CACI Training Module SOPs

RFIs

CACI

1. Purpose

The **Requests for Information** (RFIs) allows KTRs working on construction and facilities management projects to ask questions to NAVFAC. An e-mail notification will alert you when NAVFAC responds. View all new responses and other communications upon login.

RFIs are a vehicle for the contractor to obtain added or clarifying information when the contract documents are unclear, incomplete, or contradictory.

Recently, new updates to eCMS were made to improve the efficiency and intuitiveness of processing RFIs.

If you have used the system previously, you will notice that the detail screen for RFIs are displayed differently. The screen is organized to display like a form and is arranged in sections for a more logical response. The basic information required has not changed. To improve and streamline collaboration, new functionality provides the ability to add **Reviewers**, facilitiate **Reviewer Response** and use **Notes** to communicate efficiently.

A new **Reviewer** Section appears in the RFI Detail screen. In the system, subject matter experts (SMEs) are referred to as Reviewers. This section can only be completed by NAVFAC users; however, contractors are able to see who was added as a reviewer.

For RFIs, this means the Forwarding function is no longer required. Instead, the COR/CM navigates to the **Reviewers** Section to add project SMEs for feedback. Reviewers can be added individually or a distribution list can be used.

Reviewer Response – This is a new feature for RFIs simplifies the way reviewers respond to the COR/CM/PAR. Once the RFI is sent to a reviewer, a **Reviewer Response** box appears at the top of the RFI informing the reviewer of the response due date and a drop-down box of responses. The Reviewer selects a response, adds any additional notes and completes the review.

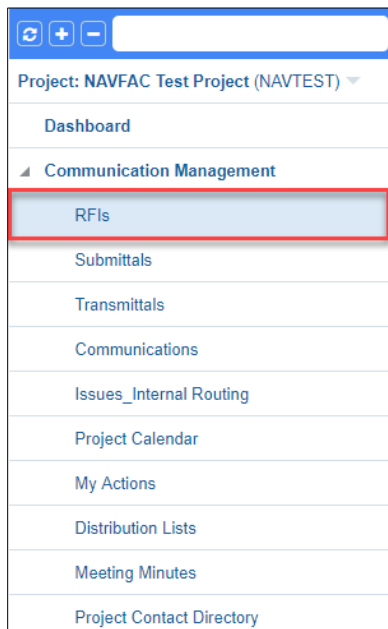This action sends the RFI to the COR/CM/PAR for final disposition.

A new **Notes** Section also appears in both the RFI Detail screen. Notes can be submitted by all users, contractors and NAVFAC alike. All notes default to private, so they can only be seen initially by NAVFAC users. However, the COR/CM/PAR can decide which notes should be seen by the contractor by making them public.

RFI Detail	Attachments	Related Objects	History

Notes

001

KTR PM	2018-12-30 04:26 AM	Private ▾	➕
For COR review.			
Comment			

002

Test AE	2018-12-30 08:22 AM	Private ▾	➕
Sending to AE and ET for review.			
Comment			

003

Test AE	2018-12-30 08:27 AM	Private ▾	➕
Test AE has submitted their review with a status of Requires Further Discussion			
Comment			
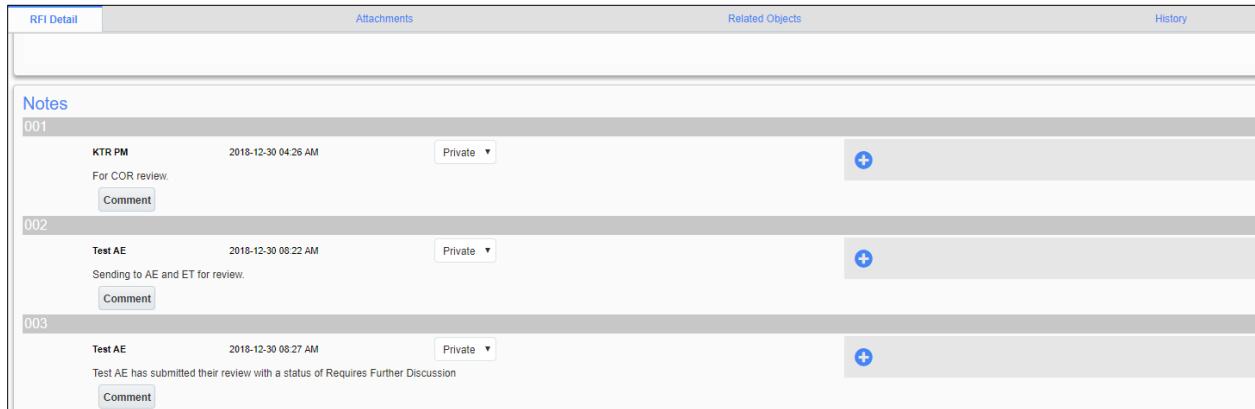
The software vendor continues to work on enhancements to further improve ease of use of the system. The user community will be notified of these changes as they occur. As you navigate through the system as a new user, you can request assistance through ecmssupport@caci.com or post an issue in the Forums Project (directions are provided in *Section 1.4 - Technical Support and Feedback*).

2. RFI Process

Using the navigation pane on the left side of your screen, click on Communication Management and then RFIs.

🔄 ➕ ➖

Project: NAVFAC Test Project (NAVTEST) ▾

Dashboard

◢ **Communication Management**

    RFIs

    Submittals

    Transmittals

    Communications

    Issues_Internal Routing

    Project Calendar

    My Actions

    Distribution Lists

    Meeting Minutes

    Project Contact Directory

This opens the RFI Log. All NAVFAC users can see all RFIs created for the project.

However, when the COR/CM navigates to **Communications**, **RFIs** will be bolded with a number indicating that a new RFI(s) has been submitted for review.

In this case, the COR/CM has one (1) RFI to review. The RFIs can be opened by clicking the title listed on the navigation pane under **RFIs** or from the RFI log. The lists the RFIs to be reviewed at the top of the list. Once the RFI is opened, the **RFI Detail** screen will display.

The date and time the RFI was submitted will be recorded in the **Sender** Section of the RFI Detail screen.

3. Responding to the RFI as a COR/CM

To respond to an RFI, navigate to the RFI Detail screen. Scroll down to the **Notes** Section to view any notes the KTR may have added. The COR/CM can add a note here as well. The **Notes**: **Save_ As_Draft** functions like the **Submit** button at the top right of the screen. Clicking one or the other will send the RFI to the selected reviewers. Notes default to **Private** so that only NAVFAC users can see all notes.

If the COR/CM wants the contractor to see a note, **Public** can be selected from the drop-down menu.

After reviewing the RFI, the COR has to can choose to respond directly to the RFI or request that the RFI by reviewed by project subject matter experts (SMEs).

4. Responding Directly to RFIs

To respond directly to an RFI, click **Answer** from the menu at the top of the screen.

The GOV Disposition will default to **Closed**.

Scroll down to the **Response** box and type the response in the **Answer** Box.

If no changes are needed for a Proposed Solution, simply click the Submit button at the top, right corner of the screen. The RFI will show as processed and the KTR will be notified of the decision.

5. Adding Reviewers to RFIs

If the COR decides additional review is required, the GOV Disposition needs to be changed to Open from the drop-down menu.

To add reviewers to the RFI, click the **Edit** button at the top of the RFI screen. Reviewers can be added individually from a list of Project Contacts or a slate of reviewers can be added using a Distribution List.

Scroll down to the **Reviewers** Section and click **Add Reviewer**.

To select individual reviewers, click the magnifying glass below the **Reviewer** category.


A pop-up box of Project Contacts will display. From here, there are options when selecting reviewers. Reviewers can be selected by checking the box of the desired contacts. To select individual reviewers, place a checkmark of the reviewers in the Project Contacts. The screenshot below displays this option. If you want to select users of a Distribution List, select Distributions List and check the Distribution Lists you want to add as reviewers. Once all the reviewers are checked, click **Accept.**

You can also search for a reviewer by using the wild card %. Enter the contact name between % signs. Click **Go.**

The search will produce a list of names with the element searched for. In this case, there is just one, Test AE. Like the first option, to select the reviewer, check the box and click **Accept.**
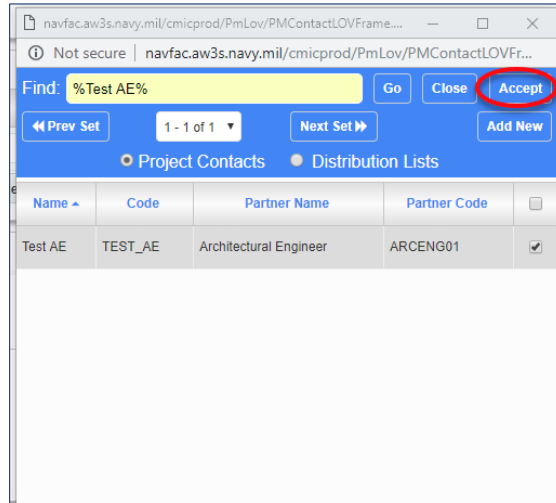
The selected Reviewers will list in the **Reviewers** Box. The sequence of **Reviewers** can be selected by designating the desired Level: Level 1, Level 2, Level 3 and so on. Check the **Required** box and select a **Due Date** for each Reviewer. The due date defaults to the current date for the first or only reviewer and adds a day for every additional reviewer. The COR/CM can change those dates to align with the RFI.

Update the RFI with any additional information that you would like to include such as Attachments, Related Objects and/or a note in the **Notes** Section. At this point, the COR/CM can decide if the new note stays **Private** or should be changed to **Public**.

To add Reviewers using a Distribution List, from the Reviewers Section, click Select Template. A pop-up box will display with a list of distribution lists. Click the desired list, and it will populate the Reviewers list.

6. Responding to an RFI as a Reviewer (SME)

Open the **Communication Management** folder in the Navigation pane and click **RFIs**. The Reviewer(s) will not see RFI bolded or a number indicated the number of RFIs to be reviewed. This functionality will be provided. To find the RFI to be reviewed, use the **Date Created** Column to sort. Hover over the **Date Created** and double click. This will sort the RFIs, with the newest at the top. The new RFI will be located at the top of the RFI log. Click on the **Subject Line** to open.

When the Reviewer opens the RFI, there will be a notification in orange text at the top of the screen indicating the due date for the response from the Reviewer. From here, the Reviewer can review the details of the RFI, add **Notes**, open and review the **Attachments, Related Objects** and **History**. Once everything has been reviewed, the Reviewer can select an answer from the **Select Review Response** and click **Complete Review.**

The Reviewer scrolls to the Reviewers Section to check that the **GOV Disposition** has been selected and the decision date is reflected under the **Action Date.**

7. COR/CM Answer after Reviewer(s) Respond to RFI

Once the response is received from the Reviewer, open the RFI and scroll to the Reviewers section to view the responses from the reviewers. The responses are found under **GOV Disposition** along with the response date listed under **Action Date**.

Open and review any additional **Attachments, Related Objects** and **Notes**. A new note may be added. At this point, the COR can decide if any or all of the Notes should remain **Private** or be made **Public**.

Now, the COR/CM is ready to answer the RFI. Scroll to the top of the screen and the following menu will display:

Each of these options serves a distinct purpose:

- **Send I/O E-mail** – This field has been disabled for NAVFAC security purposes
- **Add CC** - Copies a User to an RFI; allows the User to edit and add notes
- **Edit** – Allows for changes to be made in any field
- **Answer** – Allows additional information to be added under the **Notes** Section
- **Reassign** – Used by the COR/PAR to reassign to alternative COR/PAR
- **Delete** – COR/PAR only can delete an RFI
- **Close RFI** – Final disposition made by the COR/PAR
- **Add Note** - Adds a note to the bottom of the RFI
- **Print Report** - Prints a report of the RFI
- **Quick Print** – This field is currently not configured for use
- **Link to Issue** - Links the RFI to Issues_Internal Routing task for team members
- **Back to Log** – Returns user to RFI Log

However, the most widely used is **Answer.**

Clicking **Answer** will display the RFI Detail screen, scroll down to the **Response** Section.

Type the response in the Answer box and click **Close RFI** at the top right of the screen. The Contractor will be notified that an RFI has been answered.
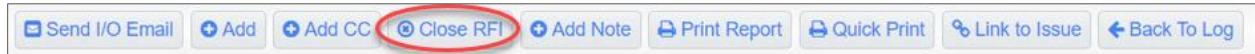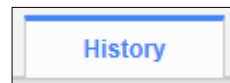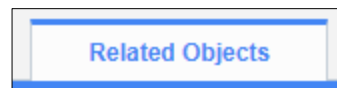

Attachments, Related Objects, and History

When viewing an individual RFI from the navigation pane, four tabs appear across the top of the screen.

- The first tab, **RFI Detail**, has the bulk of information about the RFI.

- The **Attachments** tab will have attachments sent with this RFI. This is another screen that can be used to add attachments.

- The **Related Objects** tab will track communication, issues, and relevant documentation with stakeholders throughout the project.

- The **History** tab will allow the viewing of updates and decisions made on the RFI.

1. Attachments

To upload or download attachments, refer to *Section 5.4.1 Uploading Attachments* and *Section 5.4.2 Downloading Attachments*.

2. Adding Related Objects

The **Related Object** tab allows different components, such as **Communications, Daily Reports, Internal Routing, Documents**, and **Notices** to be added to an RFI.
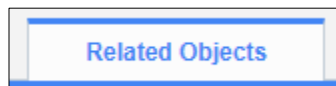
Click on the **Related Objects** tab and select the **Assign Object** button at the right corner of the screen.
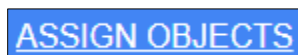
Click the dropdown menu in the **Object Type** field and select the type of object to add. You may now link to an existing object by checking the object and clicking **Accept**. You can also create a new object by selecting the **Add New** button. Both situations are shown below.

There will now be a checkmark next to the **Related Objects** tab indicating that there is a related object.

3. Reviewing the RFI History

The **History** tab displays all decisions, edits, and notes made to an RFI.

| RFI Detail		Attachments ✔		Related Objects ✔		History
Date	Author	Recipient	Action	Description		Status
2018-12-27 09:12 AM	KTR PM		Added Document	NAVTE-RFI-0052 - PNG_transparency_demonstration_1		

Sorting Data

eCMS offers three ways to filter and sort information to find specific cases to review.

- Execute a query **(Simplest; Recommended)**

- Send information to a downloadable Excel spreadsheet and sort the information from there, or

- Use the Filtering function in eCMS **(Most Complicated)**

1. Enter and Execute a Query

Select **Enter Query** from the top, right of the screen (we will use submittals for this demonstration).
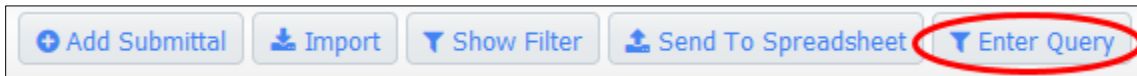
Blue bars will display at the top of the spreadsheet; enter the search terms for the field to be filtered. For instance, to filter all Submittals with the word Light in the title, enter Light% under the **Name** field.

|	Submittal No.	Name	From Partner	From Contact	Returned By Partner	Returned By Contact	Sent To Partner
		LIGHT%					
◄	0002	Subject	Test Company	Government Cor			

Select **Execute Query** in the top, right, and the system will show a list of all Submittals.
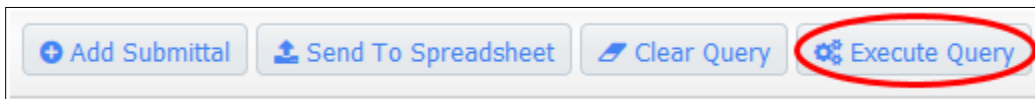
To query multiple fields, enter the information in each field and click **Execute Query**. Use % to sort for a portion of text. For example, let's say we want to search for all RFIs that have the word "maximum" in the subject line. Someone may have shortened it to "max" when entering this field. To find everything with the word "Maximum" in the subject, we would enter %max% in the query field under Subject. This will pull all RFIs with the word "Max" in it, even if they have words or letters in front or after that term. This field is not case sensitive.
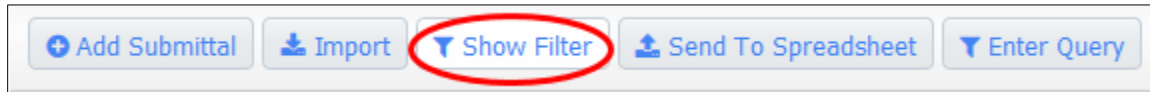
2. Send to Spreadsheet

Send all RFIs to an Excel spreadsheet, or send a filtered list to an Excel spreadsheet by clicking on the Send to Spreadsheet button in the top, right corner of the screen.
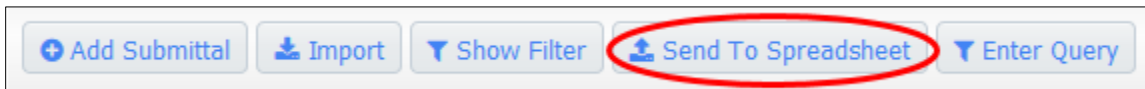
This will automatically download a spreadsheet with all the user's **RFI** information included. Use the functions of Microsoft Excel to sort the fields and find specific information. If a filter is turned on, only the filtered list will download to Excel.

3. Filtering

Select the **RFIs** button in the navigation bar on the left side of the screen to pull up a list of all RFIs. To find specific RFIs, sort the list by selecting the **Show Filter** button at the top, right of the screen.

This will pull up a list of fields used for filtering searches. Using the two columns available, enter the Operator code and Value to sort data.

Operator: Select the dropdown arrow next to the field to sort. A list of symbols appears that set the parameters of the filter:

Operator Symbol	Meaning
=	Equals
!=	Not Equal
>	Greater Than
>=	Greater Than or Equal To
<	Less Than
<=	Less Than or Equal To
IN	Equal to Any Value in Test
NOT IN	Not Equal to Any Value in Test
LIKE	Value A matches pattern in Value B
NOT LIKE	Value A does not match pattern in Value B
BETWEEN	Value Range between X and Y
NOT BETWEEN	Value Range not between X and Y
IS NULL	Find Blank or Incorrect Values
IS NOT NULL	Find Values that are Complete

After selecting a symbol in the **Operator** column, enter the values to filter in the **Value** column. To ensure correct filtering, enter the values to match the **Example Value** format that appears in the far-right column.

Column	Operator	Value	Example Value
Submittal No.	▼		
Submittal Type Code	▼		
Spec. Section	▼		
Name	▼		
From Partner	▼		
From Contact	= ▼	'Bob Smith'	'Xyz'

Enter dates in DD-MON-YY format and use a % as a wildcard for searches. This field is somewhat technical. An easier way to sort data is to download to Excel or use the **Enter Query** functions described in the sections above. Filtering can be used to set up a permanent view of folders for those that know what they want to see each day.