

Program Management Responsibilities

The Wisconsin Department of Transportation (WisDOT) contracts with Kapur & Associates, Inc. Kapur is responsible for inspecting work sites, implementing continuous quality improvements, accounting for program revenue and expenses, and other management activities to ensure that clean, comfortable sites are provided to WisDOT. Kapur works cooperatively with the WisDOT Central Administrative Office and the WisDOT Division of State Patrol to perform these services.

Kapur's Responsibilities under the SWEF Program include the following:

Quality Assurance

The objective of "quality maintenance" is a clean, neat, attractive facility, which meets or exceeds established standards for health and sanitation and projects a positive image of the State of Wisconsin. In addition, the concept of preventative maintenance should be promoted by monitoring operations on a day-to-day basis, normal wear and tear can be noted and replacements, adjustments or modifications can be made before major breakdowns occur. To this end Kapur performs quarterly inspections of SWEF sites and reports the outcome of these inspections to WisDOT.

Annual Work Program

Kapur develops the Annual Work Program for the SWEF Program sites. This program provides guidelines for the routine janitorial, landscape and minor repair activities. The Annual Work Program is a detailed document, which consists of work specifications, budget estimates, and cost analyses for each SWEF in the program.

Accounting and Record Keeping

Kapur maintains records for the program management services and for the program site maintenance services. The revenues and expenses for the program are based upon the state's fiscal year. Revenues and expenses are monitored on a monthly, quarterly, and annual basis.

Service Provider Support

Kapur provides the technical assistance necessary to maintain a high-quality level of standardized services statewide. Kapur works cooperatively with service providers to resolve quality issues, develop and implement standard specifications, and research and test new maintenance techniques. Kapur develops and provides the service provider with the necessary documents, forms, and reports to operate a SWEF Program contract. This includes agreements, billing forms, inspection reports, and work specifications.

Contract Development and Compliance

Kapur develops specifications for new sites added to the program and updates specifications for the existing contract sites. Any discrepancy between the existing work specifications and the actual work performed is noted and discussed with both WisDOT and the contracting service provider. Kapur negotiates contract terms and prepares and sends contracts to service providers, on behalf of WisDOT, for review and signature.

Communications and Recommendations

Kapur provides policy and procedure recommendations to WisDOT for the SWEF Program in record keeping, purchasing, cost reimbursement, and dealing with emergencies at the sites. The policies and procedures are approved by WisDOT prior to distribution or implementation.

Project Management

Kapur provides assistance to WisDOT in site repair projects. Kapur assists WisDOT by recommending and creating project lists, developing project specifications, tracking project progress, and working with project vendors to facilitate project completion.