

Chapter 04 | Quality Assurance

04.04 Contract Issue Resolution

INTRODUCTION

The Program Administrator identifies areas where contractor services do not meet the contract standards or work specifications. When this happens, guidelines are necessary to outline a clear, consistent course of action that should be taken by the Program Administrator to resolve the issues. The purpose of these guidelines is to ensure timely resolution to the issues and to ensure positive responses to customer service complaints.

Contract service issues are identified and documented. This could include deficiencies listed on inspection reports, meeting minutes, written notes, and/or photos. Issues could include repair and/or work projects that have not been completed as promised by the Contractor.

The Program Administrator will contact the Contractor's designated project manager in person or by telephone and communicate complete information about the issue/deficiency. The Program Administrator and the Contractor will establish an agreed upon reasonable time period to bring the work to a level which meets contract standards or work specifications or complete work projects. A follow-up work plan document will be sent from the Program Administrator to the Contractor.

The Program Administrator will inspect the contract sites with the Contractor's representative at the end of the specified period. If the issue/deficiency has been corrected or completed and meets the contract standards or specifications, the issue/deficiency will be considered resolved/corrected.

If the site inspection at the end of the specified time period finds that the issue/deficiency has not been corrected, the Program Administrator will send a letter of correspondence to the Contractor's project manager. The letter will list all the relevant information including the issue/deficiency or list of uncompleted projects, the corrective action necessary, and a new specified time period for resolution. The letter will be copied to the Contractor's Administrator/Owner, the WisDOT RAM Program Administrator, and the WisDOT RAM Program Purchasing Agent.

The Program Administrator will inspect the contract sites with the Contractor's representative at the end of the specified time period. If the issue/deficiency has been corrected or completed and meets the contract standards and specifications, the issue/deficiency will be considered resolved/corrected. Kapur will send a letter to the Contractor's Administrator/Owner, the WisDOT RAM Program Administrator, and the WisDOT RAM Program Purchasing Agent, indicating that the issue/deficiency has been resolved/corrected.

If the issue/deficiency has NOT been corrected or completed according to the contract standards and specifications, the Program Administrator will send a letter of correspondence to Contractor's Administrator/Owner. The letter will indicate that Kapur plans to make a recommendation to the WisDOT RAM Program Administrator and the WisDOT RAM Program Purchasing Agent to take appropriate actions to remedy the issue/deficiency, which could include contract termination.

The Program Administrator will give all documentation to the WisDOT RAM Program Purchasing Agent. The Purchasing Agent will first attempt to resolve the problems directly with the Contractor.

If a State-Use qualified work center performs the contract, and both the Contractor and WisDOT cannot mutually agree on resolution or termination, the Purchasing Agent will take the termination request to the Wisconsin Department of Administration Work Center Director and the State Use Board. The State Use Board will make the final decision on termination.

If the contract is with a private company, the Purchasing Agent will terminate the agreement as stipulated in the contract documents.

Chapter 4 Record of WisDOT Review & Approval

Developed or revised by Kapur & Associates

Date

Reviewed and approved by WisDOT Bureau of Highway Maintenance

Date