

**SAN FRANCISCO PUBLIC UTILITIES COMMISSION
INFRASTRUCTURE CONSTRUCTION
MANAGEMENT PROCEDURES**

**SECTION: SFPUC INFRASTRUCTURE
CONSTRUCTION MANAGEMENT**

APPROVED: 

PROCEDURE NO: 007

DATE: 6/7/2019

**TITLE: REQUEST FOR INFORMATION
(RFI)**

REVISION: 1

1.0 Policy

A Contractor's Request for Information (RFI) shall be handled and responded to by the CM team in a prompt, technically sound manner. All RFIs shall be processed in conformance with this procedure utilizing the Construction Management Information System (CMIS).

This SFPUC Infrastructure Construction Management (CM) Procedure applies to all personnel working on SFPUC Infrastructure Projects during construction to the extent that their work is affected by this CM Procedure and does not conflict with specific SFPUC policies or the Contract under which the Work is executed.

2.0 Description

This SFPUC Infrastructure CM Procedure establishes the requirements for the process, control, coordination of review, response, distribution and closure of Contractor RFIs. This procedure describes the processing of an RFI from its original submittal by the Contractor and receipt by the RE through the review, response, and subsequent forwarding of the response to the Contractor.

3.0 Definitions

3.1 Request for Information (RFI)

A RFI is a document prepared and submitted by the Contractor for the purpose of requesting clarification, further information or guidance concerning some aspect of the construction drawings, specifications, or contractual requirements. The RFI submittal requirements and uses of RFIs are identified in the Contract Documents.

3.2 Construction Management Information System (CMIS)

The CMIS is an on-line management tool for the processing of contract documents based on established SFPUC Infrastructure CM Business Processes. It serves as a tool for effective storage and retrieval of various documents generated during a construction project. Contractor RFI submittals and associated RE submittal responses should be entered directly into the CMIS.

4.0 Responsibilities

4.1 Contractor

The Contractor generates an RFI, addressing it to the attention of the RE. The Contractor provides supporting documentation pertinent to the understanding of the issue raised in the RFI. The Contractor may include a proposed solution(s) in the RFI. A RFI shall not include a Change Order Request (COR) or cost proposal.

4.2 Resident Engineer (RE)

The RE is the single point of contact with the Contractor and is the designated "City Representative" as defined by the Contract Documents. The RE is responsible for the timely and efficient management of RFIs and for approving and transmitting RFI responses to the Contractor.

4.3 Office Engineer (OE)

The OE is responsible for logging in the CMIS the receipt of a RFI, assigning the file code in accordance with the standard file codes (reference SFPUC Infrastructure CM Procedure No. 003, Project Documents and Correspondence Control), determining the routing of a RFI within the CM team, EMB and/or Design Consultant, or other element or agency as required, tracking RFI reviews to ensure timely response, and addressing all comments on the status of a RFI. The OE has the authority to reject and return a RFI to the Contractor if it is non-compliant with the Contract Documents or lacks sufficient information. The OE checks responses to RFIs for completeness and obtains additional clarification or revision from the reviewer where deemed needed. If the RFI response warrants a Proposed Change Order (PCO), the OE will forward the RFI to the RE for further direction prior to issuance to the Contractor.

4.4 Primary Reviewer

Each RFI will have one Primary Reviewer who is responsible for the review, including obtaining input from other member(s) of the CM team as necessary and preparing a coordinated single response. Reviewers will give RFIs priority in their daily schedule and make every effort to respond in less than five business days.

4.5 Administrative/Document Control Specialist (ADCS)

The ADCS files RFIs according to the Standard Project Filing System in the CMIS.

For smaller projects, the OE can perform the role of the ADCS.

5.0 Implementation

- 5.1** The Contractor enters RFI data directly into the CMIS, referencing the pertinent Contract Documents, specification section, and/or drawing number. Wherever possible, the Contractor provides supporting documentation in electronic format as attachments to the CMIS RFI record. Any supporting documentation that cannot be readily converted to an electronic format shall be transmitted as a hard copy on the same day by the Contractor to the RE accompanied by a transmittal form under the Contractor's letterhead.
- 5.2** The OE verifies the date of receipt of the RFI, reviews the RFI for completeness and conformance to the Contract requirements, and assigns a file code in accordance with the standard file codes (reference SFPUC Infrastructure CM Procedure No. 003, Project Documents and Correspondence Control). If the RFI is determined to be non-compliant with the Contract Documents or lacks sufficient information, the OE rejects the RFI and returns it to the Contractor.
- 5.3** If the RFI is compliant, the OE chooses the Primary Reviewer, enters a priority code with the anticipated response date, and forwards the RFI to the Primary Reviewer.
- 5.4** Each RFI has one Primary Reviewer responsible for the review. The Primary Reviewer is expected to obtain additional review assistance as required from other project staff and compile one comprehensive response. Primary Reviewers will give RFIs priority in their daily schedule and make every effort to respond in less than five business days. The CM staff will perform the initial review if it is determined by the OE that the RFI can be addressed in the field by referencing contract documents. In these cases, the OE will perform the role of Primary Reviewer. If the OE determines field staff cannot perform the review, the RFI shall be sent to others for review. Technical RFIs that affect the design will be reviewed by the Project Engineer who will coordinate with SFPUC EMB design staff or the Design Consultant. Safety, schedule, quality, environmental and other RFIs will be reviewed by the appropriate project or program staff.
- 5.5** The OE checks the Primary Reviewer's response for completeness and either returns the response to the Reviewer or coordinates the response with the RE for approval or modification prior to transmittal to the Contractor. The OE will also determine the notification distribution list and forward the RFI response to the RE.
- 5.6** The RE verifies the response and approves the transmittal of the response to the Contractor. The RE may modify the response submitted by the OE. Any hardcopy or email attachment shall be transmitted on the same day.

- 5.7 Upon approval by the RE, the OE transmits the final response to the Contractor and notifies the ADCS of the transmittal. The ADCS will then notify other parties named on the distribution list, which includes the Primary Reviewer, Project Engineer, and CM team members.
- 5.8 The ADCS files RFIs according to the Standard Project Filing System.
- 5.9 If the Primary Reviewer determines that the Contractor's RFI requires clarification or additional materials or documents in order to provide a complete response, the Primary Reviewer will include in the response a concise explanation of the necessary clarification, amplification and/or inclusion of supplementary materials or documents. The CM team shall process the RFI as described earlier and return the RFI response to the Contractor. The Contractor may elect to accept the response or to submit a follow-on RFI as described in paragraph 5.10, referencing the predecessor, and providing the requested clarification, amplification and/or materials or documents.
- 5.10 If the Contractor disagrees with the response to the RFI, the Contractor may elect to submit a follow-on RFI, referencing the predecessor, to clarify or amplify the original RFI. If the Contractor determines that other means of communication are required, such as telephonic, verbal or written communication including emails, memoranda or letters, these communications with the Contractor shall be documented in the project documentation and, at the determination of the RE, may be referenced as part of a Change Order Request or Claim (reference SFPUC Infrastructure CM Procedure No. 011, Construction Change Management).
- 5.11 The Contractor shall incorporate RFI information, where applicable, on the Record Documents and the OE shall confirm the incorporation.
- 5.12 The OE will maintain a log of RFI responses and will indicate document numbers and drawing numbers that need to be updated in the Record documents.

6.0 Other Procedural Requirements

- 6.1 The RE will monitor RFI action lists for overdue actions.
- 6.2 In the RFI response, the RE may request a cost proposal and establish a PCO associated with the response (reference SFPUC Infrastructure CM Procedure No. 011, Construction Change Management).

7.0 References

7.1 Technical Specifications

General Conditions and SF Admin Codes

7.2 SFPUC Infrastructure CM Procedures

No. 003 Project Documents and Correspondence Control

No. 011 Construction Change Management

7.3 Others

None

8.0 Attachments

007 – 1 Request for Information Format

007 - 2 Request for Information Log

007 – 3 Revision Control Log

**Attachment 007 - 1
Request for Information (RFI) – Format**

REQUEST FOR INFORMATION



SAN FRANCISCO PUBLIC UTILITIES COMMISSION
CONSTRUCTION MANAGEMENT BUREAU
525 Golden Gate Avenue, 6th Floor, San Francisco, California 94102
www.sfwater.org



PROJECT NAME:
CONTRACT NO:
SUBJECT:
SUBMITTED BY:
SUBMITTED TO:
**REFERENCE SPECS /
DRAWINGS:**

RECORD NO:
DATE SUBMITTED:
DATE CLOSED:
PRIORITY
STATUS:
DUE DATE:

RFI QUESTION:

RFI RESPONSE:

ATTACHMENTS

DATE OF RESPONSE: _____

Attachment 007 - 2
Request for Information (RFI) Log

Create Request for Information (RFI) Log												
<u>Request for Information (RFI) Log</u>												
Contract Name:			<input style="width: 150px;" type="text"/>					Date:		<input style="width: 80px;" type="text"/>		
Contract Number:			<input style="width: 200px;" type="text"/>									
Number	Title	Type	Priority	(A) Received	(B) To Reviewer	(C) Reviewed	(D) OE Reviewer	(E) To Contractor	(F) Required Date	Status	Distribute To	Completed

**Attachment 007 - 3
Revision Control Log**

Revision No.	Revision Date	What changed?
Rev 1	6/7/19	<ul style="list-style-type: none">• Attachments - revised• Revision Control Log - updated
Rev 0	11/14/16	Signed