UNIVERSITY OF ILLINOIS SYSTEM

Construction Change Order

Starting with a Field Directive

Training Document

Table of Contents

This job aid will review two different Applications, the Issues App and the Change Order App. The Field Directive Type Issue and Change Order Type Issue will be completed in the Issues App. The resulting change orders will be processed in the Change Order App.

Overview – Issues App

Issues are any potential events that can have a potential financial or schedule impact on your project.

The Kahua Issues application enables you to easily log, track and manage issues on your project. Integrated with the Cost Management suite, Issues are used as a precursor for any change requests and change orders that might be issued.

Using the Issues application users will be able to:

1. Initiate an Issue from other apps such as RFIs, Punch Lists, etc.
2. Create one or many line items within an Issue. An issue can include multiple contractors / vendors.
3. Use workflow to gather pricing from contractors and vendors.
4. Use workflow to review and or obtain approvals.
5. Track projected, pending, and approved potential changes.
6. Process the Issue into other cost documents.

In this guide we will review three types of Issues that can be created:

1. Field Directives (FD)
2. Emergency Work Authorizations (EWA)
3. Change Orders (where Request for Proposal (RFP) pricing can be entered)

Issue Action Buttons

Once the fields within the record have been completed and saved, the users can select from several actions:

SEND EDIT VIEW DELETE HISTORY

- **Send** – Use messaging to send record details to others (NOT to be confused with a workflow)
- **Edit** – Update and maintain the record
- **View** – This action button displays the Portable View (document view)
- **Delete** – Select this action button to delete a record (typically permission based, so all may not see this)
- **History** – All updates/changes are tracked

Send

- Do not confuse **Send** with using the workflow buttons in any application
- Documents can be sent via a message within Kahua to either existing Kahua users or users outside of Kahua by entering their email address and clicking **Enter**
- The documents are treated as attachments, and the message can be copied to the **Communications** application by checking the box

Edit

- The record can be updated as needed during the process
- If the document is out for Review or Signature, **Edit** will not be available

View

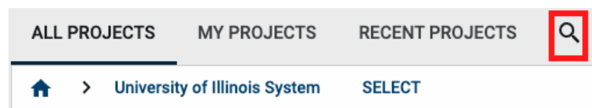
- Records can be viewed as a Portable View in which a PDF version of the data is generated and can be printed out. Select the **PDF Icon** to generate a printable PDF version of the document

History

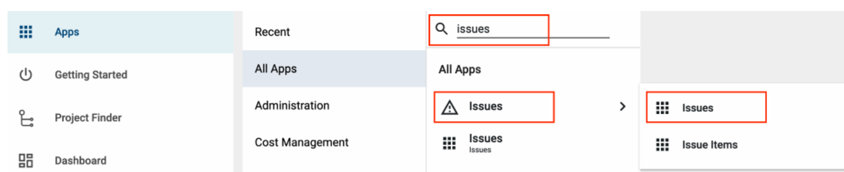
- The **History** action button provides details regarding all activity (Creation, Updates, Saves, etc.) performed on the record
- To see specific details related to the updates made, click the View Edit button

Create a FD/EWA Type Issue

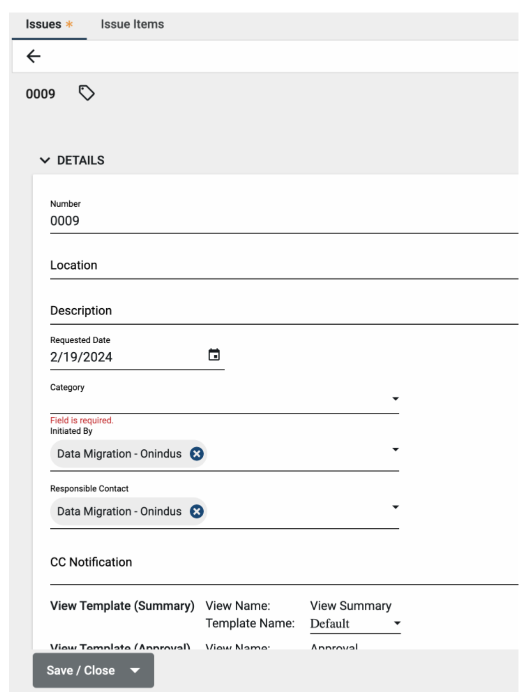
1. Field Directives (FD) and Emergency Work Authorizations (EWA) will be created using the Issues Application.
2. Issues will be created by the Professional Services Consultant (PSC) assigned to the Project. To create a new Issue, navigate to the appropriate project and go to the Issues Application.
3. Navigate to the project using the Project Finder.
4. You can also use the Search functionality in the Project Finder to locate you project:
    a. Click on Project Finder in the left side Navigation;
    b. Click on the Magnifying Glass icon next to Recent Projects, as shown in the image;
    c. Type out the Project Name and click on the Project.



5. Once in the project, click on Apps, then All Apps, then search for Issues using the Search Bar.

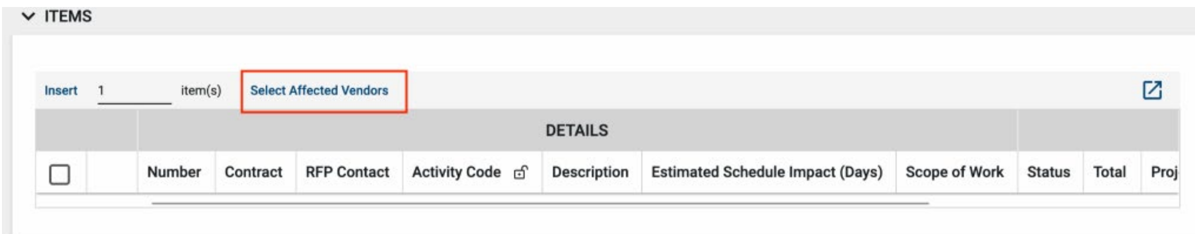


6. Select the **Issues** application as shown in the image, then click the **New** button to create a new Issue.
7. A new form will open on the right side of the screen.
8. Under Category, select either Field Directive or Emergency Work Authorization. This is a required field.
9. Populate the Details such as Date, Description, etc.
10. If the project has a Contractor with Assigned (CWA) or Construction Manager (CM) on the project listed in the project Roster, their name will automatically populate in the Responsible Contact field. If there is no CWA/CM on the project, the PSC name will



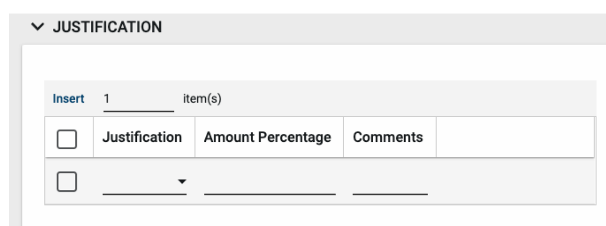
automatically populate in the Responsible Contact field.

11. The PSC can add the contractors to the CC Notification field in the Details section of the Issue so that they will be notified when the Issue has been approved.
12. In the Scope section enter the Scope of Work (Required Field).
13. In the Dates & Workflow section enter the Due Date.
14. In the Items section click on the **Select Affected Vendors** button above the Details bar.
    a. The PSC MUST SELECT ALL construction contracts for the project so that all contractors may respond if affected or not.
    b. Once the contracts have been checked click **Select.**



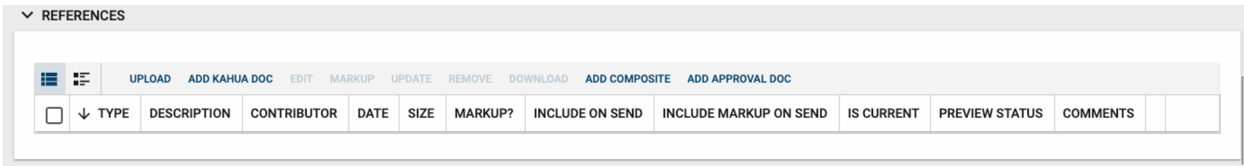
    c. Note: If the Due Date was entered before the contracts were added to the line items, the Pricing Due Date in the Items Grid will be auto filled, if not it will have to be filled Manually.

15. If any additional details need to be added, click on the  icon next to the line item; this will open the Details Panel.
    a. Use the Previous and Next action buttons to sort through the Items if needed.
    b. DO NOT enter the Estimated Schedule Impact (Days) and Total values in the Items Grid as these will be provided by the Contractors on the Contracts.
16. Click **Done** once details have been added.
17. In the next section, add one or more Justification(s) for the Issue along with the Amount Percentage and Comments.
    a. Note: The Justification Amount Percentage must total to 100 across the lines added.



b. The Justification should be confirmed with the university Project Manager (PM).

18. Documents can be attached to the record under the References section. The user can either:



a. **Upload** a document saved on their computer.

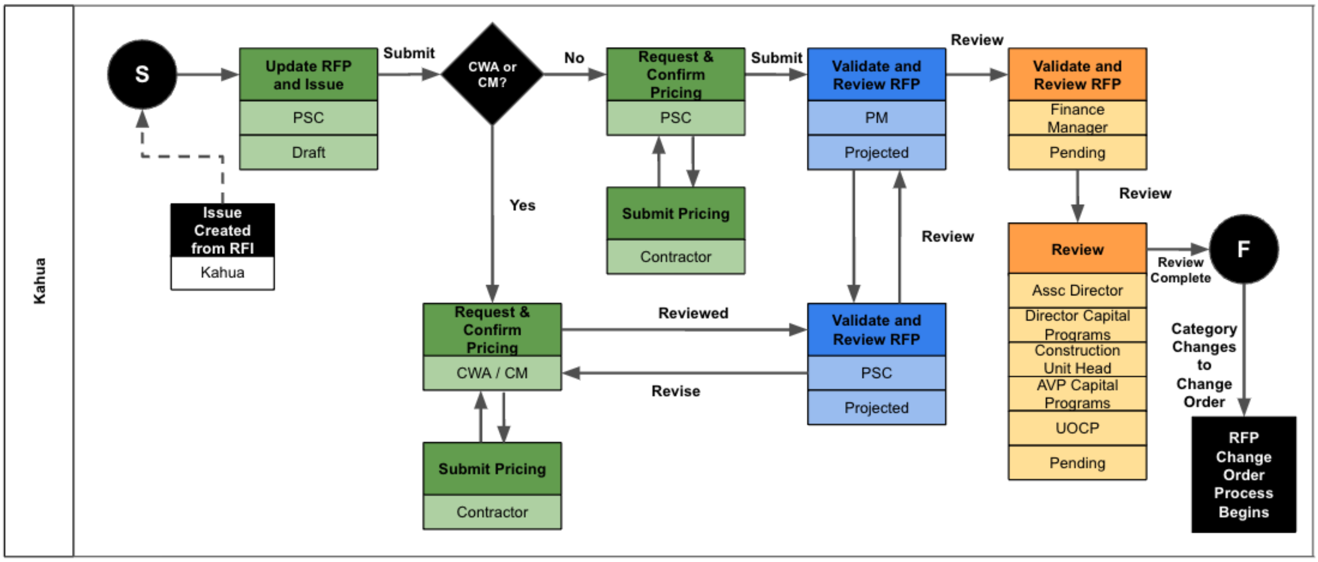
b. **Add Kahua Doc** to reference a document that is stored within Kahua's File Manager application.

c. **Add Approval Doc** which is used anytime a record is being routed for Review or Signature.

19. Once all details have been filled out, click **Save/Close** or **Save** and then click on **Submit** to send to the CWA/CM to Get Pricing from the Contractors.

20. If there is no CWA/CM on the Project, the PSC can click **Save**, then click the **Get Pricing** buttons to gather pricing from the contractor.

Workflow - FD/EWA Type Issue

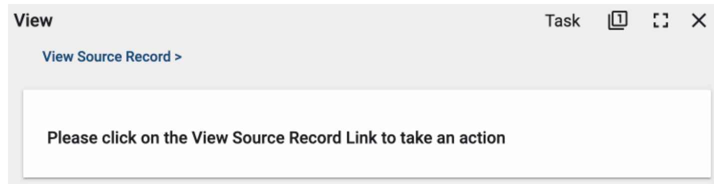


RFP/Issues - Approval	Category = FD/EWA	FD/EWA Sent for Pricing & Review	Originating in Kahua	
Order	Workflow Status	Role Type (Name or Actor)	Approval Threshold	Approval Limit
1	Data Entry	PSC creates/updates the RFP	N/A	N/A
2	Sent for Review	If CWA/CM exist on the project, PSC sends RFP for pricing, if not PSC gets & confirms Pricing	N/A	N/A
3	Get Pricing	CWA/CM verify RFP & go to record to get pricing from Vendors/Contractors	N/A	N/A
4	Confirm Pricing	CWA/CM confirm Pricing received from Contractors	N/A	N/A
5	Review	CWA/CM starts the review process	N/A	N/A
6	Review	PSC	N/A	N/A
7	Review	Project Manager	N/A	N/A

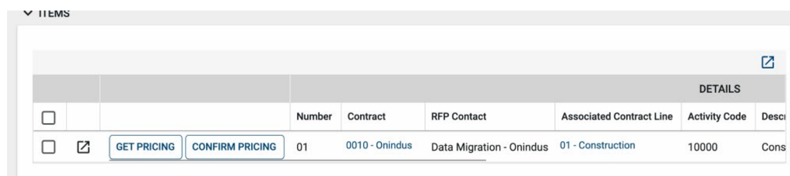
8	Review	Financial Manager	N/A	N/A
9	Review	Associate Director of Capital Programs	>$25,000	N/A
10	Review	University Director for Capital Programs	>$50,000	N/A
11	Review	University Construction Unit Head	>$75,000	N/A
12	Review	Associate Vice President of Capital Programs & Utility Services	≥ $100,000	N/A
13	Review	UOCP	> $100,000	N/A
Once Field Directive/EWA Review is complete, the Issue Category will auto change to Change Order & it will follow the Change Order Type Issue Pricing & Review Workflow				

Get Pricing Step – FD/EWA Type Issue

1. When the PSC clicks the **Submit** button, a Task and an Email will be sent to the CWA/CM, who was auto-filled in the Responsible Contact in the record. If there is no CWA/CM, the PSC will have already completed the Get Pricing in the last step.



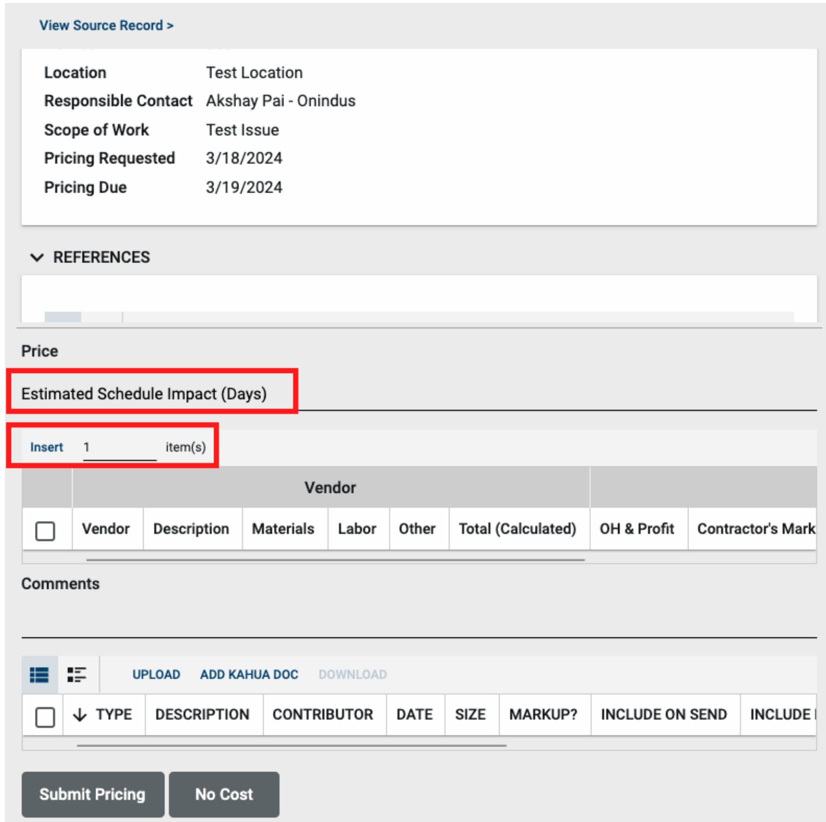
2. Once the CWA/CM clicks the Task, it will ask the CWA/CM to go to the Source Record to start the Get Pricing step.
3. Click the **View Source Record** button to go to the Issue record.
4. Scroll to the Items Grid where you can see two buttons next to each impacted contract.



5. Click on the **Get Pricing** Button. This will automatically create a Task for the Contractor selected in the "To Parties" section of that Contract.
   a. You can also use the Checkbox selector to select all construction contracts and then click on the **Get Pricing** Option that is now visible in the header of the grid.
6. Tasks along with emails will be sent to the Contractors on the impacted contracts.

<u>Enter Pricing - FD/EWA Type Issue</u>

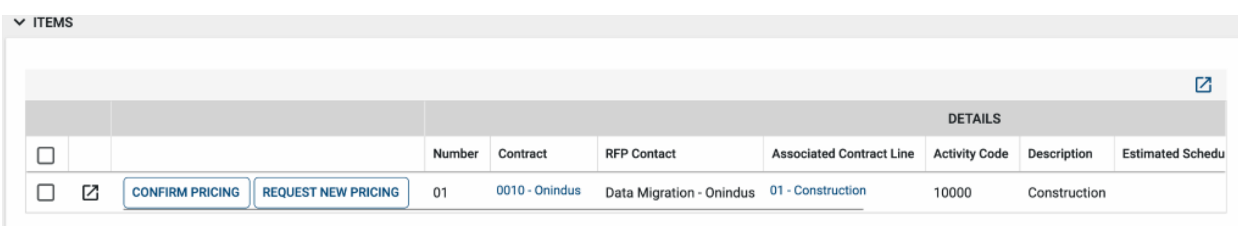
1. The Contractor on the contract will receive a Task and an Email to enter the Pricing as well as the Estimated Schedule Impact (Days).
2. Login to Kahua and click on the Task; a screen similar to the image will be shown.



3. Enter the Estimated Impact in Days and then click on the **Insert** button to add lines in the grid in order to add the pricing for the prime and each subcontractor.
    a. Add all applicable pricing in the grid, but leave the field "Associated Contract Line" blank.
4. Attach the U of I RFP breakdown form, if used, and any other supporting documents that need to be attached in the Reference Section.
5. Once this is done, click on the **Submit Pricing** button.
    a. <u>Note</u>: If there is no cost click on **No Cost.**
6. The pricing and the days will be sent back to the CWA/CM for confirmation.

Confirm Pricing Step – FD/EWA Type Issue

1. Once the Pricing from all contractors has been received, the CWA/CM will receive emails confirming pricing received. They should view the Issue record to see data entered in the respective columns.
2. Once in the Issue record, navigate to the Items section. To see additional details on the Pricing breakdown by Materials, Labor and Other, click on the View Details button next to the record.
   a. Navigate to the Vendor Pricing section to see a breakdown of the Pricing.
   b. To go back to the main record, click **Done** located on the top right of the screen.
3. In the main record, the CWA/CM can click **Edit**, then enter the total Not To Exceed pricing in the Scope section for reference.
4. While in edit mode, the CWA will also need to review the date extensions provided by Assigned Contractors in the Items Grid of the Items Section, and enter final days extension, if any, in the Scope section under the field "Estimated Schedule Impact (Days)".
5. Click **Save/Close** when all edits are complete.
6. If the Pricing and the Estimated Schedule Impact received from all contractors is agreeable by the CWA/CM, click on the **Confirm Pricing** button.
7. If the pricing and schedule impact is not acceptable, click on the **Request New Pricing** button to start the Get Pricing process again.

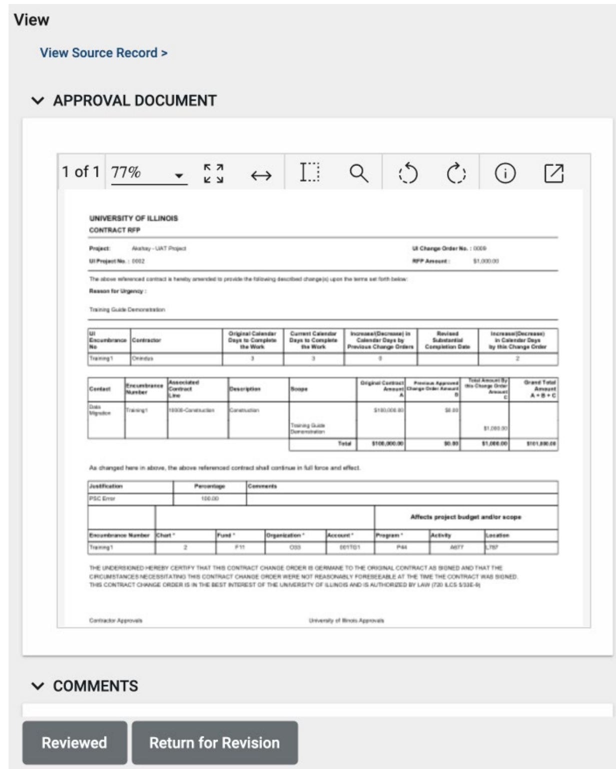


8. For CWA projects, once all pricing is confirmed, but before submitting the Issue for review, the CWA should click the **Calculate Assignment Fee** button. The Assignment Fee will be automatically added to the CWA pricing in the Items Grid.

9. When the total pricing from all contractors has been confirmed, click on the **Submit for Review** button at the bottom of the record. This will start the Field Directive/Emergency Work Authorization Threshold based Review Workflow. See the workflow diagram for a list of reviewers.

Review Process - FD/EWA Type Issue

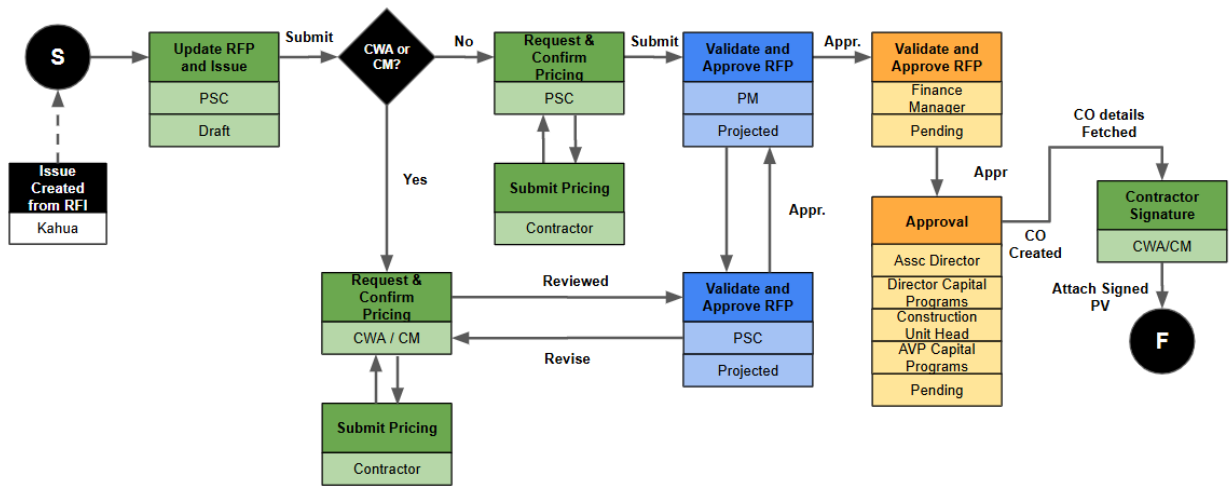
1. When the Threshold based Review process is started, a Task and Email will be sent first to the PSC to review the Pricing and Estimated Schedule Impact.
2. When the PSC clicks the Task, a screen similar to the image will be displayed.
3. To view the record in the Issues app click **View Source Record.**
4. When in the record, scroll to the Items grid to view pricing. To review attached contractor backup/documents, expand the grid by clicking the expand icon to the right of the grid. Then click the View Details icon to the left of each contractor line item. Attachments can be found in the references section of each item.
5. If all the information provided by the Contractor & CWA/CM is agreeable, navigate back to the Task and click the **Reviewed** button.
    a. If revisions are needed, click on the **Return for Revision** button.



6. Once the PSC clicks the **Reviewed** button, the Issue will be sent to the next Reviewer in the process.
7. Once all the Reviews are complete for the FD/EWA, the Workflow Status will show “Review Complete”, and the PSC can notify the Contractors accordingly.
    a. If the Contractors and CWA/CM have been added to the CC notifications, they will receive an email when the FD/EWA has been reviewed.
    b. If not, the PSC can manually notify them using the **Send** button located at the top of the record.

8. Note: Once the Review has been completed the Category in the Issue record will automatically update to "Change Order". If the PSC wants to restart the FD review again for any reason, they will click **Resubmit for Review**. If the PSC is ready to send the Issue through for RFP/Change Order Type Issue pricing and approval steps, they will click **Get CO Pricing**.

Workflow - Change Order Type Issue

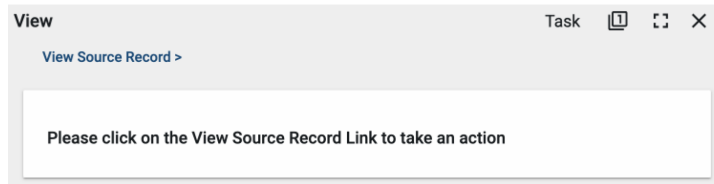


RFP/Issues - Pricing	**Category = Change Order**	**Created from RFI or PSC creates RFP**	Originating in Kahua	
Order	**Workflow Status**	**Role Type (Name or Actor)**	**Approval Threshold**	**Approval Limit**
1	Data Entry	PSC creates/updates the RFP	N/A	N/A
2	Sent for Pricing	If CWA/CM exists on the project, PSC sends RFP for review, if not PSC gets & confirms Pricing	N/A	N/A
3	Get Pricing	CWA/CM verify RFP & go to record to get pricing from Vendors/Contractors	N/A	N/A
4	Confirm Pricing	CWA/CM confirm Pricing received from Contractors	N/A	N/A
5	Sent for Review	CWA/CM sends to PSC for Review	N/A	N/A
6	Reviewed	PSC completes Review of Pricing	N/A	N/A

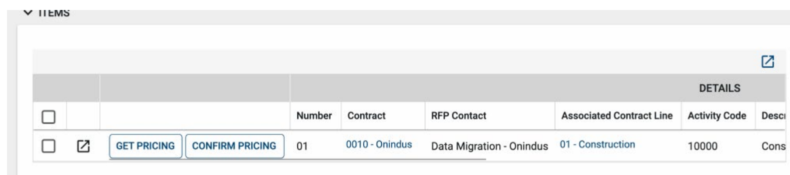
RFP/Issues - Approval	**Category = Change Order**	**Reviewed RFP & Pricing sent for approval by PSC**	Originating in Kahua	
Order	**Workflow Status**	**Role Type (Name or Actor)**	**Approval Threshold**	**Approval Limit**
1	Sent for Approval	PSC sends Reviewed RFP for Approval	N/A	N/A
2	Approval	Project Manager	N/A	N/A
3	Approval	Financial Manager	N/A	N/A
4	Approval	Associate Director of Capital Programs	> $25,000	N/A
5	Approval	University Director for Capital Programs	> $50,000	N/A
6	Approval	University Construction Unit Head	> $75,000	N/A
7	Approval	Associate Vice President of Capital Programs & Utility Services	⩾ $100, 000	N/A
Once RFP/Issue has been Approved, it will be auto processed into a Change Order for each contract and sent to the Contract Specialist and Financial Manager for Approval				

Get Pricing Step – Change Order Type Issue

1. When an Issue started with a Field Directive and the PSC clicks the **Get CO Pricing** button, a Task and an Email will be sent to the CWA/CM who was auto-filled in the Responsible Contact field in the record. If the project is a Single Prime project, the Task will go to the PSC.



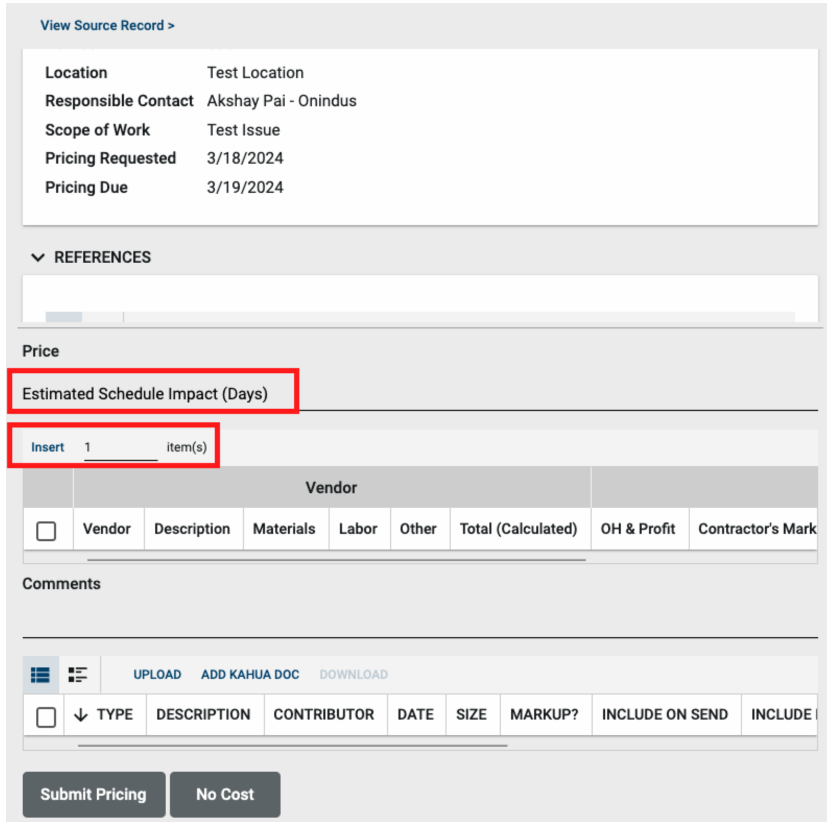
2. Once the Task has been clicked it will ask the CWA/CM to go to the Source Record to start the Get Pricing step.
3. Click the **View Source Record** button to view the Issue/RFP record.
4. Scroll to the Items Grid.
5. Click on the **Request New Pricing** Button for each contract. This will automatically create a Task for the Contractor selected in the "To Parties" section of that Contract.



   a. You can also use the Checkbox selector to select all the impacted contracts and then click on the **Request New Pricing** Option that is now visible in the header of the grid.
6. Tasks and emails will be sent to the contractors on the selected contracts.

Enter Pricing Step – Change Order Type Issue

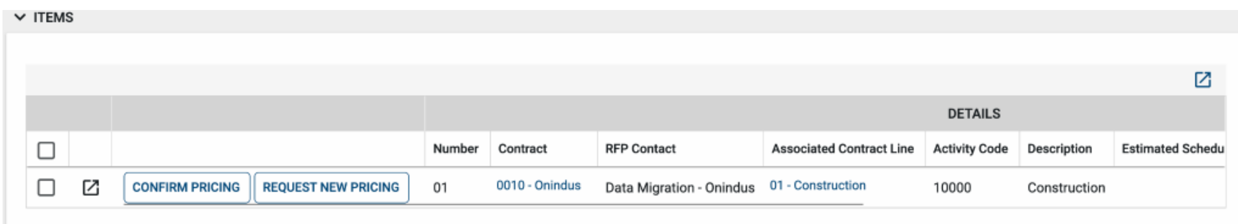
1. The Contractor on the contract will receive a Task and an Email to enter the Pricing as well as the Estimated Schedule Impact (Days).
2. Login to Kahua and click on the Task. The contractor will see a screen similar to the image on the right.



3. Enter the Estimated Impact in Days and then click on the **Insert** button to add lines in the grid in order to add the pricing for the prime and each subcontractor.
    a. Add all applicable pricing in the grid, but leave the field "Associated Contract Line" blank.
4. Attach the U of I RFP breakdown form and any other supporting documents that need to be attached in the Reference Section.
5. Once this is done, click on the **Submit Pricing** button.
    a. Note: If there is no cost click on **No Cost**.
6. The pricing and the days for Assigned Contractors will be sent back to the CWA/CM for confirmation. If there is no CWA/CM, the contractor pricing will be sent directly to the PSC.

Confirm Pricing Step – Change Order Type Issue

1. Once the Pricing has been received, the CWA/CM can view the Issue record and see the data entered in the respective columns. To do this, click the Task, then click **View Source Record**.
2. Once in the Issue record, go to the Items Section to review the pricing. To see additional details of the pricing breakdown such as Materials, Labor, and Other, click on the View Details  button next to the record.
    a. Within the details, navigate to the Vendor Pricing Section to see a breakdown of the Pricing.
    b. To go back to the main record, click **Done** located on the top right of the screen.
3. Once Pricing and the Estimated Schedule Impact received from all contractors has



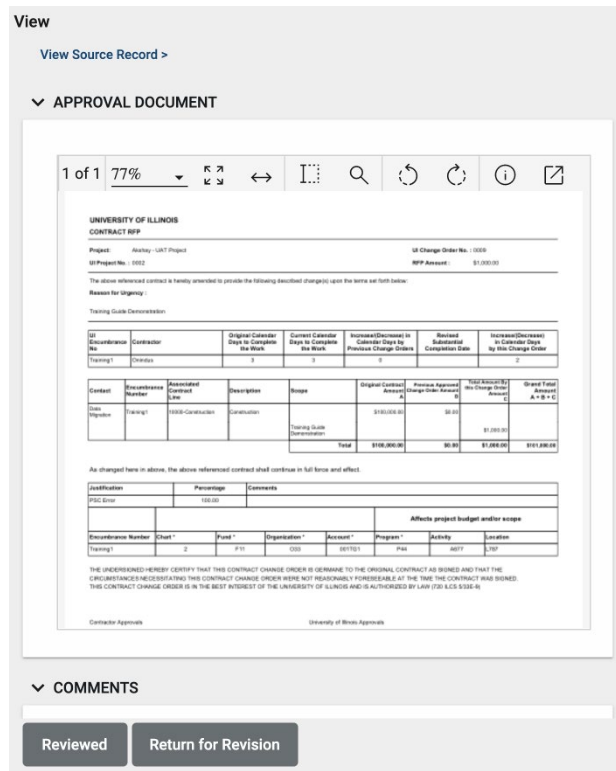
been reviewed by the CWA/CM and no edits are needed from any other contractors, the CWA/CM must add the agreed upon extension days, if any. To do this, click **Edit**, go to the Scope Section, and enter schedule impact, if any, in the field "Estimated Schedule Impact (Days)". Then click **Save/Close**. Then scroll to the Items Section and click on the **Confirm Pricing** button(s) for all vendors, including themselves (CWA).
4. If edits are needed from an Assigned Contractor or themselves, the CWA/CM will click on **Request New Pricing** to start the Get Pricing process again.
5. For CWA projects, once all pricing is confirmed, but before submitting the Issue for review, the CWA will click the **Calculate Assignment Fee** button. The Assignment Fee will be automatically added to the CWA pricing in the Items Grid.
6. When the total pricing from all contractors has been confirmed, click the **Submit**

for Review button at the bottom of the record. This will send it to the PSC to review.

7. If the PSC is not satisfied with the pricing or the estimated schedule impact, they can send it back for revision.

Review & Approval Process – Change Order Type Issue

1. When the Review process is initiated, a Task and Email will be sent to the PSC to review the Pricing and Estimated Schedule Impact.
2. Click on the Task to open the Approval Document. A screen similar to the image shown will open.



3. To view the record, click on **View Source Record.**
    a. When in the record, scroll to the Items grid to view pricing. To review attached contractor backup/documents, expand the grid by clicking the expand icon to the right of the grid. Then click the View Details icon to the left of each contractor line item. Attachments can be found in the references section of each item.
    b. The PSC can also enter in their estimated cost in the Details section for the PM review.
4. If all the information provided by the contractor(s) and CWA/CM is agreeable, click back into the task, and then click on the **Reviewed** button.
    a. If Revisions are needed, click back into the task, provide revision notes in the Comments section, and click on the **Return for Revision** button.
5. Once the **Reviewed** button is clicked the status will be updated to "Review Complete".
    a. <u>Note</u>: Even after the Review has been completed but prior to sending it for Approval the PSC can send it back to the CWA/CM to resubmit pricing.

6. The PSC can now start the Threshold based Approval outlined in the workflow by clicking on the **Submit for Approval** button.
7. The PM will get a Task and an Email. In the Details section, the PM will need to answer two questions “Does this change order affect the project budget and/or scope?” and “Was this change order reasonably forseeable?” After answering the questions, click the **Submit** button.
8. The PM will now get a task to review the Change Order Type Issue. The Portable View will be updated to reflect the answers to the questions in the previous step. The PM can review the Approval Document and can also click **View Source Record** to view the record in the Issue App. Once the PM is done with the review, navigate back to the Task, then click **Approve** or **Decline.**
9. After the PM approves, the Issue will go to the Financial Manager for review and approval. The Financial Manager can review the Approval Document and can also click **View Source Record** to view the record in the Issue App. Once the Financial Manager is done with the review, they can click **Approve** or **Decline.**
10. After the Financial Manager approves, the Issue will route through the threshold-based approvals, as applicable.
11. Once all the Approvals have been received for the Issue/RFP, and provided there is a Cost/Schedule Impact, the impacted contracts will be auto-processed into Change Orders and sent to the contractor for signature within the system.
12. The contractor responsible for signature will receive a task and an email. The contractor will click in the task, then click **Approve**. The contractor can then enter their PIN in the pop-up box to sign.
    a. A PIN must be setup ahead of completing this step. It can be created by going into “My Settings”, then the “Signature” tab.
13. Once the contractor has signed, the status of the Issue will change to “Processed to Change Order”, and the signed Issue portable view will be automatically attached in the References section of the Issue.
14. If the Contractors and CWA/CM have been added to the CC notifications, they will receive an email when the Issue/RFP has been approved. If not, the PSC can manually notify them using the **Send** button located at the top of the record.

Note: Issue/RFP approval is not the final Change Order approval, which comes later in the approval process. A Change Order must be executed before work can begin unless there is an approved Field Directive for that work.

Overview – Change Order App

Construction Change Orders will mostly be processed and auto created from the Issues Application.

The system will track the Schedule of Values for the Change Order. Cost amounts are tracked in Work Breakdown according to status.

To access the Expense Change Order application, open the Apps repository. Under the Cost Management suite of applications click on Expenses. This will launch the Expenses Applications which will include:

- Contracts
- **Change Orders**
- SOV Breakdown
- Pay Requests
- Purchase Orders
- Purchase Order Change Orders
- Invoices

Change Order Action Buttons

Once the fields within the record have been completed and saved, the users can select from several actions:

- **Send** – Use messaging to send record details to others (NOT to be confused with a workflow)
- **Edit** – Update and maintain the record
- **Delete** – Select this action button to delete a record (typically permission based, so all may not see this)
- **History** – All updates/changes are tracked
- **Import Issue Items** - It will import existing Issue Items from the Issues Application

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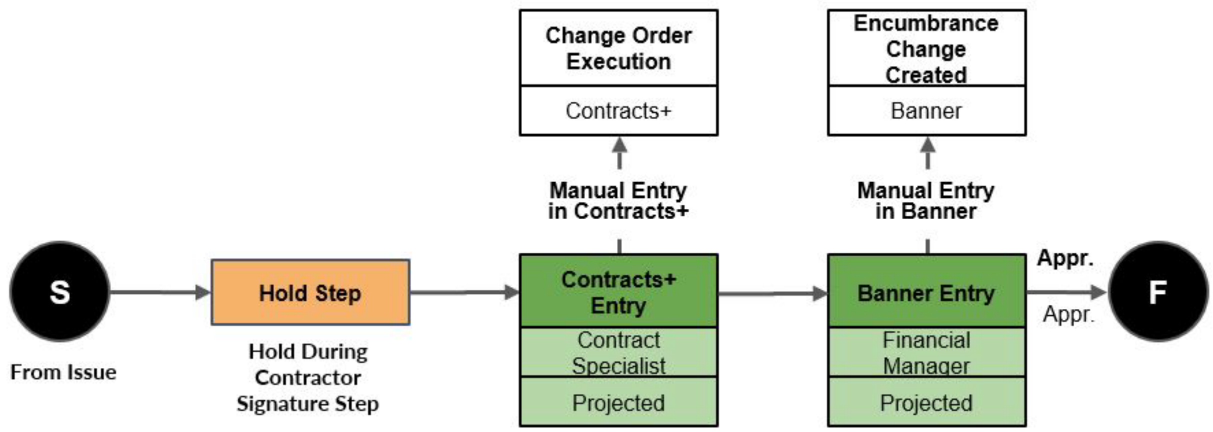
- To see specific details related to the updates made, click the View Edit button.

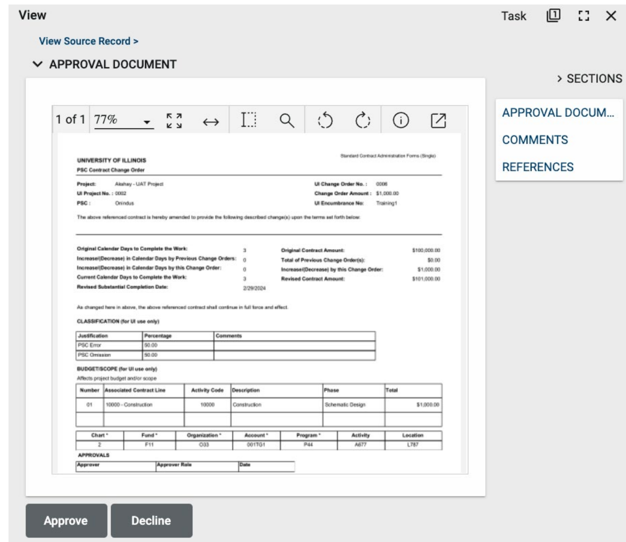
Workflow - Change Order Created from Issue



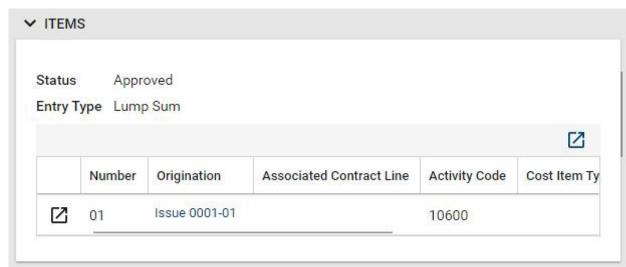
Order	Role Type (Name or Actor)	Approval Threshold	Approval Limit
1	Hold (Contractor Signature in Issues)	None	None
2	Contract Specialist	None	None
3	Financial Manager	None	None

Approval - Change Order Created from Issue

1. When a Change Order Type Issue is approved and it has a Cost or Schedule Impact, a Change Order for each contract will be created.
2. The number of Change Orders per Issue will depend on the delivery method and number of impacted contracts.



3. Once the Issue has been processed into Change Order(s), a Task and an Email for each change order will be sent to the Contract Specialist.
   a. The Contract Specialist will need to download the Issue portable view PDF and upload it into Contracts+ for final signature.
   b. To download the Issue portable view, open the change order task, then click **View Source Record** at the top.



   c. Once in the change order record, go to the Items grid, then click the Issue number link in the Origination column. This will take you to the associated Issue in the Issues App. (You may also go directly to the Issues App if you already have the number.)
   d. Once in the Issues record, navigate to the References section and download the signed portable view.
4. Upload the signed change order into Contracts+ and follow the typical procedures for Contracts+ to execute the change order.
   a. In the subject line of Contracts+, enter narrative similar to following “[Project Number] Kahua Change Orders 000X, 000X, and 000X [CWA/Single Prime/Contractor no Assignment Company Name]”.
5. After the change order is executed in Contracts+, the Contract Specialist will upload the fully executed change order document into the References section of the

appropriate CWA/SP/CNA change order task. Include the suffix "Executed" in the file name. Then click **Approve**. For multi-prime projects, the Contract Specialist will need to click **Approve** on all related Assigned Contractor change orders as well.

6. After the Contract Specialist clicks **Approve**, the Financial Manager will receive a Task and an Email that the change order(s) is/are ready for their review and approval.
7. When the Financial Manager opens the Task, they will see a screen like what the Contract Specialist saw outlining the details for the impacted contract.
8. The Financial Manager can scroll down to the References section to see the final executed change order document. If the Financial Manager had not already updated Banner, they would do so now before they hit **Approve**.
9. When the Financial Manager clicks **Approve** on each change order, the Change Order(s) will be Approved in Kahua.
10. If the Financial Manager clicks Approve and receives a message saying there is not enough Budget to support the Change Order, click **Decline** and note that there is not enough budget to support the Change Order in the comment box.
11. This will send a Message and a Notification to the Project Manager selected in the Project Details.
12. The Project Manager can then create a Budget Adjustment or Budget Change to ensure the Budget supports the Change Order. Refer to the Budget Adjustment or Budget Change Training guide on these processes.
13. Once the Budget Supports the Change Order, the Project Manager can navigate to the Change Order that was declined and then resend it to the Financial Manager for approval by clicking on the **Send for Approval** button.
14. Once the Change Order(s) are approved, the affected contractors will receive a notification. They can then navigate to the Expense SOV Breakdown Application in the Project to update their Schedule of Values. Refer to the Schedule of Values (SOV) Training Guide for instructions on how to update the Schedule of Values.