



ARCHITECTURE & ENGINEERING
OPERATIONS STUDIO
CONSULTANT CONTRACT FUNDING UNIT (CCFU)

Request for Payment (RFP) Submission Guidelines

A&E Design Consultants

Specialty Testing Contracts
Estimating Contracts
QA/QC Contracts

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This publication is also available online at:
<http://www.nycsca.org/Business/WorkingWithTheSCA/Design/Pages/SubmissionGuidelinesforPayment.aspx>

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1. OVERVIEW

A. Using this Submission Guide

The primary goal/objective of this guide is to provide the technical support to assist A&E Design Consultants when preparing a Request for Payment (RFP) using our online payment portal. The system we use is called Oracle Requirements Contract Management System (ORCMS).

The guide will also provide guidance needed for submitting payment documents supporting an RFP, hence minimizing RFP submission errors and reducing payment delays. Please make this guide available to all employees involved in submitting payments, for service rendered under your SCA/A&E CIP contract. We have found that firms that invest in getting a full understanding of our authorization and payment process have fewer problems submitting payment requests and subsequently being paid for services rendered.

The RFP Submission Guidelines are also available from the SCA website at:

<http://www.nycsca.org/Business/WorkingWithTheSCA/Design/Pages/SubmissionGuidelinesforPayment.aspx>

All active Design Consultant firms will be notified by their assigned Consultant Contract Funding Unit (CCFU) Operations Manager when changes to the RFP Submission Guidelines have been published. Ensure that all personnel involved in submitting RFPs have the most recent version of the submission guideline.

B. Contact with your CCFU Operations Manager

1. Inquiries

Email is the preferred method of initial contact with your Operations Manager as it pertains to payment problems, issues, etc.

Please provide the following in your email to assist with ATP and/or RFP related inquiries:

- Contract Number
- Design/LLW Number
- RFP # (for payment inquires)
- ATP # (if available)
- Screen shots of error messages (if the issue is ORCMS related)

2. Visits

Please notify your Operations Manager prior to visiting their desk to make an inquiry. If you are in the building to handle other business, call or email to set a time to meet. We can better serve you if we are made aware of the inquiry/issue ahead of time and allocate the time needed to address the issue. Please wait for a confirmation from the Operations Manager. A response to your request for a meeting should occur within two (2) business days.

PLEASE NOTE – The contract sections referenced in this Submission Guidelines are from CIP contracts executed and amended by Supplemental Agreement from 2008 to present. Some of the contract references quoted may not apply to your pre 2008 CIP contract.

2. HELPFUL HINTS ON DOING BUSINESS WITH SCA / A&E

The NYC School Construction Authority's mission is to design and construct safe, attractive and environmentally sound public schools for children throughout the many communities of New York City. We are dedicated to building and modernizing schools in a responsible, cost effective manner while achieving the highest standards of excellence in safety, quality and integrity.

The SCA is solely accountable for planning, real estate, and budgeting, as well as scoping, design and construction of new schools, additions and capital improvements to existing schools. Placement of sole responsibility for the Capital Plan with the SCA offers several key benefits, including but not limited to, enhanced coordination between the public and private sectors, improved management of the construction process, reduced school construction costs as a result of simplified design standards.

The SCA is publicly accountable for all expenses and by extension, every dollar that a consultant requests for payment is also publicly accountable. Therefore, our authorization and payment process is very detailed ensuring our compliance with internal and external audit requirements.

A. Notifications & ATPs

Upon receipt of written notification from the Authority, the consultant shall commence providing services for the assigned task. Written notification can be in the form of, but not limited to, an Authorization to Proceed (ATP), an email, memorandum, approved proposal, and/or a fully executed Request for Additional Design Services (RADS) form. If, for whatever reason, your firm opts to decline an assignment, immediately provide a written statement to your A&E design team.

The ATP process is initiated by your A&E design team. Contingent upon volume and available resources, an ATP should become available in ORCMS for billing purposes within ten to fifteen business days. Status inquiries pertaining to ATPs can be made after the fifteenth day. Timely follow up on missing ATPs cannot be emphasized enough. Waiting months (and in some cases, *years*) to follow up on an ATP is not in the best interest of the consultant firm nor the Authority.

B. Proposals & Additional Services ATPs

Upon receipt of written notification from the Authority to provide Additional Services, the consultant shall submit a written proposal within 7 to 10 business days to the Authority for approval. The approved proposal will be used to create an ATP for the task. Ensure the fee proposal follows the format as described in Section 4.1.2 – Additional Services of your A&E design services contract.

C. Timekeeping

Firms with dedicated personnel responsible for the coordination and management of billing SCA projects have historically had the most success in collection for services rendered to the SCA.

Timesheets must show Basic Services and Additional Services hours for each project clearly separated and identified. If multiple Additional Services have been authorized, each timesheet must also segregate and clearly identify the hours related to each additional task.

Regardless of the method of compensation, all time for every project, for all assignments must be tracked with a specific, unique project number/work number within their official payroll/project tracking system.

D. Payments & Submissions

In accordance with Article VII, Payments, Paragraph 7.1.1 you are required to submit a draft Request for Payment within ninety (90) days of the services rendered. RFP submissions for services rendered beyond the specified period are subject to a 90 - 120 day review period.

The SCA reserves the right to deny payment for failure to submit such requests within the time specified.

All Final RFP's will be processed in accordance with section Article VII, Payments, Paragraph 7.1.2. Please do not contact your Operations Manager regarding the status of a RFP until 30 days from the signed and notarized Final.

E. Consultant Kiosk

A Consultant Kiosk has been created for consultant use and is located at the entrance of the A&E Operations area. Any consultant employee with access to our web portal can log in and perform the same functions in ORCMS as they would from their home office.

3. WHAT IS NEEDED BEFORE AN RFP CAN BE SUBMITTED?

A. Authorization to Proceed (ATP)

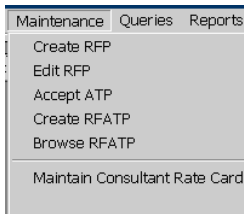
A fully executed **ATP** (electronically signed by the Consultant in ORCMS) for the services being billed is required.

B. Consultant Rate Cards

For specialty services which are billed as time and material and *are not* subject to Article 8 of the New York State Labor Law (see section 3.C) a rate card which includes all employees working on SCA projects must be entered into ORCMS.

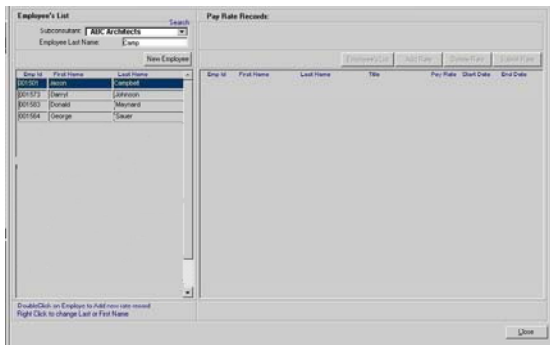
Our payment review of specialty service items will be based on the rate card applicable for the period of performance for services rendered. If we do not have an applicable rate card on file, there's no basis for our review; therefore, the RFP (or applicable portion of the RFP) cannot be processed.

Rate card information is entered directly into ORCMS. **Prime SCA Design Consultants are responsible for maintaining accurate, current rate card information in ORCMS.**



Select *Maintain Consultant Rate Card* from **Maintenance** menu option.

From the main Employee Rate Card screen the user can enter new or search existing rate card information of their employees or their sub-consultant employees (see *Appendix G - RATE CARD MAINTENANCE* for details to add and/or update employee rates).



Important Notes about the Rate Card section of ORCMS

- An employee's pay rates, once included and submitted on an RFP, cannot be edited or deleted from ORCMS.
- A current individual employee pay rate can be updated twice during a calendar year by the firm. ORCMS will block the user from making more than two updates. Any additional updates of an individual pay rate must be sent to your SCA Design team and CCFU Operations Manager for

review. The ORCMS entry of these additional rate updates can be made by designated CCFU Staff only.

- Principal pay rate, start and end dates cannot be entered by the user. This information is part of the contract profile loaded into ORCMS.
- Only the *actual pay rate* of an employee, not the pay rate times the firm's multiplier should be entered.

C. Prevailing Wage

Some specialty services (ex. borings, probes) requires compliance with Article 8 of the New York State Labor Law. The law requires public work contractors to pay individuals working on public work projects not less than the prevailing wage rate. The prevailing wage is different for each trade, and is based on the work that the individual actually does, not the job title. For example, if the individual is doing the work of a "carpenter", the individual must receive the appropriate prevailing wage for a "carpenter", even though the individual might incorrectly be referred to as a "laborer". State Law requires that wage rates for public work projects are those established by collective bargaining agreements between trade unions and employers where the project is located. Required wages, supplements (fringe benefits), and hours of work are referred to collectively as the prevailing wage.

The Labor Law Compliance Management System (LCMS) is the application used to electronically collect, track, store and analyze Certified Payrolls for all contractors working on SCA projects. The LCMS system enables our Labor Law Compliance Division to easily track non-compliance. For our consultants, the system allows for both manual entry of data or weekly feeds via a customized interface from most payroll systems.

Access to LCMS **must be obtained** for all applicable consultants before billing for the aforementioned services can occur.

LCMS access and any additional labor law information can be found on the SCA at:
<http://www.nycsca.org/Business/WorkingWithTheSCA/LaborLawCompliance/Pages/default.aspx>

In addition, you can contact the SCA's Labor Law Compliance unit directly at:

Labor Law Compliance Unit
NYC School Construction Authority
30-30 Thomson Avenue
Long Island City, NY 11101
(718)472-8100
E-mail: laborlaw@nycsca.org

4. HOW DO I ACCESS THE SCA WEB PORTAL AND ORCMS?

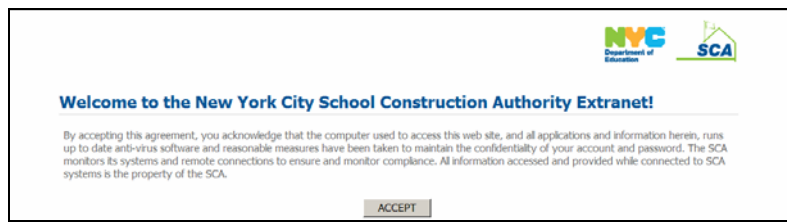
To gain access to the application needed to submit payments, all Consultants must submit a completed and notarized **NDA – Confidentiality and Non Disclosure Form** to the CCFU Unit Manager. No accounts will be created without this form being on file for each consultant firm (Form ITF-1c) and any employee of that firm (Form ITF-1b) requiring access to submit payments. The required forms are available through the SCA website at:

<http://www.nycsca.org/Resources/Resources/Pages/NDANonDisclosureAgreement.aspx>

After your web account has been authorized, the Consultant will receive a confirmation letter/email from SCA-IT with login information (user name and password) and the link to download the program necessary to access the SCA Web Portal.

A. SCA Web Portal

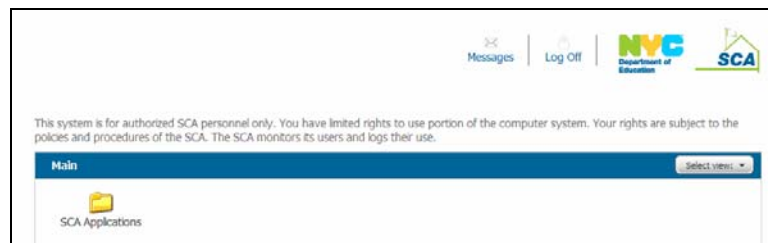
1) Log into SCA Web Portal. The web link is <http://extranet.nycsca.org>. You will be asked to accept or reject the terms of agreement for use of SCA Applications.



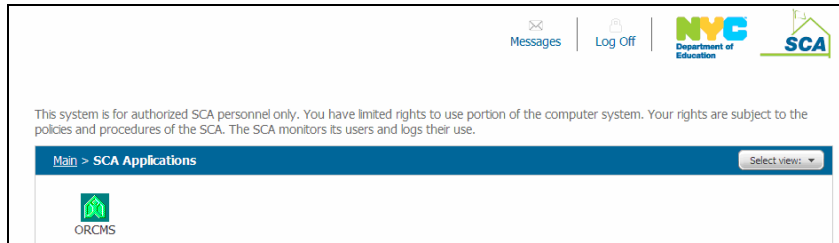
2) Upon acceptance, log in using your User Name and Password.



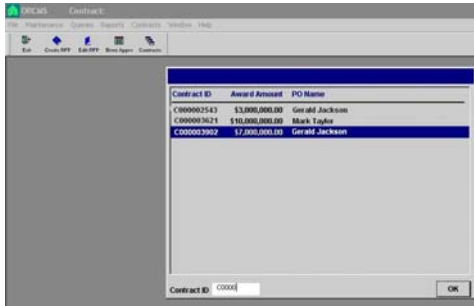
3) When you have successfully logged in, you will see a folder containing all SCA applications associated with your user name and pass word. Click on the folder.



4) All of the SCA applications associated with your user name and password will be displayed. Click on the ORCMS icon.



B. ORCMS



ORCMS is Oracle Requirements Contract Management System. In this system, the A&E Design Consultants will Create and Edit the RFP submission, the A&E Operations Manager will approve the RFP submission and forward to SCA Finance.

1) After successful entry into the SCA Web Portal and ORCMS, you will have access to your A&E contract(s). Select the contract for which you are requesting payment.

PLEASE NOTE – If you fail to log into ORCMS for a 45 day period, your ORCMS account will be deactivated. You will need to submit a completed and notarized *NDA – Confidentiality and Non Disclosure Form* to the CCFU Unit Manager **again** for your ORCMS account to be re-activated.

ORCMS Inquiries

ALL general ORCMS inquiries should be filtered through your Operations Manager however, please note the following important distinctions:

-if you are in ORCMS and receive any of the error messages contained in this guideline, **DO NOT CONTACT** the SCA-Help Desk, contact your Operations Manager. Attach a copy of the print screen with the error message to a MS Word® document and forward to your Operations Manager.

-if you have an active account and cannot log into ORCMS, contact the SCA-Help Desk (718) 472-8871 or servicedesk@nycsca.org). Please copy your Operations Manager on any correspondence with the SCA-Help Desk.

5. HOW DO I ACCEPT AN ATP OR ATP AMENDMENT IN ORCMS?

Acceptance of an ATP is an electronic signature, declaring the Consultant firm’s concurrence with the following:

- The fee amount, derived in accordance with the terms and conditions stated in your SCA contract, or
- The negotiated fee for proposed services;

When a user creates a RFP, **it is not possible to bill** for services in our payment system without an ATP having been previously issued by CCFU and accepted by the Consultant in ORCMS. Acceptance can occur prior (see Section 5.A) or at the time (see Section 5.B) of the RFP is created.

A. Accepting an ATP - Using the **Accept ATP** Icon



1. Click the *Accept ATP* icon from the ORCMS main menu.
2. After clicking the Accept ATP icon, the user will be taken to the main ATP Acceptance Browser screen.

3. The ORCMS default is to check the *Not Accepted* box. By clicking *Retrieve*, ORCMS will display all ATPs that have not been accepted by your firm.

ATP #	Work Type	Project Code	Project Description	School	Borough	ATP Amt	Approved On	Amend Amt	Tot Auth Amt
143277	Phase 1 - Fee	D010959	FY07 RESO A CAFERIS.MULTIPURPOSE	HSWALX	Bronx	\$5,644.00	03/21/2007	\$0.00	\$5,644.00
143278	Phase 2 - Fee	D010959	FY07 RESO A CAFERIS.MULTIPURPOSE	HSWALX	Bronx	\$15,969.98	07/31/2007	\$0.00	\$15,969.98
143279	Phase 3 - Fee	D010959	FY07 RESO A CAFERIS.MULTIPURPOSE	HSWALX	Bronx	\$5,323.33	07/31/2007	\$0.00	\$5,323.33

PLEASE NOTE – Before deploying this enhancement, all ATPs and ATP Amendments which were part of an RFP (save, submitted or approved) were automatically accepted. All of these auto accepted ATPs and ATP Amendments will have a Consultant Project # “N/A”.

4. Double-Click the highlighted line to see all transactions (ATPs and Amendments) for the selected work type. This will display the Acceptance screen.

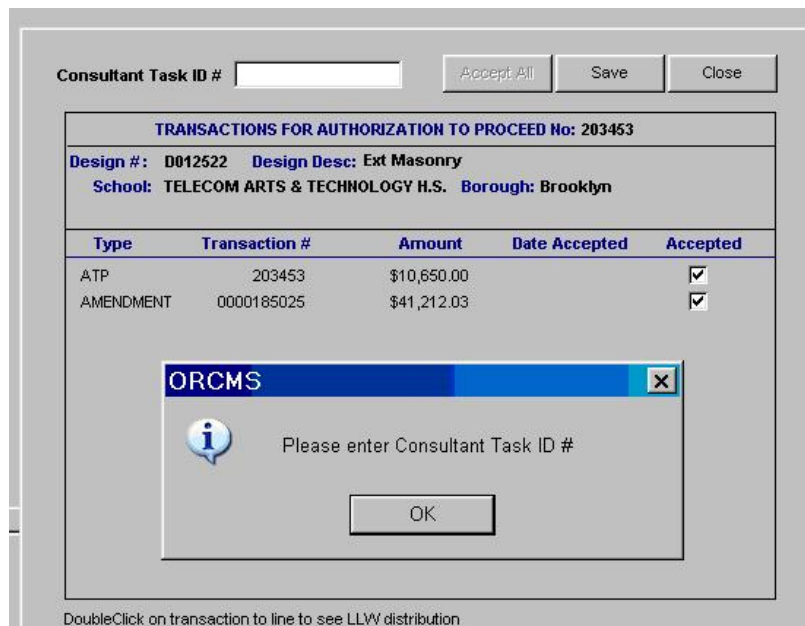
Type	Transaction #	Amount	Date Accepted	Accepted
ATP	203453	\$10,650.00		<input type="checkbox"/>
AMENDMENT	0000185025	\$41,212.03		<input type="checkbox"/>

- Double-Click any transaction line to see the LLW distribution for the ATP. Click the 'X' to close the LLW distribution box.



- Before an ATP can be accepted, a *Consultant Task ID* number is required. **The Consultant Task ID number must be a unique identifier for the assigned task and have a one to one relationship to the ATP issued to that given task. This should be the same unique identifier which will be/is used by the Consultant firm to track the specific project in their billing and timekeeping systems.**

If a *Consultant Task ID* number has not been entered and the user attempts to accept the ATP an error warning message will appear.



7. Enter the Consultant Task ID #, click Accept All.

Consultant Task ID # 12345-9876

Accept All Save Close

TRANSACTIONS FOR AUTHORIZATION TO PROCEED No: 203453

Design #: D012522 Design Desc: Ext Masonry
School: TELECOM ARTS & TECHNOLOGY H.S. Borough: Brooklyn

Type	Transaction #	Amount	Date Accepted	Accepted
ATP	203453	\$10,650.00		<input checked="" type="checkbox"/>
AMENDMENT	0000185025	\$41,212.03		<input checked="" type="checkbox"/>

8. Click *Save* to complete acceptance of ATP and any associated ATP Amendments. Close to return to the Acceptance Browser screen.

Consultant Project # 12345-9876

Accept All Save Close

TRANSACTIONS FOR AUTHORIZATION TO PROCEED No: 203453

Design #: D012522 Design Desc: Ext Masonry
School: TELECOM ARTS & TECHNOLOGY H.S. Borough: Brooklyn

Type	Transaction #	Amount	Date Accepted	Accepted
ATP	203453	\$10,650.00		<input checked="" type="checkbox"/>
AMENDMENT	0000185025	\$41,212.03		<input checked="" type="checkbox"/>

B. Accepting an ATP through the RFP Screen

1. From the RFP Screen, select the ATP which is to be billed against.

Authorized Date	WorkType	Authorized Amount	Approved Amount	Outstanding Submission	Balance Available	Requested Amount
1/31/2008	Phase 2 - Fee	\$30,000.00	\$0.00	\$0.00	\$30,000.00	\$15,000.00
5/27/2008	Phase 3 - Fee	\$26,594.49	\$22,162.10	\$0.00	\$4,432.39	\$0.00
9/5/2007	Phase 1 - Fee	\$16,171.73	\$16,171.73	\$0.00	\$0.00	\$0.00
9/5/2007	Phase 2 - Fee	\$48,515.18	\$48,515.18	\$0.00	\$0.00	\$0.00
7/7/2008	Phase 3 - Fee	\$16,171.73	\$13,476.48	\$0.00	\$2,695.33	\$0.00

2. After an amount has been entered into the *Requested Amount* box, the user will receive the message:

? You may not request payment against ATP # 168690 some of ATP's transactions are not accepted
Would you like to accept related transactions ?

Yes No

3. Click *Yes*. The Acceptance screen will appear.

Consultant Task ID #

TRANSACTIONS FOR AUTHORIZATION TO PROCEED No: 203453

Design #: D012522 **Design Desc:** Ext Masonry
School: TELECOM ARTS & TECHNOLOGY H.S. **Borough:** Brooklyn

Type	Transaction #	Amount	Date Accepted	Accepted
ATP	203453	\$10,650.00		<input type="checkbox"/>
AMENDMENT	0000185025	\$41,212.03		<input type="checkbox"/>

4. Follow steps 5.A.3. to 5.A.6.

5. Click *Save* to complete acceptance of the ATP and any associated ATP Amendments. Click *Close* to return to the main RFP screen. Enter payment information as instructed in the Request for Payment (RFP) Submissions Guideline, Section 3.

C. Correcting a Consultant Task ID # entry

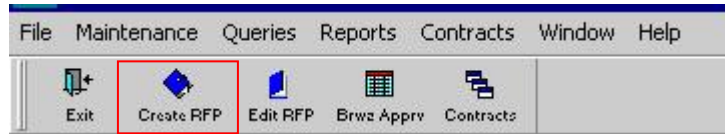
Changing the Consultant Task ID # is possible up until a payment has been submitted against an ATP.

To change the Consultant Task ID# in ORCMS:

- Click the *Accept ATP* icon
- Uncheck the *Not Accepted* box
- Insert the ATP #
- Edit the *Consultant Task ID*
- Click *Save*

6. HOW DO I ENTER MY PAYMENT INFORMATION?

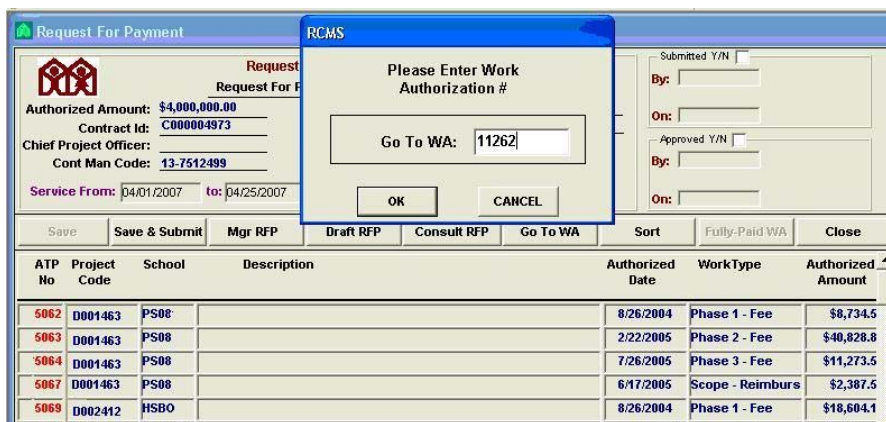
To begin a new RFP, click the *Create RFP* icon.



From the main payment screen you will be able to enter your payment information against the ATPs which have been issued to your firm. **If you have not received an ATP for the task to which you wish to bill, you will not be able to enter a payment against an ATP.** It is much like trying to write a check with no money in the bank.

A. Entering Payment Request

Click the *Go To WA* button. As far as ORCMS is concerned, Work Authorization # and ATP # are the same. Insert the ATP number in the space provided (**DO NOT USE** the *ATP Amendment* number). Click *OK*.



The highlighted top line will be the ATP queried.

ATP No	Project Code	School	Description	Authorized Date	WorkType	Authorized Amount
11262	D001927	JS05 M		6/19/2006	Phase 3 - Fee	\$8,697.30
14325	D001945	PS0150		5/23/2005	Phase 1 - Fee	\$4,150.84
12985	D002190	HSTAX		5/23/2005	Phase 1 - Fee	\$1,250.07

Scroll to the right; enter your payment request amount in the white box on the highlighted line.

Authorized Date	WorkType	Authorized Amount	Approved Amount	Outstanding Submission	Balance Available	Requested Amount
6/19/2006	Phase 3 - Fee	\$ 8,697.30	\$0.00	\$0.00	\$8,697.30	\$0.00
5/23/2005	Phase 1 - Fee	\$ 4,150.84	\$0.00	\$0.00	\$4,150.84	\$0.00
5/23/2005	Phase 1 - Fee	\$ 1,250.07	\$0.00	\$0.00	\$1,250.07	\$0.00

After all your desired entries are made for the RFP, **your data must be saved**. You will not be able to save your RFP without entering a service period.

Enter your service period for the payment, then click the *Save* button. ORCMS will assign the next sequential number to your RFP.

Request For Payment

Request For Payment Number: 1

Submitted Y/N

By: _____

On: _____

Approved Y/N

By: _____

On: _____

Authorized Amount: \$4,000,000.00 Cont Man Name: ABC Associates

Contract Id: C000004973 Address: 123 Main Street - Room 21
New York, NY 10001

Chief Project Officer: _____

Cont Man Code: 13-7512949

Service From: 04/01/2007 to: 04/25/2007

Phone: 2125557134 Fax: 2125557165

Buttons: Save, Save & Submit, Mgr RFP, Draft RFP, Consult RFP, Go To WA, Sort, Fully-Paid WA, Close

ATP No	Project Code	School	Description	Authorized Date	WorkType	Authorized Amount
11262	D001927	JS05 M		6/19/2006	Phase 3 - Fee	\$8,697.3
14325	D001945	PS015Q		5/23/2005	Phase 1 - Fee	\$4,150.8
12905	D002190	HSTAX		5/23/2005	Phase 1 - Fee	\$1,250.0

When the RFP is saved initially, any revisions/additions/deletions to a line item can only be made via *Edit RFP* from the main menu.



7. HOW DO I SUBMIT MY DRAFT RFP AND/OR FINAL RFP?

The final step is to submit your draft RFP data electronically. Please note the following about ORCMS and RFPs:

- ORCMS does not allow edits to be made to an RFP once it has been submitted.
- Multiple RFPs can be created and saved in ORCMS.
- ORCMS allows only one RFP to be submitted for approval at a time.
- RFP numbers cannot be deleted from ORCMS without SCA-IT intervention. If for whatever reason you choose not to submit your saved RFP as created, select *Edit RFP*, remove the data, and reuse the RFP.

Recall your draft RFP using *Edit RFP*. Click *Save & Submit* to transmit your RFP.



WARNING

DO NOT CLOSE THE EDIT RFP SCREEN PRIOR TO PRINTING YOUR DRAFT CONSULTANT RFP COVER FORM REPORT. Once the RFP is transmitted, you will not have an opportunity to print the Draft Consultant RFP Cover Form *after* you have closed the Edit RFP screen.

A. Draft Consultant RFP Cover Form

Click the *Consult RFP* button to print your Draft Consultant RFP Cover Form (see *APPENDIX C – Understanding the Draft Consultant RFP Cover Form Report*). This is your hard copy record of your RFP. The cover form is required for all payment submissions. **DO NOT notarize Draft Consultant RFP Cover Form.** The Draft Consultant RFP Cover Form Report is included in your RFP package when submitting hard copies of documents (see Section 8, Packaging – Required Documents for a Draft RFP) required with your RFP.

B. Notification of Transmitted RFP

ORCMS does not automatically notify your Operations Manager when an RFP is submitted by a consultant.

An email is required to notify CCFU of a transmitted RFP.

The email should be sent to your CCFU Operations Manager. The subject line **must include** the Name of Consultant Firm, SCA Contract number, RFP number and the RFP Total Requested Amount. Below is a sample of how each email should read.

To... CCFU Operations Manager

Cc...

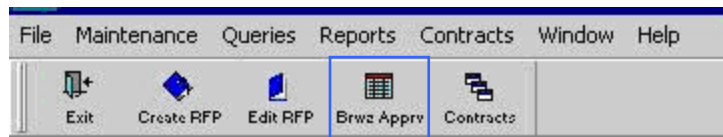
Subject: ABC Architects / Contract # C000003914 / RFP # 14 / \$125,000.00

The above mentioned RFP has been submitted in ORCMS for your review.

Thank you.

C. Final RFP

After approval and notification by the Operations Manager (see Appendix B- *How is an RFP Processed*) the Consultant will need to send a signed, notarized copy of the RFP. To obtain the printed version of your Final RFP required for signature, click *Brwz Apprv* from the main menu.



Highlight the RFP you wish to print.

View Approved RFP(s)

You have the following Approved RFP(s). Please choose the one you wish to browse:

RFP No	Date Submitted	Amt Requested	Date Approved	Amt Approved	Contingent Staff RFP	Final Received	Date To Finance	Check Issued on
14	06/14/2007	\$70,497.40	06/21/2007	\$70,497.40			06/21/2007	06/26/2007
15	08/09/2007	\$43,802.33	08/20/2007	\$43,802.33			08/20/2007	08/28/2007
16	09/20/2007	\$63,243.63	09/26/2007	\$63,243.63			09/26/2007	10/09/2007
17	10/17/2007	\$85,389.69	11/09/2007	\$82,749.03			11/09/2007	12/04/2007
18	01/09/2008	\$39,357.94	02/04/2008	\$39,357.94			02/04/2008	02/29/2008
19	03/27/2008	\$32,933.22	04/15/2008	\$32,853.11			04/15/2008	05/02/2008
20	05/07/2008	\$15,508.55	05/21/2008	\$15,208.55			05/21/2008	06/16/2008
21	08/26/2008	\$28,698.55	09/04/2008	\$28,697.84			09/04/2008	09/17/2008
22	10/08/2008	\$19,700.12	10/10/2008	\$19,700.12			10/10/2008	10/29/2008
23	11/03/2008	\$4,781.13	11/12/2008	\$4,781.13			11/12/2008	11/19/2008
24	05/11/2009	\$6,718.13	05/27/2009	\$4,483.10			05/27/2009	06/17/2009
25	07/01/2009	\$18,763.22	07/01/2009	\$400.00			6/25/2009	07/01/2009

Select Print List Close

From the main RFP screen, click the *Finance RFP* button to print the approved RFP. Sign and notarize (notary seal must be included) as required and mail to your assigned CCFU Operations Manager for processing. Unless specified by the Operations Manager as a condition of approval, no additional documentation needs to be included with the Final RFP submission.



8. PACKAGING – REQUIRED DOCUMENTS FOR A DRAFT RFP

A. Supporting Documentation

Supporting documentation is required for Draft RFPs containing services billed against the following work types:

Scope Reimbursable
 Design Reimbursable
 Dsgn/Costr Reimbursable
 Construction Services Allowance
 Existing Document Review

The RFP must be compiled as follows:

1. Copy of the Draft Consultant RFP Form for the entire RFP (see section 7.A and Appendix C – Understanding the Draft RFP Consultant RFP Cover Form).
2. For each ATP being billed:
 - A printed copy of the fully executed (accepted) **Authorization to Proceed (ATP)** under which the services are being billed (See Appendix F, Printing Your ATP).

Sample Task Summary Form

ABC & Associates			
Contract #	xxxx	ATP #	xxxxxx
RFP #	xx	School	PS 123
Design #	D00nnnn		
ABC & Assoc. Project #		ABC 002-3654-01	
Description of Work :		Amend Drawings and Testing	
TASK SUMMARY FORM			
ABC & Associates			
Labor		Amount	
Staff Labor		\$	11,859.81
Principal Labor		\$	375.00
<small>(Principal & Staff Labor total equals total of PROJECT LABOR SUMMARY FORM)</small>			
TOTAL ABC Labor		\$ 12,234.81	
Reimbursable Costs			
Vendor	Service	Invoice #	Amount
Staples	Reproduction/Copies	A-231456	\$ 147.89
Fed-Ex	Delivery	987-0123-45	\$ 45.62
TOTAL ABC Reimbursable Costs		\$ 193.51	
SUBCONSULTANTS			
Item Name	Service	Invoice #	Amount
NJ Testing	Labor	326598	\$ 1,500.00
NJ Testing	Asbestos Testing	327456	\$ 750.00
TOTAL Subconsultant Labor & Reimbursable Costs		\$ 2,250.00	
<small>(Subconsultant Labor requires Invoices, Project Labor Summary and rate cards included with numbers)</small>			
<small>(Subconsultant Reimbursable costs require copy of paid invoice)</small>			
TOTAL billed against ATP # nnnnnn		\$ 14,678.32	
IS THIS THE FINAL/ONLY BILLING AGAINST THIS ATP?			
		<input type="checkbox"/> YES	
		<input type="checkbox"/> NO	

- A **Task Summary Form**, itemizing cost billed for each task/project, charged against the applicable ATP.
- **Timesheets** (if applicable), highlighting the line items being billed, in the prescribed SCA format (see Appendix A, Minimum Timesheet/Time Record Standard for A&E Design Consultants) for time and material services provided by Consultant.
- **Certified Payroll Summary Report** (if applicable) summarizes certified payroll submissions into LCMS for services subject to prevailing wage rates.
- **Daily Sign Out Log / Certification of Payroll** (if applicable) logs the daily hours performed by

prevailing wage workers.

- **Daily Sign Out Log Mail Certification** (if applicable) certifies that the original Daily Sign Out Logs have been compiled as instructed, mailed to the specified post office box and that copies are maintained and available for inspection by the Authority.
- **Invoices and/or receipts** (if applicable) for reimbursable services provided by the Consultant. All invoices must reference the school and/or project code for the task being billed against. Work orders, request for services, etc., cannot be used in lieu of invoices.

- **Cover page of meeting minutes and/or copy of meeting Sign-In sheet** for additional meetings during construction (please reference Section 3.1.8 of your A&E Design Consultant contract for frequency of required meetings).

APPENDIX A – Minimum Timesheet / Time Record Standard for A&E Design Consultants

1. Purpose of the Standard

This standard is for all A&E Design Consultants and their subconsultants. This standard details the minimum information required for timesheets which are submitted in support of payment requests for services rendered by the Design Consultant.

2. Timesheet / Time Record Data

Actual timesheet / time record must contain the following:

- a) Firm name and/or logo
- b) Timesheet / Time Record reporting period
- c) Employee Name
- d) Employee signature and date or electronic stamp indicating date and time timesheet/time record was submitted into design consultant's timekeeping/billing system.
- e) Manager/Supervisor Name
- f) Manager/Supervisor signature and date or electronic stamp indicating date and time timesheet/time record was approved in design consultant's timekeeping/billing system.
- g) Timesheet / Time Record must contain total daily hours, for both SCA and non-SCA projects. (non-SCA projects can be redacted).
- h) Timesheet / Time Record must contain total hours for the reporting period.
- i) Project / Task # on timesheet / time record must match **EXACTLY** to the Consultant Task ID # included on the Authorization to Proceed (ATP) for the assigned task. Each task should have it's own Consultant Task ID # (see section 5.A.6 of this guide)

3. Timesheet / Time Record Format

- a) Handwritten timesheets are not acceptable.
- b) Timesheets / Time Records must be for the normal employee pay period. Time records which span several reporting periods are not acceptable.

4. Audit Trail Requirements

- a) Timesheets / Time Records with handwritten corrections are not acceptable.

- b) Amendments to timesheets must be done in accordance with company policy and meet the Authority's minimum audit standard. All backup documentation must be submitted with a copy of the original timesheet. Your system should have the functionality to provide a document trail to report all changes/updates/corrections for a given time period. (in some systems this is identified as a "posting log").
- c) A copy of the Design Consultant firm's policy and procedure pertaining to amending timesheets or reposting of time, must be on file with the Authority.
- d) Timesheets / Time Records created with a spreadsheet or any commercial software that does not provide an audit trail for all changes when postings are amended will not be acceptable, **effective October 1, 2012.**

APPENDIX B – How is an RFP Processed?

This is a brief overview of how a Draft RFP is processed once it is received by Consultant Contract Funding Unit (CCFU).

In accordance with Article VII, Payments, Paragraph 7.1.1 you are required to submit a draft Request for Payment within ninety (90) days of the services rendered. RFP submissions for services rendered beyond the specified period are subject to a 90 - 120 day review period.

The SCA reserves the right to deny payment for failure to submit such requests within the time specified.

A Draft RFP should not be considered an invoice for service rendered. For accounting purposes you may want to consider posting Draft RFPs in a category one level below an actual receivable. The SCA is not invoiced until the signed, notarized Final RFP is sent and received by SCA. The Final RFP total reflects monies due to the Consultant firm.

1. Receipt of Draft RFP by the CCFU Operations Manager

The initial payment request submission by a consultant, for a given period, is called a Draft RFP. When received by the CCFU Operations Manager, the RFP is first checked for any blatant submission procedure violations. RFPs which are not complete for review will not be held by CCFU and will be electronically returned (in ORCMS, this is called "Released.") When an RFP is Released, the consultant will receive a *Release RFP Notification* from their Operations Manager.

RELEASED RFP NOTIFICATION

New York City School Construction Authority
Architecture & Engineering
Operations / CCFU

Contract #: C000009999
RFP #: 25
Release Date: 11/04/2010 11:46 AM
RFP Request Amount: \$427.02
Released By: Operations Manager

Comments:

As of 11/04/10, I have not received the supporting documents for this RFP.

You may resubmit at your earliest convenience.
Thanks.

The above RFP has been released in ORCMS.
You can access this RFP via EDIT RFP in ORCMS.

2. Review of Draft by the CCFU Operations Manager

A complete financial review of every Draft RFP is performed by the Operations Manager to ensure the following:

- the Draft RFP is submitted according to SCA standard,
- there is sufficient funding available for each line item,
- supporting documentation is accurate and complete, and
- Calculations are accurate.

The Operations Manager ensures the services rendered which are submitted for payment have satisfied their contractual payment requirements.

Line items unsupported in an RFP by the required documentation in accordance with your A&E contract and these Submission Guidelines will be immediately removed from the RFP. If removed, these items can be billed on a future payment request.

3. Review of Draft by Design Project Manager (DPM)

The DPM confirms the services rendered for which payment is requested have satisfied their contractual *completion* requirements. The DPM will also confirm all deliverables for services have been completed and submitted to the satisfaction of the SCA. This review happens concurrently with Operations Manager review.

4. Approval Notification by Operations Manager

When the DPM and Operations Manager have completed their reviews, the Operations Manager will reconcile the Draft RFP to include all adjustments resulting from their review and the DPM review.

An email notification is sent by ORCMS when an RFP is approved by the Operations Manager.

APPROVED RFP NOTIFICATION

New York City School Construction Authority
Architecture & Engineering
Operations / CCFU

Contract #: C000009999
RFP #: 32
Approval Date: 06/10/2009 11:36 AM
Approved Amount: \$7,500.25
Approved By: Operations Manager

Comments: Rate of John Smith reduced from 45.76 to 40.90 as per rate card dated 3/20/09.

The above RFP has been approved in ORCMS for payment.
Please send the signed, notarized Final at your earliest convenience.

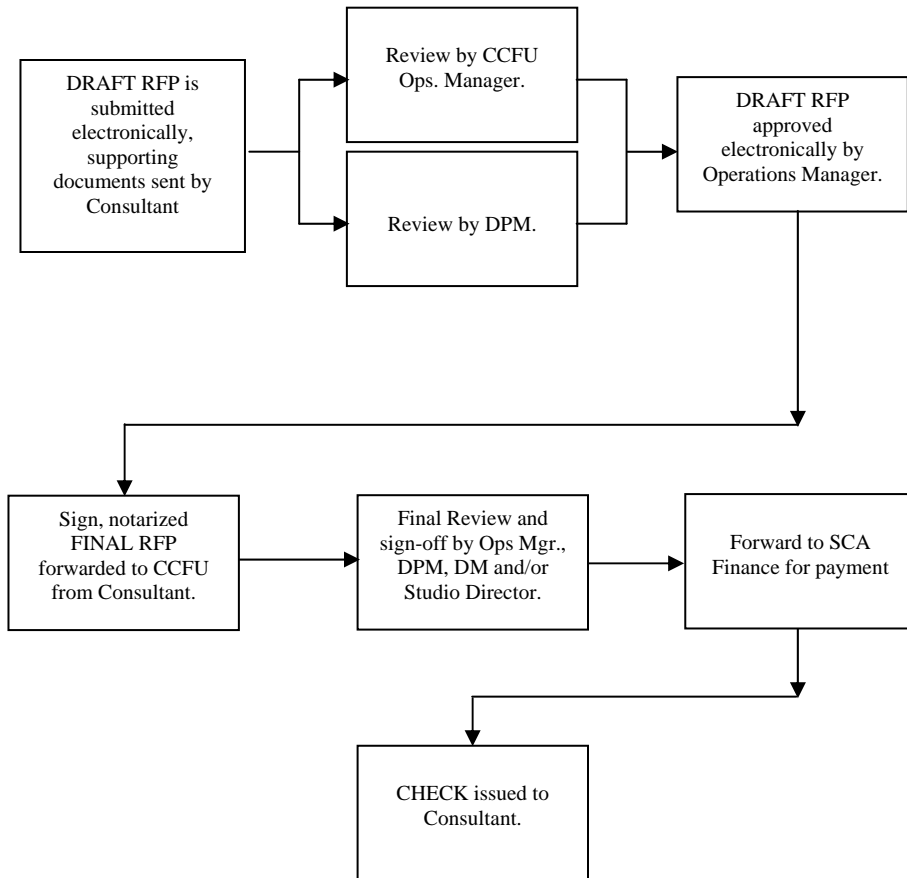
5. Receipt of Final RFP by CCFU

All Final RFPs are sent to the attention of the CCFU Operations Manager assigned to the Consultant contract. All Final RFP's will be processed in accordance with section Article VII, Payments, Paragraph 7.1.2 of the Design Consultant contract. Please do not contact your Operations Manager regarding the status of a RFP until 30 days from the signed and notarized Final.

The Ops Manager confirms that the notary and consultant signature date match and obtains final sign-off by the DPM, Design Manager and/or Studio Director as required. The RFP is then forwarded to the Finance Department for processing.

6. RFP Flow Chart

The diagram below summarizes how an RFP typically flows through our review process.



APPENDIX C - Understanding the Draft Consultant RFP Cover Form Report

The Draft Consultant RFP Cover Form Report is comprised of three main parts; the document header, invoice summary, total/notarization section.

1. Document Header

The *document header* is your primary document identifier.

Document Header



Page 1 of 1
05/08/2007

DRAFT

CONSULTANT RFP COVER FORM REPORT

DRAFT RFP NO:	2	CM/CONTRACTOR/CONSULTANT (Name and mailing address) ABC Architects & Engineers 234 Main Street, Suite 421 New York, NY 10001
PERIOD COVERED:	12/12/2006 - 03/31/2007	
CONTRACT NO:	C000001435	
CURRENT CONTRACT AMOUNT	\$13,000,000.00	

2. Invoice Summary

The *invoice summary* itemizes the jobs/projects which are included in the RFP.


Project Code	School Code	Total Value of Work (Dollars Only)	Percent Complete	Total Value of Complete Work	VALUE OF WORK COMPLETED	
					Last Request	This Request
WORK TYPE: (2101) Construction Services Allowance						
10978	HSSCA	\$400,000.00	19.00%	\$75,455.23	\$75,455.23	\$9,808.85
Total for WorkType:		\$400,000.00		\$75,455.23	\$75,455.23	\$9,808.85
WORK TYPE: (2108) Design - Reimbursable						
11692	PS442Q	\$5,320.00	0.00%	\$0.00	\$0.00	\$5,319.98
Total for WorkType:		\$5,320.00		\$0.00	\$0.00	\$5,319.98
WORK TYPE: (2109) Phase 3 - Fee						
10978	HSSCA	\$459,464.00	70.00%	\$321,624.80	\$321,624.80	\$36,757.12
Total for WorkType:		\$459,464.00		\$321,624.80	\$321,624.80	\$36,757.12
WORK TYPE: (2206) Scope - Reimbursable						
11692	PS442Q	\$14,500.00	0.00%	\$0.00	\$0.00	\$675.00
Total for WorkType:		\$14,500.00		\$0.00	\$0.00	\$675.00
WORK TYPE: (2211) Phase 3 - Fee						
11692	PS442Q	\$88,520.00	0.00%	\$0.00	\$0.00	\$8,569.36
Total for WorkType:		\$88,520.00		\$0.00	\$0.00	\$8,569.36
Total for RFP No. 2		\$967,804.00		\$397,080.03	\$397,080.03	\$61,130.31
TOTAL FOR CONTRACT TO DATE:		\$9,997,841.14		\$7,725,283.53		

APPENDIX D - Tax Exempt Status

SCA's tax exempt status, for all intents and purposes, covers all type of services rendered, or all type of products sold to SCA by individuals or organizations.

The exempt purposes set forth in part of section 501(c)(3) of the IRS code amongst other provisions exempts SCA from taxes as a NYC governmental entity engaged in erecting or maintaining public buildings for the advancement of education and/or science.

Please ensure that all sales taxes are excluded from RFP submissions. A SCA Tax Exempt letter (see sample below) will be provided upon request.



New York State Department of
TAXATION and FINANCE
OTPA Sales Tax Exempt Organizations Unit
Building 9 Room 154
W.A. Harriman Campus
Albany, NY 12227

Tax Id: 13-3535408

July 9, 2009

New York City School Construction Authority
Charles A Doherty Manager-Finance
30-30 Thomson Avenue
Long Island City, NY 11101-3045

Dear Sir or Madam:

The Tax Law exempts New York State governmental entities such as your organization, New York City School Construction Authority, from the payment of New York State sales and use taxes on their purchases. In order to make tax exempt purchases, a New York State governmental entity must present vendors with the entity's official purchase order or other documentation (e.g., payment voucher, contract of sale, Form AC 946, *Tax Exemption Certificate*, Form ST-129, *Exemption Certificate - Tax on occupancy of hotel rooms*, etc.) which indicates that the purchaser is a New York State governmental entity.

Tax exemption numbers and Form ST-119.1, *Exempt Organization Exempt Purchase Certificate*, are not issued to New York State governmental entities. If a vendor requests a tax exemption number or Form ST-119.1, *Exempt Organization Exempt Purchase Certificate* from you, the New York City School Construction Authority may give the vendor a copy of this letter. This will assure the vendor that a governmental purchase order, or other evidence that the New York City School Construction Authority is the purchaser, is the only documentation the vendor needs in order to not collect sales tax.

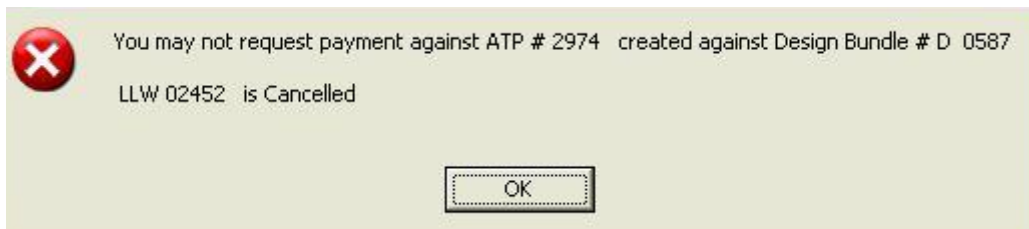
New York State Department of Taxation and Finance
OTPA-Taxpayer Guidance Division
Sales Tax - Exempt Organizations Unit
Building 9, Room 154
W.A. Harriman Campus
Albany, NY 12227
(518) 457-2782

PLEASE NOTE – Taxes are applicable on large machinery rentals (i.e. Boom Trucks).

APPENDIX E - Error Messages

1. Cancelled/Suspended/Disposed LLW or Debundled Design – Hard Stop

This error message will appear if a LLW has been cancelled, suspended or disposed or a Design Bundle has been debundled *after* the issuance of an ATP for the given fee/task.



REMEDY

Contact your Operations Manager to obtain an override. Your Operations Manager will need to establish that the task performed was prior to the cancellation/suspension/disposal/debundling of the particular LLW or Design Number. The Operations Manager must obtain concurrence from SCAS and/or Design Manager.

You will be contacted by your Operations Manager once the override is obtained from SCA Finance. You will then be able to bill against the ATP.

2. Exceeding Available Balance – Hard Stop

YOU ARE REQUESTING MORE THAN WHAT IS AVAILABLE

The user has entered a dollar amount which exceeds the available balance. This will occur even if the request is one cent greater than the available balance.



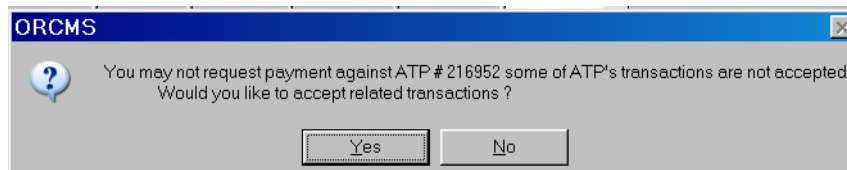
REMEDY

Re-enter the requested amount, ensuring it is less than or equal to the available balance.

3. Unaccepted ATP Transactions – Soft Stop/Warning

YOU MAY NOT REQUEST PAYMENT AGAINST ATP # nnnnnn. SOME OF THE ATP'S TRANSACTIONS ARE NOT ACCEPTED.

There are ATPs and/or ATP Amendments which have not been electronically accepted by firm.



REMEDY

Click *YES* to accept ATP and/or Amendment (follow steps outlined in Appendix E) or *NO* to bypass the ATP Acceptance process. This will zero out the requested amount against this ATP and allow the user to continue with other entries on the RFP.

APPENDIX F – Printing an ATP or ATP Amendment in ORCMS

Printing an ATP or ATP Amendment ORCMS can be accomplished by first selecting the applicable Query option from the main ORCMS menu.

1. ATP Query

a) From your main menu, select *ATP Query*

b) The *ATP Query Search Window* will provide several options to locate an ATP. In this example the ATP No. is used. After the ATP No. has been entered, click *Retrieve*.

The screenshot shows the 'ATP Query Search Window' with the following search criteria: Design Code, LLW Code, Description, School Code, District, Borough, School Name, and ATP No. (123456). The 'Rows Retrieved' section shows 0 rows. The table below has the following columns: ATP No., Project Code, Description, Work Type, Job description, Approved, ATP Amount, and Borough.

ATP No.	Project Code	Description	Work Type	Job description	Approved	ATP Amount	Borough
---------	--------------	-------------	-----------	-----------------	----------	------------	---------

c) Highlight the line for the ATP you wish to print, click *ATP No. #####* or double click the highlighted line.

The screenshot shows the 'ATP Query Search Window' with the following search criteria: Design Code: 098765, LLW Code, Description: NEW SCHOOL, School Code: HS456X, District: 19, Borough: Brooklyn, School Name: DODGER ACADEMY, and ATP No. 123456. The 'Rows Retrieved' section shows 1 row. The table below has the following columns: ATP No., Project Code, Description, Work Type, Job description, Approved, ATP Amount, and Borough.

ATP No.	Project Code	Description	Work Type	Job description	Approved	ATP Amount	Borough
123456	098765	NEW SCHOOL	Design		Y		Brooklyn

d) The *Print* option is located at the bottom of the of the ATP screen.

The screenshot shows a toolbar with the following buttons: Add Job, Delete job, Memo (highlighted with a red box), Save, Approve, Delete auth, Print, Email, Fee Calc, CIP Dist., and Close.

2. Amendment Query

a) From your main menu, select *Amend Query*

b) The *Select Amendment Window* will provide several options to locate an ATP Amendment. In this example the ATP No. is used. After the ATP No. has been entered, click *Retrieve*.

The screenshot shows the 'Select Amendment' window with the following fields and buttons:

- Amend. No:
- Project No:
- ATP No:
- School Code:
- Buttons: Enter Search Criteria, Retrieve, Close
- Rows Retrieved: 0

Amendment			ATP No.	Project	School Code	Amendment	
Number	Status	Date Entered				Proposed Amt	Approved Amt

c) Highlight the line for the ATP Amendment you wish to print, then double click.

The screenshot shows the 'Select Amendment' window with the following fields and buttons:

- Amend. No:
- Project No:
- ATP No:
- School Code:
- Buttons: Enter Search Criteria, Retrieve, Close
- Rows Retrieved: 1

Amendment			ATP No.	Project	School Code	Amendment	
Number	Status	Date Entered				Proposed Amt	Approved Amt
0000246810	Confirmed	06/19/2007	123456	D098765	HS456X	(\$26,231.17)	(\$26,231.17)

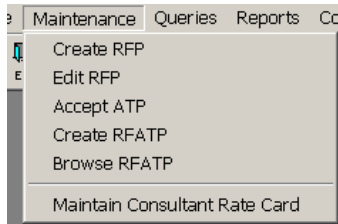
d) The *Print* option is located at the bottom of the of the *View Amendment* screen.

The screenshot shows the bottom navigation bar with the following buttons:

- Show Direction Notice
- Show Justification
- Amend Calc
- LLW
- MEMO
- Print
- Email
- Close

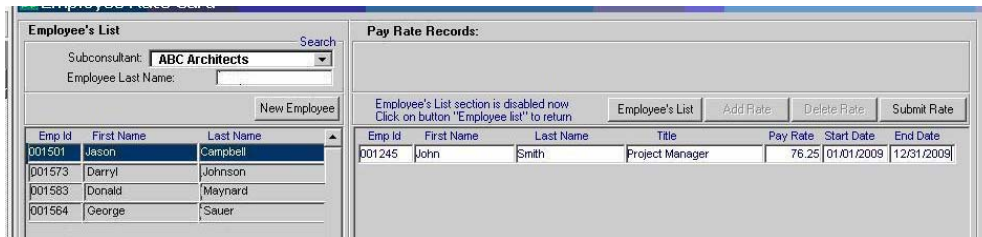
APPENDIX G – Rate Card Maintenance

From the main ORCMS screen, click **Maintenance > Maintain Consultant Rate Card**.



1. New Employee

a.) If you wish to add a new employee rate card, click **New Employee**. Enter new employee rate information. Click **Submit Rate**.



Click **Employee's List** if you wish to create another new employee record. The TITLE field is a data entered field except for the title of *Principal* which is available on the drop down menu. When the *Principal* title is selected, ORCMS prevents the user from entering a pay rate or pay rate period. When billing for service provided by the Principal of a firm, ORCMS refers to the Principal rate included in the firm's design consultant contract.

Repeat step a) as needed or click **Close** to end session.



2. Update Current Employee

a.) Double click on the employee name

b.) This will display all entered rates for an employee. Click **Add Rate** to enter new rate for employee.

Emp Id	First Name	Last Name	Title	Pay Rate	Start Date	End Date
001501	Jason	Campbell	CADD Operator	21.74	12/23/2006	01/04/2008
001501	Jason	Campbell	CADD Operator	26.08	01/05/2008	08/21/2009
001501	Jason	Campbell	CADD Operator	24.79	08/22/2009	00/00/0000

You will see the following message:

c.) If you want to add a *new current* rate, click YES.

Emp Id	First Name	Last Name	Title	Pay Rate	Start Date	End Date
001501	Jason	Campbell	CADD Operator	21.74	12/23/2006	01/04/2008
001501	Jason	Campbell	CADD Operator	26.08	01/05/2008	08/21/2009
001501	Jason	Campbell	CADD Operator	24.79	08/22/2009	00/00/0000

ORCMS will force you to place an End Date onto the existing current rate before entering an employee's updated rate. Click Submit Rate.

Emp Id	First Name	Last Name	Title	Pay Rate	Start Date	End Date
001501	Jason	Campbell	CADD Operator	21.74	12/23/2006	01/04/2008
001501	Jason	Campbell	CADD Operator	26.08	01/05/2008	08/21/2009
001501	Jason	Campbell	CADD Operator	24.79	08/22/2009	12/31/2009

Click *Add Rate*. On the provided line, enter the updated pay rate information. The TITLE field is a data entered field except for the title of *Principal* which is available on the drop down menu.

d.) If you want to add an older rate, click NO. ORCMS will provide a new line for data entry.

Emp Id	First Name	Last Name	Title	Pay Rate	Start Date	End Date
001501	Jason	Campbell	CADD Operator	21.74	12/23/2006	01/04/2008
001501	Jason	Campbell	CADD Operator	26.09	01/05/2008	08/21/2009
001501	Jason	Campbell	CADD Operator	24.79	08/22/2009	12/31/2009
001501	Jason	Campbell		00	00/00/0000	00/00/0000

e.) Enter rate information. Click **Submit Rate**.

Emp Id	First Name	Last Name	Title	Pay Rate	Start Date	End Date
001501	Jason	Campbell	CADD Operator	21.74	12/23/2006	01/04/2008
001501	Jason	Campbell	CADD Operator	26.09	01/05/2008	08/21/2009
001501	Jason	Campbell	CADD Operator	24.79	08/22/2009	00/00/0000
001501	Jason	Campbell	CADD Operator	19.75	01/01/2006	12/22/2006

f.) Click **Employee's List** if you wish to select another employee record or click **Close** to end session.

3. Delete/Correct/Update An Employee Pay Rate

a.) Delete an Employee Rate

1. Double click on the employee name

2. This will display all entered rates for an employee. Highlight the rate you wish to delete.

Emp Id	First Name	Last Name	Title	Pay Rate	Start Date	End Date
001501	Jason	Campbell	CADD Operator	21.74	12/23/2006	01/04/2008
001501	Jason	Campbell	CADD Operator	26.09	01/05/2008	08/21/2009
001501	Jason	Campbell	CADD Operator	24.79	08/22/2009	00/00/0000
001501	Jason	Campbell	CADD Operator	19.75	01/01/2006	12/22/2006

3. Click **Delete Rate**. **PLEASE NOTE – It is not possible to delete a pay rate if it has been billed against on a saved, submitted and/or approved RFP in ORCMS.**

b.) Correct an Employee Rate

1. Double click on the employee name

2. This will display all entered rates for an employee. Highlight the rate you wish to correct.

3. Corrections can be made to an Employee's Title, Pay Rate, Start Date and or End Date. Click **Submit Rate**.

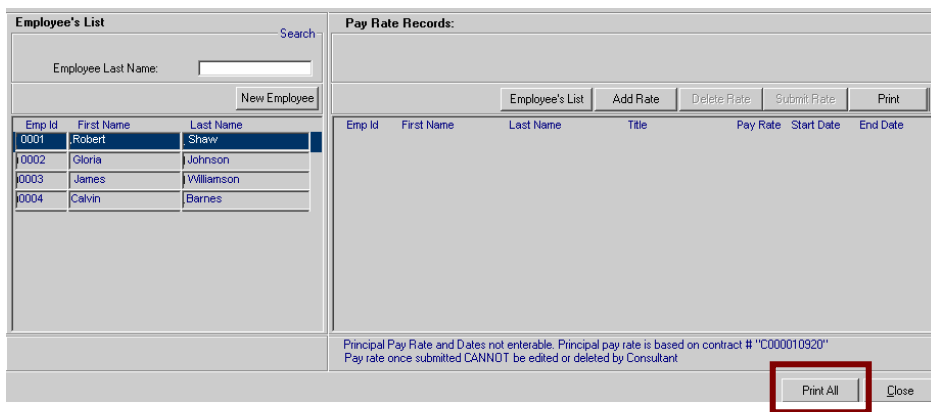
PLEASE NOTE

- It is not possible to correct a pay rate if it has been billed against on a saved, submitted and/or approved RFP in ORCMS.
- It is not possible to correct the start or end date of a selected rate period if it overlaps a previously submitted rate period.
- It is not possible to correct the start or end date of a selected rate period if has been billed against *within the selected rate period* on a saved, submitted and/or approved RFP in ORCMS.
- When it is the only correction being made, it is possible to correct the employee title at any time.

4. Printing Rate Card

a.) Printing all Employee Rates

From the Employee Rate Card screen, click *Print All* on the bottom of the Employee Rate Card screen.



b.) Printing an Individual Employee Rate

From the Employee Rate Card screen, double click on the employee name



This will display all entered rates for the selected employee. Click Print for a hard copy of the employee's rate card.



APPENDIX H – Identity, Address and/or Tax ID changes

Below is a list of documentation required by the NYC Comptroller's Office to make the most common modifications to a Design Consultant's vendor records.

It is very important that these documents are submitted timely and as soon as the changed information becomes available. Failure to do so can and will result in a delay in payment from the SCA. In the worst case scenario, no ATPs and payments can be processed until identity, address and/or tax ID issues are resolved.

Your Operations Manager will provide the contact person to whom the documents should be sent.

ADDRESS Change

- A letter on the firm's letterhead requesting a change of address. The letter should state the old address, the new address and any address the firm may want to deactivate.
- Substitute W-9 (available from your CCFU Operations Manager)

NAME CHANGE (same tax ID)

- Substitute W-9 (available from your CCFU Operations Manager)
- Certificate of Amendment or a Certificate of Incorporation
- IRS Letter 147C (Contact the IRS for assistance)

ADDING a DBA

- Substitute W-9 (available from your CCFU Operations Manager)
- Certificate of Assumed Name

TAX ID CHANGE

- A letter on the firm's letterhead.
 - The letter should state the firm is no longer/will no longer operate under the old tax ID.
 - If applicable, it should state any addresses which should be deactivated.
 - The letter should formally request that all contracts and projects under the old tax ID number be assigned to the new tax ID number.
- Substitute W-9 (available from your CCFU Operations Manager)
- Certificate of Authority
- IRS Letter 147C (Contact the IRS for assistance)