

Warranty Period Management
Public Works Construction and Renovation Projects
March 23, 2010

Following are the recommendations from Ed Simpson and Bill Managan to provide oversight and program management of warranty issues that arise on public works construction and renovation projects:

- Improved Standards and Guidelines for Warranty Section of Operations and Maintenance Manuals will be implemented.
 - Sherrie Montgomery and Greg Hough to prepare standard expectations for warranty submittals from public works architects, consultants, and general contractors.
 - All PW warranty submittals will be contained within a single section of the project specifications and O&M Manuals
 - Proper submittal of warranty documentation will be a requirement for issuance of Substantial Completion
- Warranty response will be a managed effort (shared by FM Operations and FDCA) that provides minimal oversight and directs primary attention to only those projects that present a 'significant' risk and/or expense to the university.
 - Facilities Management crews will be routed task assignments to respond to 'problem' reports in a fashion that is consistent with standard procedures, as described on the FM web page.
 - If the problem can be resolved within their Standing Work Order limits, typically less than 2 hours of labor and/or \$100 of material expense, then resolution will be considered a routine maintenance activity and time/expense will be charged to 'standing work orders'.
 - If the situation appears not able to be resolved within the aforementioned guideline, the maintenance response personnel will take only the necessary (emergent) action to protect life/safety or prevent further property damage. The responding personnel will charge their time to an available standing work order and then will report the situation to their immediate supervisor. The supervisor will submit a FAMIS Self-Service request which will be routed in normal process to the various Facilities Managers acting as maintenance funding authorities across campus.

- Facilities Manager with funding authority will determine whether to fund the necessary repairs as a maintenance expense or to proceed with a warranty claim. Consideration will be given to:
 - Whether resolution can wait for the Contractor to respond.
 - Whether the issue is large enough to have FDCA Project Managers pulled off other work to manage the warranty response.
 - If determined to proceed, the Facilities Manager with funding authority will inform the Asst. Director of Operations and/or the Asst. Director of FDCA of the desire to pursue a warranty claim
- Asst. Director of Operations and the Asst. Director of FDCA who will (jointly) decide the next course of action:
 - Should the warranty claim be addressed based on:
 - Whether resolution can wait for the Contractor to respond.
 - Whether the issue is large enough to have FDCA Project Managers pulled off other work to manage the warranty response.
 - If yes – Asst. Director of FDCA will assign the task(s) of coordinating the contractor response.
 - If no – the Facilities Manager with funding authority will be notified the specific warranty issue will not be address by outside consultants/contractors and must be address with in-house crews or placed on a backlog of work.
- Consideration will be given to the initiation and enforcement of Warranty Bond claims
 - Asst. Director of FDCA will investigate current contractual requirements for Warranty Bonds.
 - If necessary, appropriate procedures will be identified and established