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| Who:  Contract Owners | Owner: Eric Peterson  Number: SW XXXX | Date: | 07/17/2017 |
| Revision: | Draft |

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| Process: | **Standard Work Instruction Guide: Construction Contractor Engagement Survey for Job Order Contracting (JOC)- General, Mechanical, Electrical, Plumbing, Roofing, Fire Alarm and Road, Bridge and Parking Lot Projects** |

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| A. Task / Activity | The following guide outlines the process to complete a Construction Contractor Engagement Survey for the Job Order Contracting (JOC) Program. This is a standard guide for Project Managers, Owner Representatives, Contract and Procurement Managers. |
| Reference Doc | JOC Construction Contractor Engagement Survey Form **PROJECTS GREATER THAN $25,000**  The form will be updated periodically by the Procurement Manager. Please send comments regarding improvements to the form to [constructionengagementsurvey@azdoa.gov](mailto:constructionengagementsurvey@azdoa.gov). |

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| **Frequency** | **Action** | **Responsible**  **Item** | | **Action Detail / Key Points** |
| **Starting Process** | | | |
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| First Time | 1 | Project Manager or Owner’s Representative for the State or Co-Op Agency who oversaw the JOC project. | For JOC Projects great than $25,000-  Obtain Construction Contractor Engagement Survey Form:  -from Procurement Manager: [eric.peterson@azdoa.gov](mailto:eric.peterson@azdoa.gov)  -from email request to: [constructionengagementsurvey@azdoa.gov](mailto:constructionengagementsurvey@azdoa.gov).  -from Solicitation or Master Blanket ProcureAZ Contractor file |
| Once | 2 | Project Manager or Owner’s Representative for the State or Co-Op Agency who oversaw the JOC project. | Complete the Construction Contractor Engagement Survey. Send the Survey in the form of the excel spreadsheet via email to [constructionengagementsurvey@azdoa.gov](mailto:constructionengagementsurvey@azdoa.gov) and the Contractor simultaneously.  If the Contractor disagrees with the results of the survey, refer to Action Item No. 6. All Contractor comments shall be written by Contractor on the Survey in the space designated “Contractor Comments”.  Project Manager or Owners Representative shall forward all correspondence generated by the Survey from the Contractor to the Procurement Manager. |
| Once | 3 | Procurement Manager | If surveys are not being completed, send reminder emails to the Project Manager or Owner’s Representative.  When completed:  Download the survey from the Outlook email folder and review the results:   1. If results are “E”, “M”, “B” and a 77% score and above, log score for Contractor onto the Scoring Spreadsheet and file the Survey. 2. If results have any “U” scores, but are 77% and above, the Procurement Manager will log the score, but also require the Contractor to addresses each “U” in writing. Contractor must satisfactorily provide a cure to the “U” score(s) on future projects. Procurement Manager copies the Project Manager or Owner’s Representative with the responses, and if satisfactory, files the response. If unsatisfactory, Procurement Manager schedules a meeting with the Contractor and Project Manager or Owner’s Representative. Refer to Action Item #7 if outcome of the meeting is unsatisfactory to the Contractor. 3. If the score is 76% or less, the Procurement Manager will log the score, and will schedule a meeting with the Contractor and Project Manager or Owner’s Representative. Contractor shall provide written remedial plan to the satisfaction of the state that provides for corrective action of issues that caused score to be under 76%. Refer to Action Item #7 if outcome of the meeting is unsatisfactory to the Contractor. 4. Procurement Manager will keep records of meetings with Contractors and Project Managers or Owner’s Representatives and place them in the file. |
| Re-Occurring | 4 | Procurement Manager | Ensure useable link to Scoring Spreadsheet is current on SPO and GSD websites. |
| Re-Occurring | 5 | Procurement Manager | Maintain scores for one year for each contractor. Remove scores older than one year from the Scoring Spreadsheet. |
| Re-Occurring | 6 | Procurement Manager and the State Procurement Office | If the Contractor disagrees with the results of the survey:   1. Direct Contractor to the Protest section of the Procurement Code- Arizona Revised Statutes: Title 41, Chapter 23, Article 9 and rules adopted thereunder. 2. Procurement Manager shall review any protest with the State Procurement Administrator and determine what next action is in the best interest of the state. |
| Re-Occurring | 7 | Procurement Manager and the State Procurement Office | If the Contractor disagrees with the results of the meeting:   1. Direct Contractor to the Protest section of the Procurement Code- Arizona Revised Statutes: Title 41, Chapter 23, Article 9 and rules adopted thereunder. 2. Procurement Manager shall review any protest with the State Procurement Administrator and determine what next action is in the best interest of the state. |
| Re-Occurring | 8 | Procurement Manager | The location to file surveys, contractor correspondence and meeting minutes is determined by the Procurement Manager and is in the SPO directory, Construction Team Folder, 01 Projects, 07 JOC Contractor Surveys. |
| Re-Occurring | 9 | Procurement Manager and GORDIAN | GORDIAN will provide the Procurement Manager with a report of completed JOC projects greater than $25,000 on a regular basis (at least weekly).   1. Procurement Manager will post this report regularly at the GSD Huddle Board meeting to remind Project Managers to complete contractor Surveys. 2. For other State and non-State Agencies (co-op purchasing members), Procurement Manager will reach out to their Project Managers or Owner’s Representatives to remind them to complete the survey. |