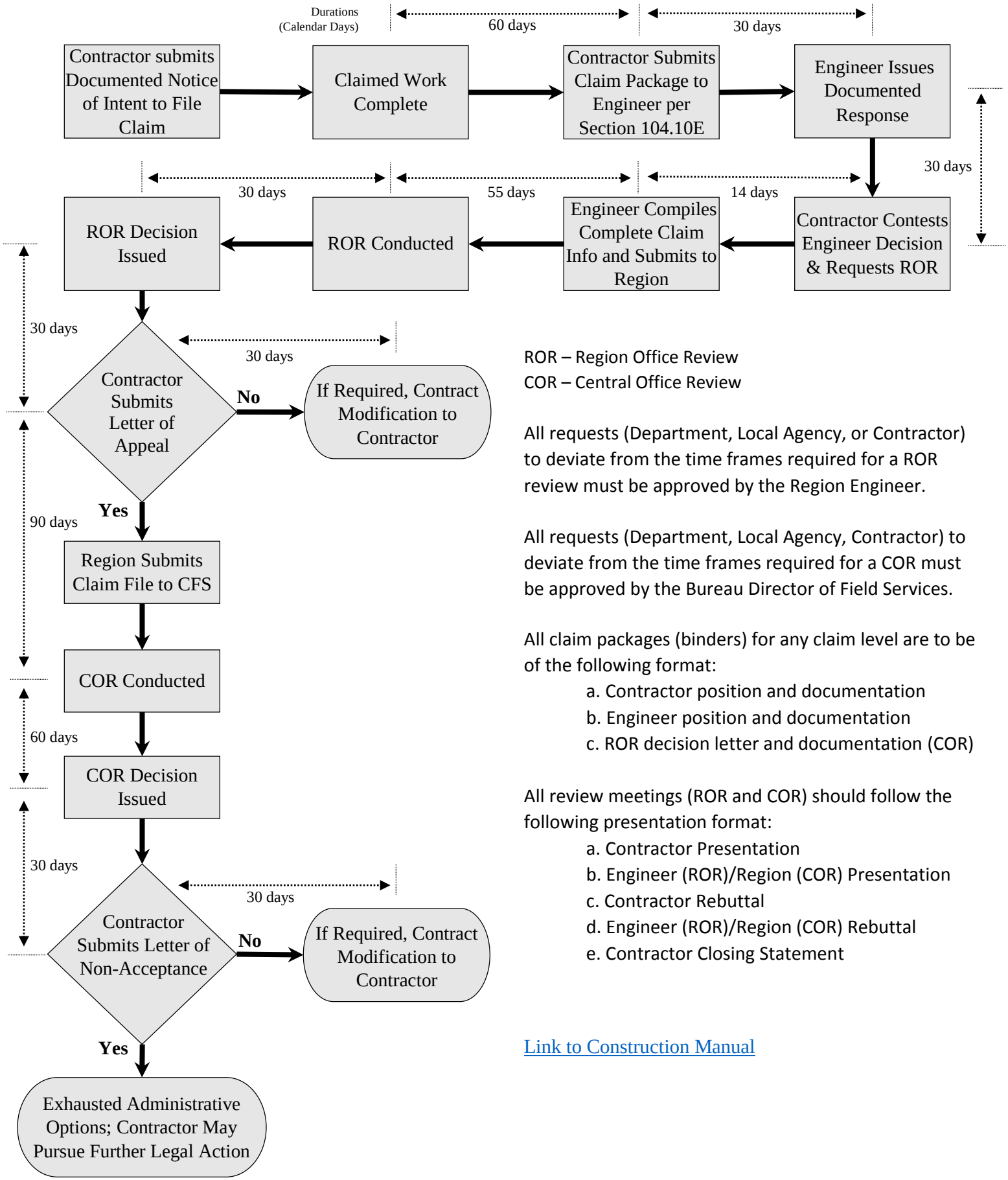
CLAIMS PROCESS FLOWCHART



ROR – Region Office Review
COR – Central Office Review

All requests (Department, Local Agency, or Contractor) to deviate from the time frames required for a ROR review must be approved by the Region Engineer.

All requests (Department, Local Agency, Contractor) to deviate from the time frames required for a COR must be approved by the Bureau Director of Field Services.

All claim packages (binders) for any claim level are to be of the following format:

a. Contractor position and documentation
b. Engineer position and documentation
c. ROR decision letter and documentation (COR)

All review meetings (ROR and COR) should follow the following presentation format:

a. Contractor Presentation
b. Engineer (ROR)/Region (COR) Presentation
c. Contractor Rebuttal
d. Engineer (ROR)/Region (COR) Rebuttal
e. Contractor Closing Statement

Link to Construction Manual