

EXPRO National Manual for Projects Management

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Correspondence Procedure



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Correspondence Procedure

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Correspondence Procedure

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Correspondence Procedure

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Correspondence Procedure

1.0 PURPOSE

The following procedure describes the practice for the receipt, control and monitoring of correspondence between the Parties to the Agreement to maintain accurate and concise records pertaining to contractual communications.

2.0 SCOPE

This procedure applies to Contract and Procurement activities conducted under the administration and management of the Contracts Management Department.

3.0 DEFINITIONS

Term	Definition
2nd Party	Contractor, Consultant, Engineer or Supplier who expresses interest in prequalifying for a specific package of Works or Services and upon Award becomes the entity contracted to perform such Works or Services
Agreement	Contract or Purchase Order (collectively "Agreement") between the Entity and a 2nd Party
Construction Contractor	The Main or Principal Contractor responsible for undertaking the Construction Works on the Project.
Enterprise Content Management System (ECMS)	An information management and collaboration platform for managing and controlling program documents and records.
Entity	Government Entity, Authority or Ministry responsible for the Project(s)
Project	Project to be undertaken by an Entity that consists of single or multiple Agreements with 2nd Parties to perform Works or Services as part of the execution plan to deliver such a Project
Services	Provision of technical or consulting services for design, studies, investigations (geotechnical, surveying testing), specialist advice or the like that are not the Works but necessary to support them
Site Construction Department	Department within the Project Management Company that is responsible for Construction activities/operations.
Contracts Management Department	Department within the Entity Project Management Organization (EPMO) or at corporate level authorized to conduct contracts formation and administration activities
Site Document Control	Department within the Project Management Company that is responsible for the control of all project Documents using ECMS.
Site Engineering Department	Department within the Project Management Company that is responsible for Engineering or design activities/operations.
Works	Construction or supply of goods, facilities or the like of permanent and temporary nature as contracted by the Entity



4.0 REFERENCES

NOT USED.

5.0 ROLES & RESPONSIBILITIES

The following defines the individual roles and responsibilities associated with the management of correspondence between 2nd Party and the Entity associated with the administration of the Agreement:

Individual	Role
Assigned Individual	Person accountable for drafting the response to an assigned item of correspondence and providing the draft response to the Contracts Administrator for finalization prior to Issue to the 2nd Party
Authorized Representative	Individual responsible for the final approval of the letter and signing of the correspondence
Construction Manager	Assist the Contract Manager and sign the final Agreement draft when approved
Contracts Administrator	Responsible for the recording of correspondence on the respective Correspondence Registers, tracking open items and expediting the relevant departments within the Entity for the responses as necessary. The Contracts Administrator shall provide the final review of all correspondence for commercial and technical compliance with the Contract
Document Control	Responsible for assigning the official document number to the correspondence

6.0 PROCESS

6.1 Receipt of Correspondence

The Contracts Administrator shall maintain a close working relationship with the Document Controller assigned to the Project and shall receive copies and notifications of all communications between the Project Team and the 2nd Party.

6.2 Correspondence Register

The Contracts Administrator shall maintain a register of “incoming” (letters from the 2nd Party) and “Outgoing” (Letters from the Entity) using the Incoming and Outgoing Correspondence Register Templates (**Attachments 1 & 2**).

The Registers shall be used to track open items, and be a tool for tracking of correspondence relating to reoccurring or specific categories to aid in the filtering of correspondence by a particular issue.

The Correspondence Registers are to be shared within the Project Team, as various responses will be assigned to specific team members, particularly in relation to a technical issue or such.

Notwithstanding the nature of the response or letter, the Contracts Administrator shall review all the draft letters for contractual compliance.



6.3 Preparation and Issuance of Responses

The Contracts Administrator shall, in consultation with the Construction Manager, assign the individual responsible for providing the draft response to the correspondence.

The Assigned Individual shall be listed on the Correspondence Register for monitoring of any open items or matters requiring intervention by the Construction Manager to expedite a response.

The Contracts Administrator shall review all draft responses for contractual compliance with the Agreement and once satisfied that the response is compliant with the Agreement Terms, provide the Final Draft to the Construction Manager or Authorized Representative under the Agreement for their signature.

Each letter shall address only one subject or topic; the Letter shall clearly state the issue in the subject line. The Contracts Administrator, when reviewing the draft letters, shall ensure that the letters do not respond to or cover multiple topics or subjects. The purpose of maintaining a single subject per letter is to improve the clarity of the correspondence and provide greater transparency in tracking an open issue or subject through to resolution. Letters shall also clearly state whether a response is requested or expected by the Entity to its letter.

Upon signature/approval of the Authorized Representative, the Letter shall be numbered sequentially in accordance with the Document Numbering System and then issued to the 2nd Party.

Of utmost importance is the generation of the Entity's correspondence which is relative to ensuring that the 2nd Party complies with its obligations. All issues, whether related to performance, quality, schedule, delays in submissions, approvals, changes, costs or like, shall be formalized to the 2nd Party by the Entity to maintain an auditable trail for any 2nd Party non-compliance for future defense against claims, and to protect the Entity's rights relative to delays and penalties / handover obligations for the Agreement.

6.4 Management of Open Items

The Contracts Administrator shall record and update the correspondence registers on a daily basis to reflect the incoming and outgoing letters. Each week the Contracts Administrator shall circulate to the Assigned Individuals a summary of any assigned and open letters to which response is required or overdue to expedite the preparation of the correspondence.

Untimely, responses are a fundamental issue in relation to the management of the Agreement and adherence to the terms and conditions therein, so priority must be given by the Assigned Individuals and the Team as a whole in preparing and issuing responses.

The Contracts Administrator may also share the "open" items for letters to which the 2nd Party has not yet submitted a response; this sharing of open items will help improve the communication between the Parties and ensure that all correspondence issued to the 2nd Party has been duly received.

7.0 ATTACHMENTS

1. EPM-KD0-TP-000034 - Incoming Correspondence Register Template
2. EPM-KD0-TP-000019 - Outgoing Correspondence Register Template



Attachment 1 - EPM-KD0-TP-000034 - Incoming Correspondence Register Template

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Attachment 2 - EPM-KD0-TP-000019 - Outgoing Correspondence Register Template

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