



OFFICE OF CAPITAL IMPROVEMENTS – OCI

Miscellaneous Construction Contract (MCC) Program

Bulletin # MCC-10014

DECEMBER 16, 2010

MCC CUSTOMER SERVICE SURVEY

MCC Users:

I would like to thank you all for responding to OCI's survey. As I stated previously, we always appreciate your comments.

Eleven surveys were completed and submitted to OCI. I am pleased to inform you that 92% of you rated the survey as outstanding. Below you will find the Comments/Questions submitted with the surveys and OCI's responses.

- Eliminate the need to forward all Emergency purchases to the Director.
 - **OCI's Answer**
User Department Director's or their Designees need to be aware every time their staff uses the MCC Emergency process to award a contract without utilizing the competitive bid procedure. As per IO 3-53, all designated emergencies must be followed up with a written explanation of circumstances mandating emergency procedures issued by the Department Director or their authorized representative. Also, this prevents the potential misuse of the emergency process.

- Eliminate the need to enter the funding source for departments that are federally funded.
 - **OCI's Answer**
User Departments must identify funding sources for federally or non-federally-funded projects in order for OCI/OSBM to be able to verify that funds are available, and also to feed the system with this crucial information for reports, statistical analyses, projections, etc.

- Eliminate the layers of approval. Approval delegation should be at the discretion of the Department Director or Designee.
 - **OCI's Answer**
The level of authority for Change Order approval was included in the MCC IO because Project Managers were committing the County to additional liabilities without informing their supervisors. The number of signatures required is dependent to the \$ value of the RPQ .

- Remove the review and justification criteria on all RPQs where the bids received are lower than the Estimated Value. Only require justification on RPQ's that are 20% higher than the estimated value. Eliminate the review in its entirety if the recommendation for award is based on a bid opening as the industry dictates pricing depending on construction market rates.
 - **OCI's Answer**
Per the IO, the estimated value of the RPQ should be based on recent prices and should be



no more than 6 months old. Justification needs to be provided on RPQs that are 20% higher because it will:

- indicate if the bid amount is fair and reasonable
- validate the user department's prices/estimates
- validate that the scope is well defined.

Justification needs to be provided on RPQs that are lower because it will:

- establish that the contractor can complete the job for the bid amount
- validate the user department's prices/estimates
- minimize the likely hood that the contractor will default

- Reduce the timeframe on projects requiring advertisement to allow for a faster turnaround on awards.
 - **OCI's Answer**
The time frame stipulated for the MCC 7360 is what is mandated by the Florida Statutes (255.0525 – Advertising for competitive bids or proposals).
- Establish the MCC contracts as a Job Order Contract (JOC) to allow for an expedited procurement based on a pre-qualification list by trade and vendor rotation.
 - **OCI's Answer**
JOC is an active part of the MCC 7040 (Section 2.8) and MCC 7360 (Section 2.7). Please contact OCI if you would like to discuss this further.
- Members of my staff have expressed concerns with the length of time required to process a small (\$300) change order.
 - **OCI's Answer**
In order to avoid a lengthy change order review and approval process, user departments need to clearly justify the reason for the change, respond to OCI's inquires and provide supporting documentation (as required) in a timely manner. Additionally, user departments must submit the change to the purchase order (ADPICS/PeopleSoft) along with the executed change (hard copy), to OCI before the change to the PO can be posted.
- Contract training to new as well as old participant will be beneficial.
 - **OCI's Answer**
We provided various training sessions to all County departments when the MCC Ordinance and the MCC IO were approved and we teach the MCC module to all construction managers/project managers as part of the OCI CM Training Program. If you believe your staff needs additional training on the MCC process and procedures, please contact Mr. Ramon Cortes at OCI since we provide continuing training to all MCC users on an as-requested basis.
- MDAD policies require document drafts to be routed for Sr. Management approval. Therefore, it is recommended to provide the ability to generate draft RPQs, RFAs, NTPs, etc. on CIIS.
 - **OCI's Answer**
Such requested changes were implemented in the CIIS system and your department should by now be able to generate "drafts".

Once again, thank you for your feedback and let us know of any new idea that you believe will improve our MCC Program .

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-----Original Message-----

From: Finol, Ana (OCI)

Sent: Friday, October 15, 2010 4:13 PM

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Cc: Navarrete, George (OCI); Brant, Marlen (OCI); De Oliveira, Ultimo (OCI); Martin, Marcia (OCI)

Subject: Customer Service Survey

MCC Users:

OCI would like to know your opinion regarding the MCC Program Process as well as the MCC staff's performance. Please take a moment to complete this survey. As our customers, we always appreciate your comments.

You can transmit the survey via email or you can fax it to 305-372-6130.

Thank you.

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