Correspondence with the Contractor

Revision and Approval

Revision	Date	Nature of Changes	Approved By
0	07-15-2021	Original Issue	Richard Foley

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Background

This process establishes Structure Construction (SC) roles, responsibilities, and procedures for written correspondence with the Contractor. Written correspondence includes letters and other paper documentation as well as electronic correspondence capable of being downloaded and printed.

Process Inputs

1. Contractor activities and discussions

2. Contractor submittals

3. Contractor correspondence (requests for information)

Procedure

1. All work associated with this process is charged as Project Direct – Construction.

2. Structure Representative will:

   a. Prepare project correspondence for structure work. Before preparing any project correspondence, meet with the Resident Engineer (RE) and obtain an electronic copy of the RE's current authorized letterhead and format for official correspondence with the Contractor. Although letter format may vary slightly with each RE, the format will include the current authorized letterhead and the RE's name at the bottom of each letter. As stated in the *Construction Manual,* Section 3-502, *General Provisions – Control of Work – Engineer's Authority*, the RE is the lead for contact and correspondence with the

contactor. Structure Construction is responsible for the technical control of structure work per the *Construction Manual,* Section 1-104, *Caltrans Construction Organization – Construction Organization – Structure Construction Organization*.

b. Address all correspondence between the State and the Contractor to the primary Contractor, even when the subject matter is of direct concern only to a subcontractor. Written instructions are given to the subcontractors by means of copies of letters to the primary Contractor.

c. Prepare and send documentation to the Contractor as needed to document the following:

    i. Concurrence with Contractor activities.

    ii. Deficiencies with Contractor activities.

    iii. Discussions with the Contractor. As a follow-up to Contractor activities and discussions with the Contractor, prepare and send a letter that documents the key points of the discussion.

    iv. Response to Contractor submittals.

    v. Response to information requests.

    vi. For assistance in defending and mitigating disputes with the Department, correspondence should accurately establish and document current submittal status and project conditions, along with advisements, warnings, and prohibitions for future operations.

d. When preparing correspondence:

    i. Include references to contract documents as needed to emphasize correspondence.

    ii. Review the *Construction Manual* and the SC *Bridge Construction Records and Procedures Manual* for technical guidance to assist correspondence preparation. For example, BCM C-11, *Shop Drawing Review of Temporary Structures*, includes a template for the *Temporary Structure Analysis Report*.

    iii. Include the project EA (Expenditure Authorization) in the subject heading when sending correspondence by email.

    iv. Review correspondence with the RE prior to sending correspondence to the Contractor.

e. Inform the RE when correspondence is sent the Contractor.

f. Assist the RE as needed to maintain complete and accurate project records for Structure Construction activities. All correspondence must go through the RE and be filed according to the RE's protocol and as specified in the

Construction Manual, [Section 5-102C](#), *Contract Administration – Project Records and Reports – Organization of Project Documents – Description of Categories*.

3. SC Supervisors:

   a. Periodically review correspondence for adherence to format, tone, and content requirements.

4. SC Managers:

   a. Audit staff communications as needed.

Process Outputs

1. Timely, accurate, and complete project correspondence

Attachments

None