

Safety Weight Enforcement Facility Maintenance Program

Contract Issues Resolution

Occasionally, the program manager staff is made aware of contract administration or performance issues such as variations from contract specifications or performance not meeting contract requirements. The following procedures are intended to ensure positive resolution of contract issues.

The guidelines and procedures were established to achieve the following objectives:

- Handle janitorial, landscaping, and maintenance quality assurance issues consistently.
- Develop an established system with a progression of clear steps and procedures for issue resolution.
- Establish a definitive procedure for responses to all inquiries and complaints.

A. Introduction

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

1. **Step 1:** 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.
2. **Step 2:** Kapur will contact the Contractor's designated project manager in person or by telephone and communicate complete information about the issue/deficiency. Kapur and Contractor will establish an agreed upon reasonable time period to bring the work to a level which meets contract standards or specifications or complete work projects. A follow-up work plan document will be sent from Kapur to the Contractor.
3. **Step 3:** Kapur 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 or specifications, the issue/deficiency will be considered resolved/corrected.
4. **Step 4:** If the site inspection at the end of the specified time period finds that the issue/deficiency has not been corrected, Kapur will send written correspondence to the Contractor's designated project manager. The correspondence will list all of 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 correspondence will be copied to the Contractor's Director/Owner, the WisDOT Bureau of Highway Maintenance, and State Patrol SWEFM Program Administrators, and the WisDOT SWEFM Program Purchasing Agent.
5. **Step 5:** Kapur will inspect the contract sites with the Contractor's representative at the end of the specified time period.

- a. 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 written correspondence to the Contractor's Director/Owner, the WisDOT Bureau of Highway Maintenance, and State Patrol SWEFM Program Administrators, and the WisDOT SWEFM Program Purchasing Agent, indicating that the issue/deficiency has been resolved/corrected.
 - b. If the issue/deficiency has NOT been corrected or completed according to the contract standards and specifications, Kapur will provide the Contractor the option to bring the issue/deficiency before the RAM Committee, within a specified time period, as an attempt to mediate resolution.
6. **Step 6:** If the issue/deficiency has NOT been resolved/corrected through the RAM Committee, or the Contractor chose not to bring the issue before the RAM Committee and the issue/deficiency is NOT resolved/corrected, Kapur will send correspondence to Contractor's Director/Owner. The correspondence will indicate that Kapur plans to make a recommendation to the WisDOT Bureau of Highway Maintenance, and State Patrol SWEFM Program Administrators and the WisDOT SWEFM Program Purchasing Agent to take appropriate actions to remedy the issue/deficiency, which could include contract termination.
7. **Step 7:** Kapur will provide all documentation to the WisDOT SWEFM Program Purchasing Agent. The Purchasing Agent will first attempt to resolve the problems directly with the Contractor.
 - a. If the contract is performed by a State-Use qualified work center, 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 State Use Program Director and the State Use Board. The State Use Board will make the final decision on termination.
 - b. If the contract is with a private company, the Purchasing Agent will terminate the contract as stipulated in the contract documents.