tunnel area. Smoking is only permitted in designated exterior smoking areas.

6.0 Contractor's Quality Control Plan (QCP)

6.1 The Contractor's Quality Control Plan (QCP) will be submitted with technical quote to the CO and any updated QCP shall be provided to the COR.

6.1.1 The Source Selection Board will review the QCP. The Contractor's QCP shall include the following at a minimum:

6.1.2 The inspection plan shall cover all services required by this contract. The inspection plan shall specify how often inspections will be accomplished and documented and the title of the individual(s) who will perform the inspections.

6.1.3 On-site records of all inspections conducted by the Contractor noting necessary corrective action taken. The Government reserves the right to request copies of any inspections.

6.2 The methods for identifying and preventing deficiencies in the quality of service performed before the level of performance becomes unacceptable and organizational functions with supervisory responsibilities and overall management responsibilities for ensuring total acceptable performance.

6.3 The Contractor shall maintain on-site records of any complaints or problems with actions taken to allow for corrections and/or elimination before effects cause interruption of performance of contract.

6.4 The Contractor shall have a system that verifies the licenses of individuals operating the vehicles and the driving records of individuals operating the vehicles. The contractor shall make this system available for review by the VA.

7.0 Payments and Invoicing

7.1 Monthly (End of the Month Billing). The Contractor shall submit one invoice at the end of the month (thirty days in arrears). The end-of-the-month invoice shall include the Contract number, the purchase order (PO) number, description of services provided by date, point of contact for each move, location of services provided, time of arrival and departure for moving staff and copies of all moves that occurred during the month.

7.2. Each Move. The Contractor shall submit to the COR within 24 hours of a move a proper statement which shall contain the following information:

7.2.1 Date and time of the move

7.2.2 Location of the move

7.2.3 Point of Contact who was in charge of the move, provide name, title, and phone number

7.2.4 Full description (itemized) of services provided broken down by CLIN. Include both quantity of staff used and workhours.

7.2.5 Full cost of the service

7.3 The Contractor shall then accumulate the month's work into one invoice for the end-of-the-month submission to the COR for review and payment.

7.4 Payment of invoices may be delayed if the appropriate reports are not properly completed and submitted to the COR as stated in this SOW.

8.0 Service Calls. The Contractor shall provide in the space provided below, the name, location, and telephone number of the office where services calls are to be placed.

Name: _____

Address: _____

Telephone Number: _____

Email address: _____

9.0 Ordering Activities and Officers. The Contractor shall not accept any instructions issued by any other person(s) other than the Contracting Officer (CO) or Contracting Officer Representative (COR).

10.0 Changes. Only those services specified herein are authorized. Before performing any service of a non-contract nature, the Contractor shall advise the CO of the reasons for the additional work. Changes to the resulting contract are not authorized, unless in writing by the Contracting Officer.

11.0 Overtime. Any overtime shall be approved by the COR before services are rendered.