Process Name:

Request for Change (RFC) Process

Process Purpose:

To provide a process for: Issuing Requests for Change (RFCs) through MyFlorida MarketPlace for Petroleum Restoration Program site cleanup projects.

Process Owner:

The owner of this process is: Stephanie Gudeman

The process owner is the person ultimately responsible for the successful operation of the process. The process owner shall work closely within his/her own department and other departments, such as the Division office and Procurement to ensure this process and playbook is kept up-to-date. The departmental managers are charged with the responsibility of reviewing, updating and communicating this Playbook and all SOP's, and system updates required to implement the process.

Process Boundaries:

This process begins when the need for a change is identified by either the site manager or the contractor. This process includes the following types of RFCs:
1. **Regular RFC** –issued for purchase orders to adjust the scope, cost, re-allocate the SPI, adjust deliverable due dates or extend the PO end date.
    a. **Rush RFC-** issued in an **EXPEDITED MANNER** for purchase orders (ex. To adjust the scope, cost, re-allocate the SPI). The rush RFC is done when timing for the RFC is critical moving work along at a site. The contractor must provide justification to the Site Manager for the need for a rush when submitting the Rush RFC. Site manager is responsible for tracking the RUSH RFC thru MFMP approval flow and nudge approvers as necessary.
2. **Field RFC** (FRFC)–issued to amend the scope or cost while the contractor is in the field Effective September 1, 2016, all new POs will have funds in Item 23 of the SPI that are to be used for FRFCs only. (Previously issued POs will have a regular RFC processed to include the contingency funds for the FRFC.
3. **NO Cost RFC – Deliverable Due Dates/PO End Date** – These RFCs are used to adjust the deliverable due dates, including the PO end date, when there is no scope or cost change.
4. **NO Cost RFC – Site Manager Change** –used when it is necessary to re-assign the PO to a new site manager in MFMP and no other changes are being made.

See Procurement Process for list of acronyms and abbreviations.

Regular RFC Process

Site Manager	Role & Responsibilities:	Develop and review RFCs for processing
	Responsible For:	Negotiate scope with contractor
		Discuss with PE/PG
		Generate RFC or review ATC submitted RFC
		Update SPI per RFC
	Not responsible for:	Enter RFC into MFMP
	1. Work with Contractor and PE/PG to develop scope of RFC.	
	2. Generate RFC or review all fields of the ATC submitted RFC.	
	2.1. Describe changes on RFC form only (do Not update SOW Att. A).	
	2.2. Review all cells of the RFC and quotes, if applicable.	
	2.3. Update latest version of SPI from MFMP with RFC changes and verify new total.	
	2.4. Acquire or verify ATC signature.	
	3. Is it an eQuote?	
	3.1. If YES, go to 4.	
	3.2. If NO, go to 6.	
	4. Email RFC and MFMP version of SPI to eQuote Specialist for RFC approval and SPI update (eQuote SPIs are password locked).	
	5. Receive approved RFC and updated SPI from eQuote Specialist.	
	6. Send ATC signed RFC to Administrative Reviewer (AR) (or Team Leader if this is a RUSH RFC). (see step 13)	
	7. Wait for AR to review.	
	8. Received signed RFC from AR.	
	9. Send RFC, SPI and supporting documentation to ATC PR Creator.	
	Process continues similar to Procurement Process beginning at step 48.	
	10. Receive Ariba Administrator Notification (Fully Approved) email indicating the revised PO has been issued.	
	11. Update dates in STCM.	
	12. Download Revised PO and new attachments (SPI and RFC documents) and insert into OCULUS site folder.	
	This Process Ends	
Administrative Reviewer (or Team Leader if RUSH RFC)	Role & Responsibilities:	Review & QC RFC package
	Responsible for:	Review and approve RFC package
	Not responsible for:	Enter RFC into MFMP
	13. Receive RFC from Site Manager.	
	14. Review for accuracy, completeness and evaluate if approvable	
	15. Is RFC approvable?	
	15.1. If YES, go to 17.	
	15.2. If NO, go to 16.	
	16. Work with appropriate party (Site Manager) to correct errors, go to 15.	
	17. Sign & send to Site Manager. (see step 8)	

Field RFC Process

Site Manager	This is an expedited process that is only used to process FRFCs while the contractor is working in the field. The SPI must include a contingent funding line (Pay Item 23-1), which is used to off-set the field changes to a net zero amount for the FRFC.
	Site managers are authorized to approve the field RFCs without Team Leader approval; however, some site managers including new site managers may have additional requirements to discuss any RFC with their team leader/mentor (This is Team/site manager specific).
	
	18. Receive call from contractor that a FRFC is needed.
	19. Confirm Pay Item 23-1 in SPI has sufficient contingency funds for FRFC.
	20. Negotiate FRFC with contractor
	21. FRFC prepared by site manager?
	    21.1 If YES go to 22
	    21.2 If NO go to 23
	22. Send FRFC to contractor for signature
	23. Receive signed FRFC from contractor
	24. Is the FRFC acceptable?
	    24.1 If YES go to 25
	    24.2 If NO go to 20.
	25. Site Manger signs the FRFC
	26. Is this an eQuote?
	    26.1 If YES, go to 27.
	    26.2 If NO, go to 29.
	27. Call eQuote Specialists and email FRFC and MFMP version of SPI to them for approval and update. The eQuote Specialist will immediately review and approve the FRFC and send back to site manager. The eQuote SPI update may follow in separate email once it is unlocked and updated
	28. Receive signed FRFC from eQuote Specialist.
	29. Site Manager sends the fully signed FRFC to the contractor.
	27. Work is now authorized
	28. Site Manager updates the SPI or receives the updated SPI from the eQuote Specialist.
	29. Go to step 6 of Regular RFC Process.

NO Cost – Deliverable Due Date/PO End Date Change Process

Site Manager	Roles and Responsibilities same as "Regular" RFCs
	30. Receive RFC for deliverable due date/PO end date extension from contractor.
	31. Review RFC entries and justification.
	32. Extension justified?
	32.1 If NO, go to 33
	32.2 If YES, go to 34
	33. Contact Contractor to discuss or revise as applicable. (return to step 31)
	34. Sign NO Cost RFC and Send to NO Cost PR Creator (see step 37)
	35. Receive completion e-mail from NO Cost PR Creator.
	36. Insert Revised PO from MFMP and RFC into Oculus, update STCM due dates.
	This Process Ends
NO Cost PR Creator	Role & Responsibilities:
	Responsible for: Entering NO Cost RFC into MFMP
	Not responsible for: Verifying RFC scope or cost
	37. Receive NO Cost RFC from Site Manager. (from step 34)
	38. Upload RFC to Site Folder.
	39. QC NO Cost RFC.
	40. RFC acceptable?
	40.1 If NO, go to 41.
	40.2 If YES, go to 42.
	41. Work with site manager to correct errors, go to step 40.
	42. Create CO in MFMP and submit.
	43. E-mail Site Manager. (see step 35) (Contractor is notified via ARIBA MFMP email)
	This Process Ends

NO Cost – Site Manager Change Process

Team Leader	Role & Responsibilities: Responsible for: Entering SM change into spreadsheet Not responsible for: Anything else 44. Receives or prepares SM change spreadsheet. 45. Send to NO Cost PR Creator (see step 46)
NO Cost PR Creator	Role & Responsibilities: Responsible for: Updating PRs in MFMP with new site managers Not responsible for: Anything else 46. Receives Spreadsheet with new SM assignments from Team Leader. 47. Update PRs with New Site Manager. 48. MFMP emails new Site Manager.
Site Manager	Role & Responsibilities: Responsible for: Approving Site Manager change in MFMP Not responsible for: Entering SM change 49. Receive MFMP email for approval. (from step 48) 50. Site Manager approves PR change in MFMP. 51. Receive Ariba Administrator Notification (Fully Approved) email indicating the revised PO has been issued. 52. Download Revised PO and insert into OCULUS site folder. This Process Ends