

# 17 Document Management

## 17.1 Request for Information (RFI)

Requests for Information (RFI) (Appendix 17.1) are used by contractors to obtain additional information on the interpretation of a detail, specification, or note on the construction drawings, or to secure a documented directive or clarification from the Project Manager, Architect or Client that is needed to continue work.

### *RFI Workflow:*

The steps below detail the standard RFI workflow used on all FP&C projects:

- The PM or contractor initiates the RFI process in PMIS. The PM or contractor inputs the requested information and the suggested workaround or solution, and attaches any supporting documentation. If the RFI is initiated by the GC, the PM receives a notification e-mail indicating that the RFI has been started.

The RFI is routed to the architect for review and response. The architect provides a response and indicates any schedule or cost impacts. The architect may request clarification from the contractor or PM regarding the RFI. The contractor or PM revise and resubmit the RFI to the architect.

Once the architect submits his or her response, the RFI is routed to the contractor for review. The contractor requests revisions from the architect, if needed. If the response from the architect is sufficient, the RFI is closed and the process is finished.

## 17.2 Submittals

Submittals can include shop drawings, material data, samples, product data, and are outlined in the contract documents. They are required for the owner and designers to verify that the correct products and quantities will be installed on the project. Contractors are responsible for the submission of submittals and the PM (and Architect upon request) is responsible for verification.

Where required in the contract, the Contractor shall submit a schedule of proposed Submittals for the PM's information within thirty (30) days after receipt of written Notice-of-Award. The schedule shall detail the specification section or location on plans, quantity, description, and estimated dates of each proposed Submittal and the latest date by which the Contractor must receive favorable PM's review in order to meet the scheduled completion date. These can be transmitted by email, postal delivery, or hand delivery. Some items like large samples or mock-ups may not be able to be delivered. In this case, the contractor should provide written notification that the item is ready to be reviewed at a specified location. This

schedule shall be coordinated with the Project schedule for completion. In no case shall the Contractor's Submittal schedule allow less than fourteen (14) days for the PM's review.

The required submittals and submittal procedures are identified in the contract documents.

#### *Submittal Workflow:*

The steps below detail the standard submittal workflow used on FP&C projects that require submittals:

1. The contractor completes the Submittal in the PMIS and includes all relevant backup information for verification and submits it to the PM.
2. The PM reviews the submittal to assess if it matches the transmittal, specification number, and item specified.
  - a. If items are missing, the submittal is returned to the contractor for correction.
  - b. If the submittal is complete, the PM enters the submittal into the PMIS. The PM may route the submittal information to the Architect as an option.
3. The PM and/or the Architect reviews and accepts or rejects the submittal. The reviewer must provide an explanation if the submittal is rejected.
4. The PM enters the information into the PMIS and forwards the Submittal to the contractor.
  - a. If rejected, the contractor provides a new submittal with corrections, and the process starts over.
  - b. Once the Submittal is complete, the Contractor closes it on the PMIS.
  - c. The Contractor also often prints and keeps a hard copy on site as a reference.

## **17.3 Correspondence**

All FP&C personnel are responsible for documenting key project correspondence in the PMIS. Examples of key project correspondence include scope decisions, direction of work, notification of unforeseen conditions, notification of deficiencies, or weather delays.