

FAQs

WORK LOAD DISTRIBUTION

1) Can service providers other than the TSC appeal work load distribution decisions?

Other specialized resources such as drill crews and dive teams may also appeal distribution decisions. In practice, directors will resolve issues regarding service providers within their directorate.

2) Must all technical work be first offered to TSC?

Reclamation service providers are the providers of choice for technical services work. As shown in the workflow diagram in CMP TRMR-27, work for which a region has capability and capacity may be performed within the region. Work exceeding a region's capability or capacity should be offered to TSC or other specialized Reclamation resources before being outsourced. While program offices have the discretion to assign workflow outside this model, the justification must be documented, and the appropriate service provider director may appeal the decision.

3) Is there a cost or staff day threshold that would kick in a requirement for offering to the TSC?

For work that is within the region's capability, but beyond its capacity, the TSC or other specialized Reclamation resource should be given an opportunity to submit a proposal for any technical services work exceeding \$100,000. For work beyond the capability of the region, there is no threshold – a proposal must be requested of the TSC or other specialized Reclamation resource in these instances before the work is outsourced.

4) What happens if TSC's proposal is too costly or can't meet schedule requirements?

If the program office determines that the TSC proposal does not meet schedule or budget requirements, they may make a determination to seek the services elsewhere, but must document the justification for the decision, and the decision will be subject to appeal by the director of the affected service provider.

5) Do these requirements apply to all technical services or only those that lead directly to construction?

As per the technical services work definition in CMP TRMR-24, these requirements apply to all technical services work performed in support of both construction and non-construction activities, on behalf of all Reclamation programs. The requirements do not apply when Reclamation receives "pass-through" funding, as defined in CMP TRMR-24.

6) Does the COG consider and render decisions on appeals?

The COG collects and analyzes information on individual appeals, and makes appropriate recommendations to the Deputy Commissioner, Operations, who will make the final decisions.

7) Must the program office offer technical work to other identified service providers (Regional) if the TSC or other specialized Reclamation resource is unable to perform the work?

If the TSC or other specialized Reclamation resource is unable to perform the work, it is encouraged that the work be considered for other regional service providers that have capability, but this is not required.

8) Can anyone initiate an appeal to the DCO? If not, who can send an appeal to the DCO?

In most cases, it is expected that these decisions will be resolved without resorting to the formal appeal process. Per the process illustrated in Appendix B of CMP TRMR-27, only directors of service provider organizations may submit an appeal to the DCO regarding assignment of technical services work.

9) Can a Regional service provider appeal a work load distribution decision by an area office within that region?

In practice, directors will resolve issues regarding service providers within their directorate.

10) Must the program offices offer specific technical work to TSC even if they retain that technical expertise within their office?

No. Work for which a region has capability and capacity may be performed within the region

11) May a program office deviate from the work flow decision flowchart?

As noted in the flowchart, under extenuating circumstances, program offices may make a determination to seek the services in a manner outside the designated process; however, it must document the justification for the decision, and the decision will be subject to appeal by the director of the affected service provider.

12) Must work that exceeds both regional capability and TSC capacity be outsourced by TSC?

No. However, in order to provide for effective contract oversight, the outsourcing of the work should be done in collaboration with TSC technical resources.

13) Is there a timeline for the appeal process? (i.e. decisions will be rendered within a specified time period)

There is no specific timeline. However, decisions on appeals will be expedited in a manner that facilitates accomplishment of the work.

14) I have a tight schedule and an appeal process will delay my project. Can the appeal process be fast tracked?

It is expected that disagreements regarding assignment of technical services workload will be resolved collaboratively between program offices and service providers, and that because only directors will initiate appeals, they will be rare. Timelines for the appeal process will be commensurate with both the urgency and level of risk associated with the work.

15) I believe I have extenuating circumstances which justify assigning technical services workload outside the designated process. How should I document my decision?

You should articulate in writing why the situation is unique, and justifies deviation from the process in order to best support Reclamation's objectives. This should include an explanation of why following the designated process would fail to meet Reclamation program needs.

16) Can a regional specialized Reclamation resource, such as a drill crew, appeal the decision of a program office in another directorate to outsource work?

Yes, in the same manner as the TSC, as illustrated in CMP TRMR-27, Appendix B.

17) If the workflow process calls for requesting a proposal from the TSC or other specialized Reclamation resource, at what point in the process should I do this?

In circumstances where such a request is required, a formal proposal should be requested as soon as the scope of work is sufficiently clear to facilitate the preparation of a project schedule and budget.