

Project Feedback Process Workgroup

2-15-2024

Mission: To establish a PRC pre-application process that can help owners be successful, and define what success means. Then create a process to manage post-incident occurrences and establish ways to ensure the issue does not happen again.

Key Objectives:

1. Establish a preapplication process that can help owners be successful, and define what success means.
2. Create a process to manage post-incident occurrences and establish ways to ensure the issue does not happen again.

Preventative Measures:

1. Update Application with following questions:
 - What have you done as an Owner to prepare yourself and your staff for this GC/CM – DB project?
 - How does your organization ensure that knowledge is passed down to project team?
 - Have you familiarized yourself with GC/CM – DB Best Practices?
 - What is your role in monitoring GC/CM – DB procurement practices?
2. Provide links to Best Practice and education resources for alternative delivery
3. Success: Project is delivered successfully and all involved are satisfied with the Alternative Delivery process.

Draft proposed process for post incident occurrence:

1. If an issue arises, user should first attempt to resolve the issue with Owner.
2. Educate RCW 39.10 users to notify PRC of potential issues that arise that cannot be resolved with an Owner. (This could be a link on website, or form, or email to submit issue - TBD).
3. Issue identified that may be in violation of RCW or Best Practice.
4. Issue reported to PRC Chair or designee.
 - a. Issue discussed to get more background and to determine if it's considered a violation of an RCW, a violation of a Best Practice, or an issue to be resolved between Contractor and Owner.
5. If PRC Chair determines it's a violation of Best Practices or RCW 39.10, PRC Chair/designee picks up the phone to talk to potential violator.
 - a. PRC Chair, or designee, documents call in log and notes action taken (i.e. Owner was not aware and will make corrections).
 - b. Assuming PRC Chair or designee is satisfied with the response, issue closed.
 - c. Log remains in effect for 3 years. After 3 years, issue drops off.
 - d. If PRC Chair determines issue is not resolved, issue is raised to CPARB Chair.
6. If issue is raised to CPARB:
 - a. CPARB Chair, or designee, determines if it's a potential violation with 39.10.
 - b. CPARB Chair, or designee, will informally contact violator to talk through the issue.
 - c. If satisfied with Owner response, log it and issue is considered closed.
 - d. If not satisfied with response, CPARB Chair, or designee, will engage AG for concurrence.
 - e. CPARB Chair writes letter to violator to document issue.
7. CPARB Project Feedback Process Workgroup reconvenes each year to discuss log to determine if next steps are needed such as Best Practice Updates or RCW legislation change recommendations.

Definition of Issue:

Non-compliance with RCW 39.10 or CPARB published DB or GC/CM Best Practices