

## **SUBMITTING A CLAIM**

1. A claim request in the form of a letter with supporting documentation must be submitted to the DOTD Project Manager with a copy of the claim request, without supporting documentation, sent to the Chairman of the Contract Claims Team (CCT) and to the Consultant Contract Services (CCS) Administrator. The Chairman of the CCT is the DOTD Project Development Division Chief. The claim request shall include at a minimum all items included on the Checklist for Claims, which can be found on the CCS website.
2. The Project Manager, in consultation with other project team members as necessary, will review the claim, and will offer an opinion of the claim's merit in principle, in whole or in part, and will make a recommendation on the value of the claim. The Project Manager may determine that there is insufficient documentation to justify the claim and can request additional information from the consultant. The DOTD Project Manager will make a recommendation to the CCT and forward all claim documentation and his/her recommendation to the Chairman.
3. If the Chairman determines that there is insufficient documentation to justify the claim, a request for additional documentation may be sent to the Project Manager for coordination with the consultant. If additional documentation is provided by the consultant, it will be sent to the Project Manager to restart the process from that point.
4. Once all required items are sufficiently provided in the claim request, the Chairman will log the claim into a claim tracking spreadsheet and will send all claim documentation including the recommendation of the Project Manager to the CCT for review. The Chairman will then call a CCT meeting to discuss the claim. The Project Manager and/or the consultant may be asked to attend the meeting to answer questions from the CCT. At this meeting, the CCT will make a determination whether to approve the claim in full or in part or will deny the claim.
5. The consultant will be notified in writing of this decision.
6. If additional compensation is approved and accepted by the consultant, the CCS Administrator will supply a receipt and release form for execution by the consultant and payment of the claim.
7. If the consultant disagrees with the decision, the disagreement may be appealed to the Chief Engineer. The decision of the Chief Engineer shall constitute the final determination of the Department and the consultant shall be notified in writing of the Chief Engineer's decision.