

Facilities Management Harlingen VA Work Requests Interim SOP: 11-19-08

Purpose:

To provide an efficient, effective way to process work requests for the VA in Harlingen, Tx.

Workflow:

- VA representative, Ms. Sally Lanoue, sally.lanoue@va.gov, sends a work request to FM. A paper copy can be faxed to 210-567-2897 or it can be scanned and E-mailed to our Admin Assistants; Carla, garcia13@uthscsa.edu or Helen, Garlitz@uthscsa.edu . The work request will be logged in, assigned to PID # **106HVA** and assigned a Work Request number.
- The work request is assigned to Rene, unless design work is necessary. A copy of the work request will be sent to Rene via E-mail.
- Rene Martinez will work with the VA to develop the SOW for the project. Rene develops a cost estimate which breaks out material and labor. Rene gets estimates from local contractors when needed. Rene will E-mail or fax a copy of the work request with an attached cost estimate to our estimator, Tom Janes, janes@uthscsa.edu . Rene will copy Helen and Carla so they know to change the status on the work request.
- Tom will review the shop estimate from Rene and make any necessary adjustments to cover FM overhead. Tom prepares an approval E-mail that will be addressed to Ms. Sally Lanoue, sally.lanoue@va.gov . Tom sends the estimate letter in E-mail format to Sally and copies Helen and Carla, so they can change the status. The letter will contain the SOW, WR # and any other pertinent information. This information may be included as an attachment to the E-mail.
- Sally reviews and approves the estimate by replying to the E-mail and issuing a purchase order number and billing information for the work. Sally sends the approval to Tom and copies Carla and Helen.
- When Tom receives the approval from Sally he will plan the work and assign phases. Tom will transmit this information to Rene via fax or E-mail and copy Carla and Helen who will change the status to “construction”.
- The amount of the approved estimate is what the VA agrees to pay for the work.
- FM Accounting will prepare an invoice at the end of each month where a work request for the VA was completed. Multiple work requests may be included on a single invoice; however, each work request will reference the approved VA purchase order number. Copies of these invoices will be suspended by FM Accounting until all payments have been received from the VA.

End of SOP