

NTTA Projects	Issue Date: 05/01/2008	CON-01
Resource: Construction	Revision 4 Issue Date: 07/23/2025	Page 1 of 12
Title: Construction RFI Review Process		

1.0 PURPOSE:

The purpose of this procedure is to define the process by which a construction Request for Information (RFI) is submitted, reviewed, response developed, finalized, and returned to the Contractor/CM or NTTA Resident Engineer through a formal written process acceptable by NTTA Management.

2.0 RESPONSIBILITIES:

2.1 RFI Assistance Providers – The RFI Assistance Providers, when requested by the Construction Manager or NTTA Resident Engineer in Enterprise Project Delivery System (EPDS) by Internal Review Record or other communication methods, shall be responsible for:

- Reviewing the RFI
- Providing qualified comments in area of expertise, subject matter, or as requested
- Providing a response back to the Construction Manager or NTTA Resident Engineer
- Note that EPDS allows multiple communication methods simultaneously at the direction of the Construction Manager or NTTA Resident Engineer.

2.2 Construction Manager or NTTA Resident Engineer (Contractor Initiated RFI) – If this role is contractually assigned, the Construction Manager shall be responsible for the following, if this role is not contractually assigned, then the NTTA Resident Engineer shall assume these responsibilities:

- Performing the initial review of the Contractor Initiated RFI
- Making a determination as to whether or not individual is capable of responding without assistance
- Identifying assistance required based upon subject matter expertise and contractual authority to review and respond to the RFI
- Reviewing the proposed RFI response(s)
- Determining the completeness of the RFI response
- Acquiring any NTTA approval from NTTA Design Manager or NTTA Manager of Construction if proposed response requires revised plans or specs or alternative solutions.
- Finalizing the RFI response
- Selecting Answer Submitted in the EPDS RFI Workflow, once submitted sends the RFI answer to the Contractor.

2.3 Construction Manager or NTTA Resident Engineer (Field Initiated RFI) – The Construction Manager or NTTA Resident Engineer also have:

- Ability to create a Field Initiated RFI during Construction phase to ask a question to:
 - Intellectual owner of the NTTA Standards and Specs or
 - Other Engineer of Record or Geotechnical Engineer of Record that sealed sheet(s)

Note: RFI inquiries and clarification should be asked in a timely manner to not adversely affect the contract schedule.

NTTA Projects	Issue Date: 05/01/2008	CON-01
Resource: Construction	Revision 4 Issue Date: 07/23/2025	Page 2 of 12
Title: Construction RFI Review Process		

2.4 Project Delivery Subject Matter Expert (PDSME) – The PDSME in a Contractor Initiated RFI shall be responsible for:

- Providing RFI assistance as they are asked in EPDS

2.5 Project Delivery Subject Matter Expert (PDSME) – The PDSME in a Field Initiated RFI shall be responsible for:

- Receiving and reviewing field initiated RFIs
- Making a determination as to whether or not individual is capable of responding without assistance
- Identifying the appropriate assistance needed based upon subject matter expertise and contractual authority to review and respond to the RFI
- Reviewing the proposed RFI response(s)
- Determining the completeness of the RFI response
- Finalizing the RFI response
- Forwarding the finalized RFI response to the Construction Manager or NTTA Resident Engineer in EPDS with a copy to the NTTA Manager of Construction (NTTA Manager of Construction in EPDS Workflow role)

2.6 Corridor Manager – The Corridor Manager (if one exists for this contract) shall be responsible for:

- Monitoring all RFI activities within the corridor
- Assure timeliness (as defined by this procedure)
- Appropriateness of designer and construction manager responses to all RFI's
- Verify consistency and coordination within each contract of the corridor
- Ultimately responsible for cost and schedule of the corridor
- Responsibility for assessing related impacts of RFI responses to the corridor cost and schedule.

2.7 Contractor – The Contractor shall be responsible for:

- Preparation and submittal of the Contractor Initiated RFI in EPDS
- Crafting the RFI in a way not to adversely impact the contract schedule
- Clarifications may be asked to the Contractor as an answer is being prepared, but not yet sent
- Contractor shall submit requests for additional RFI response information if applicable
- Shall be responsible to execute the work in accordance with requirements of the RFI response
- NOTE: This QMS Update stops the process of question clarifications after an answer has been submitted. The Contractor asks the question and it is answered. If the Contractor still has questions, they may submit another question.

2.8 NTTA Manager of Construction (Field Initiated RFI) – The NTTA Manager of Construction shall be responsible for:

- Reviews all proposed RFI Answers sent from a PDSME before they are sent on to the next step

NTTA Projects	Issue Date: 05/01/2008	CON-01
Resource: Construction	Revision 4 Issue Date: 07/23/2025	Page 3 of 12
Title: Construction RFI Review Process		

- If a tentative proposed RFI Answer involves issuing new plan sheets or specifications then the NTTA Manager of Construction assists and facilitates coordination from the proposed answer provider and NTTA Design Manager, C5 and other applicable NTTA staff to get an acceptable answer before finalizing the RFI
- If the answer is unacceptable assists to get an acceptable answer to the RFI from an NTTA perspective

2.9 NTTA Design Manager – The NTTA Design Manager shall be responsible for:

Review and route for NTTA approval all suggested RFI responses from the PDSME that involve revising and re-issuing signed and sealed drawings or specifications during the construction phase

- Before having revised plans or specs prepared past concept form
- Before being sent to the Contractor
- Before a Change Order is requested from C5.

- Assure that any proposed design change during construction meets NTTA approval:

3.0 SCOPE/APPLICABILITY:

This procedure shall apply to all NTTA corridors and projects in the construction phase within the Project Delivery department.

4.0 REFERENCES:

N/A

5.0 DEFINITIONS & ACRONYMS:

C5 – Contract Cost Change Controls Committee

6.0 PROCEDURES:

6.1 Contractor Initiated RFIs

6.1.1 RFI Initiation

6.1.1.1 When the Contractor has a inquiry requiring clarification or requires additional information in order to complete construction in accordance with associated plans and specs, the Contractor shall prepare and submit an RFI to the Construction Manager or NTTA Resident Engineer utilizing the EPDS RFI workflow in Contractor Initiated drop down in Category referred to as Contract Initiated RFI.

NTTA Projects	Issue Date: 05/01/2008	CON-01
Resource: Construction	Revision 4 Issue Date: 07/23/2025	Page 4 of 12
Title: Construction RFI Review Process		

- 6.1.1.2 The Contractor shall submit enough detailed information including associated background information to make the question clear to NTTA Designee. The Contractor shall also submit RFIs within an appropriate timeframe so as not to affect the project schedule. This type of RFI shall be referred to as the Contractor Initiated RFI within the EPDS system.
- 6.1.1.3 If the Construction Manager or NTTA Resident Engineer requires clarification of the question being asked, he or she shall choose the EPDS selection for Incomplete Request and return the EPDS RFI Workflow requesting additional or missing information filled in Comments box in the workflow tab to send back to the Contractor using the EPDS system before answering the question.

6.1.2 RFI Response Development

- 6.1.2.1 Upon receipt of the RFI, the Construction Manager or NTTA Resident Engineer shall perform the initial review and based upon the content of the RFI, shall determine whether or not he or she has the subject matter expertise to respond to the RFI, or he or she requires assistance, or per Table 1 the question is to be sent to the NTTA Program Management Consultant (PMC) as a matter of policy for NTTA Specialty Items. If the Construction Manager or NTTA Resident Engineer determines he or she can respond to the RFI on their own, they shall do so and forward a final response to the Contractor within a maximum of 5 working days of receipt.
- 6.1.2.2 When getting assistance from others there are multiple ways to do this in EPDS allows multiple communication methods depending on the assistance required. The CM or NTTA RE shall create an Internal Review Attachment (IRA) record in EPDS for RFIs for the contract, unless one already exists and link it to the RFI in question. Request the response in EPDS within 3 business days and setup in EPDS to follow up with reminders if no answer is sent. Assistance for CM or NTTA RE can come in these forms:
- 6.1.2.2.1 User Delegate – Literally sends the review responsibilities powers to someone else (changes the gate keeper – uses include vacation, illness, or other reasons). EPDS asks who to Delegate to, Delegate All of My Steps (check or uncheck box), Alert Delegate (check or uncheck box) and a place for a Message.
- 6.1.2.2.2 Use Team Input – Most common way to get assistance in EPDS. EPDS asks you to select names from a drop-down list and 3 check/uncheck boxes if you want them to be able to edit Record, Notes or Attachments and a place for a Message. NTTA wants you in EPDS to link to IRA and put directions in Message to put comments in Notes Tab (so

NTTA Projects	Issue Date: 05/01/2008	CON-01
Resource: Construction	Revision 4 Issue Date: 07/23/2025	Page 5 of 12
Title: Construction RFI Review Process		

Contractors can't see them) and any attachments in IRA (which Contractors also can't see). EPDS tracks progress and displays. This is an informal process, so it is possible to proceed without all responses, if desired.

6.1.2.2.3 Send Notification – from Upper Screen. EPDS shows you, asks you to fill out To, cc, bcc, from EPDS users in drop-down or a place for manual cc to any e-mail address. EPDS subject lists “PMWeb Notification: RFIs,” then adds Admin Contract Info (contract number and name) and adds what you typed in Description. Options are given to send links to reports, show a due date, check/uncheck box for Reminder and a few other things. A place is given to type your message that should include what exactly you want the person to do for you in this request for assistance.

6.1.2.2.4 Use outside of EPDS – especially useful if sending drawing(s) and want people to be able to respond together in real time and see each other's efforts and comments. Needs monitoring and CM or NTTA RE may have to resolve conflicts or combine into satisfactory wording before it will be ready to send back to a Contractor.

6.1.2.3 The Construction Manager or NTTA Resident Engineer shall receive the requested assistance within the EPDS workflow within 3 working days.

6.1.2.4 The Construction Manager or NTTA Resident Engineer shall notify the NTTA Manager of Construction and C5 if a tentative proposed answer to an RFI involves changing plans or specs. This information is provided to the NTTA Design Manager/NTTA Manager of Construction and request approval to proceed. If approval is granted the items needed are developed. If approval is not given, the NTTA Design Manager/NTTA Manager of Construction provides or assists to determine alternative solution(s) that would be acceptable to NTTA.

6.1.2.5 The Construction Manager or NTTA Resident Engineer shall review the requested responses for assistance in answering the RFI, resolve any conflicting recommendations (if any) and resolve any remaining questions/issues. Then the Construction Manager or NTTA Resident Engineer shall compile and finalize the NTTA's RFI response so that it can be returned to the Contractor within the 5 working day cycle time requirement from receipt.

6.1.3 RFI Distribution

6.1.3.1 The Construction Manager or NTTA Resident Engineer shall select EPDS RFI Workflow Action “Answer Submitted” and when all comments are included,

NTTA Projects	Issue Date: 05/01/2008	CON-01
Resource: Construction	Revision 4 Issue Date: 07/23/2025	Page 6 of 12
Title: Construction RFI Review Process		

attachments have been added and all cc have been listed, then hit Save to transmit the RFI response.

- 6.1.3.2 The Contractor reviews the RFI response. If satisfied no further action is needed. If not satisfied the Contractor will prepare another RFI for any remaining question(s).
- 6.1.3.3 The Construction Manager or NTTA Resident Engineer in 2 business days will close the RFI in the EPDS system.

6.2 Construction Manager or NTTA Resident Engineer (Field) Initiated RFIs

6.2.1 RFI Initiation

- 6.2.1.1 When the Construction Manager or NTTA Resident Engineer has a question requiring clarification or requires additional information, the an RFI shall be prepared and submitted by the Construction Manager or NTTA Resident Engineer to the appropriate PDSME with the contractual responsibility for the project and question at hand. This type of RFI shall be referred to as the Field Initiated RFI. Note that clarification for subject matters that are contained within (Table 1: NTTA Specialty Items), the PMC is the PDSME and will provide the required responses.
- 6.2.1.2 The Construction Manager or NTTA Resident Engineer shall submit enough detailed information including associated background information to make the question clear to the appropriate subject matter expert. The Construction Manager or NTTA Resident Engineer shall also submit RFIs within an appropriate timeframe of needing an answer so not to impact the project schedule.
- 6.2.1.3 If the PDSME receiving the RFI requires clarification of the question being asked, he or she shall use the EPDS button for Incomplete Request and return in EPDS RFI Workflow requesting missing or additional information filled in the Comments box in the workflow tab back to the Construction Manager or NTTA Resident Engineer.

6.2.2 RFI Response Development

- 6.2.2.1 Upon receipt of the RFI, the designated subject matter expert shall perform the initial review and based upon the content of the RFI, shall determine whether or not he or she has the expertise to respond to the RFI on his or her own, or he or she requires assistance. If the PDSME determines he or she can respond to the RFI on their own, they shall do so and forward a final response to the Construction Manager or NTTA Resident Engineer within a maximum of 5 working days of receipt.

NTTA Projects	Issue Date: 05/01/2008	CON-01
Resource: Construction	Revision 4 Issue Date: 07/23/2025	Page 7 of 12
Title: Construction RFI Review Process		

6.2.2.2 If the PDSME determines that he or she does not possess expertise to respond alone, then he or she shall request assistance in EPDS. Note that clarification for subject matters that are contained within (Table 1: NTTA Specialty Items), the PMC is the PDSME and will provide the required responses. When getting assistance from others there are multiple ways to do that in EPDS allows multiple communication methods depending on the nature of assistance required. The PDSME shall create an Internal Review Attachment (IRA) record in EPDS for RFIs for this contract or use the existing record if already created and link it to the RFI in question. Request the response in EPDS within 3 business days and set in EPDS to follow up with reminders if no answer is sent. Assistance for PDSME can come in these forms:

- 6.2.2.2.1 User Delegate – Literally sends the review responsibility to someone else (changes the gate keeper – include vacation, illness, or other reasons). EPDS asks who to Delegate to, Delegate All of My Steps (check or uncheck box), Alert Delegate (check or uncheck box) and a place for a Message. Typically, another person in same firm on call and better suited to provide a response, or normally assigned person is on vacation or ill or otherwise temporarily unable to fulfill duties.
- 6.2.2.2.2 Use Team Input – Most common way to get assistance in EPDS. EPDS asks you to select names from a drop-down list and 3 check/uncheck boxes if you want them to be able to edit Record, Notes or Attachments and a place for a Message. NTTA wants you in EPDS to link to IRA and put directions in Message to put comments in Notes Tab and any attachments in IRA. EPDS tracks progress and displays this is an informal stage, so it is possible to proceed without all responses, if desired.
- 6.2.2.2.3 Send Notification – from Upper Screen. EPDS shows from you, asks you to fill out To, cc, bcc, from EPDS users in drop-down or a place for manual cc to any e-mail address. EPDS subject lists “PMWeb Notification: RFIs,” then adds Admin Contract Info (contract number and name) and adds what you typed in Description. Options are given to send links to reports, show a due date, check/uncheck box for Reminder and a few other things. A place is given to type your message that should include what exactly you want the person to do for you in this request for assistance.
- 6.2.2.2.4 Use Bluebeam Session outside of EPDS – especially useful if sending drawing(s) and want people to be able to respond together in real time and see each other’s efforts and comments. Needs monitored and PDSME may have to resolve conflicts or combine into satisfactory

NTTA Projects	Issue Date: 05/01/2008	CON-01
Resource: Construction	Revision 4 Issue Date: 07/23/2025	Page 8 of 12
Title: Construction RFI Review Process		

wording before it will be ready to send back to Construction Manager or NTTA Resident Engineer.

- 6.2.2.2.5 The PDSME receives the requested assistance within the EPDS workflow within 3 working days.
- 6.2.2.2.6 The PDSME compiles any assistance and uses that to create a tentative proposed RFI answer. Once the items are entered in EPDS plus any attachments or links the PDSME selects the button for "Recommended Response" in EPDS Field-Initiated RFI Workflow and hits save to send it to the NTTA Manager of Construction.
- 6.2.2.2.7 The NTTA Manager of Construction shall review the proposed RFI Answer submitted by PDSME. If the proposed tentative RFI Answer involves issuing revised plans or specs, then the NTTA Manager of Construction coordinates with NTTA Design Manager and C5 and obtains NTTA approval in concept to proceed before the revised plans or specs are developed. If the resulting proposed changes are unacceptable to NTTA, then the NTTA Design Manager, NTTA Manager of Construction and C5 find solution(s) that would be acceptable to NTTA and the NTTA Manager of Construction prepares the RFI Answer based on that information. If possible, the NTTA Manager of Construction shall compile and finalize the RFI Answer such that it can be returned to the Construction Manager or NTTA Resident Engineer within the 5 working day cycle time requirement from receipt. The NTTA Manager of Construction has the option to use EPDS Assistance in the forms of: Team Input, Notification or Bluebeam Session if that would be helpful in crafting an RFI Answer to the Field Initiated RFI but is not required.

6.2.3 RFI Distribution

- 6.2.3.1 The PDSME shall select EPDS RFI Workflow Action "Answer Submitted" and when all comments are included, attachments have been added and all cc have been listed and all is ready, then hit Save to transmit the RFI response.
- 6.2.3.2 If the Construction Manager or NTTA Resident Engineer, reviews the RFI response. If satisfied, the Construction Manager or NTTA Resident Engineer shall close the RFI. If not totally satisfied the Construction Manager or NTTA Resident Engineer will prepare another RFI for any remaining question(s).
- 6.2.3.3 The Construction Manager or NTTA Resident Engineer shall in 2 business days close the RFI in the EPDS system.

NTTA Projects	Issue Date: 05/01/2008	CON-01
Resource: Construction	Revision 4 Issue Date: 07/23/2025	Page 9 of 12
Title: Construction RFI Review Process		

Table 1: NTTA Specialty Items			
No.	Item	No.	Item
1.	Light poles (roadway lighting and high mast)	8.	Toll gantry structures
2.	Conduits for power and Intelligent Transportation Systems (ITS)	9.	Sign faces and Sign structures, Dynamic Message Sign (DMS) structures
3.	Conductors	10.	Miscellaneous electrical appurtenances
4.	Traffic Signal (poles and assemblies)	11.	Ground boxes (for power and ITS)
5.	Closed Circuit Television (CCTV) poles	12.	Special electrical items required per plans like LED lighting
6.	Electrical Service Center (ESC)	13.	Moisture Treated Subgrade
7.	Toll gantry electrical (generator, equipment in IT building, IT screen wall, lighting in gantry column, etc)	14.	Architectural Submittals
		15.	Standard Drawings (TxDOT/NTTA)
6.	Electrical Service Center (ESC)	16.	Landscape and Irrigation

6.3 Source Inspection

- 6.3.1 At times when the RFI may be related to source inspection for the project performed by TxDOT, the Construction Manager or NTTA Resident Engineer shall also send a copy of the RFI response to TxDOT for use while providing source inspection services.

7.0 REGULATORY REQUIREMENTS:

N/A

8.0 RELATED BOARD POLICY:

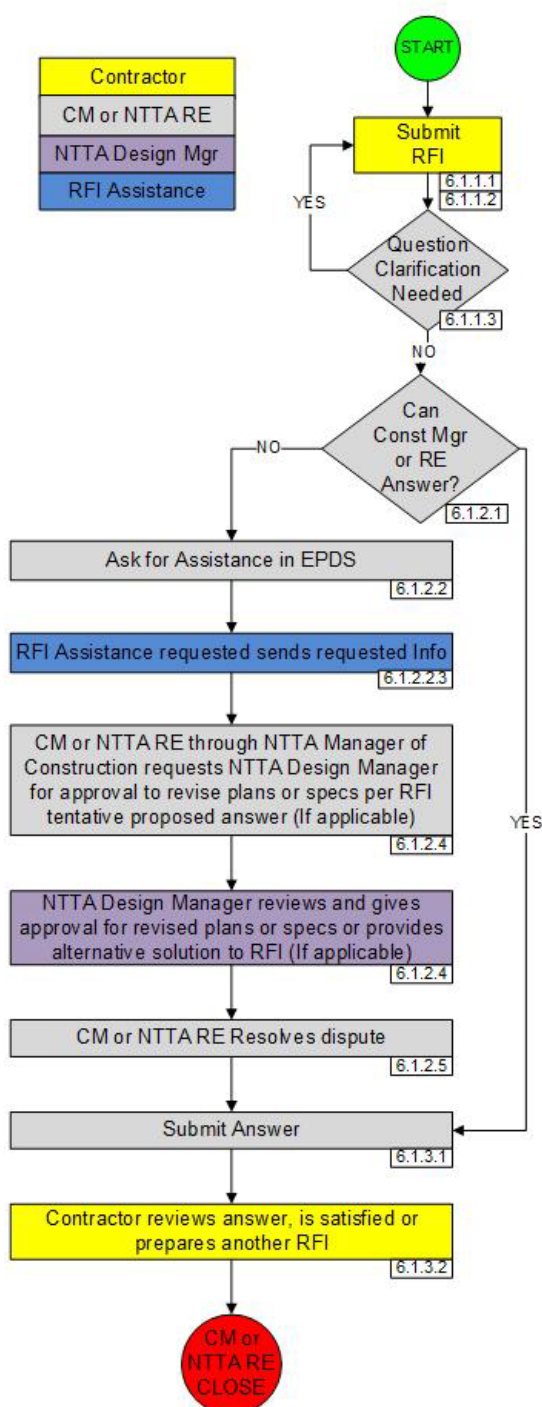
N/A

9.0 COMPONENT DOCUMENTS:

N/A

NTTA Projects	Issue Date: 05/01/2008	CON-01
Resource: Construction	Revision 4 Issue Date: 07/23/2025	Page 10 of 12
Title: Construction RFI Review Process		

10.0 FLOWCHARTS:



RFI - Contractor Initiated Workflow Process

Contractor:

- Submits question via EPDS

Construction Manager or NTTA Resident Engineer:

- Reviews and determines if clarifications are necessary
- May request question clarification when text is ambiguous or is incomplete by selecting Incomplete Request in EPDS

Construction Manager or NTTA Resident Engineer:

- Determines if they can respond directly
- Or if RFI needs to be sent to PMC per NTTA policy for Specialty Items (See Table 1 CON-01)
- Or if assistance is desired to answer RFI

Ask for Assistance in EPDS:

- Creates Internal Review Attachment for RFI for this contract and links to this RFI in EPDS
- Selects best option for assistance in EPDS
 - User Delegate
 - Notification (Upper Screen)

Assistance requested responds in EPDS:

- Uses Internal Review Attachment for markups
- Sends text in Notes Tab
- Both hidden from Contractor view

Construction Manager or NTTA Resident Engineer:

- Notifies NTTA Manager of Construction and C5 that a tentative proposed RFI answer involves changes to plans or specs and may lead to a change order
- This information is provided to NTTA Design Manager for review and approval before proceeding to prepare plan changes or spec changes

NTTA Design Manager:

- Acquires NTTA approval for revised plans or specs as a part of proposed RFI answer
- Assists to determine alternative solution(s) to RFI answer if tentative proposed RFI answer is unacceptable to NTTA

Construction Manager or NTTA Resident Engineer:

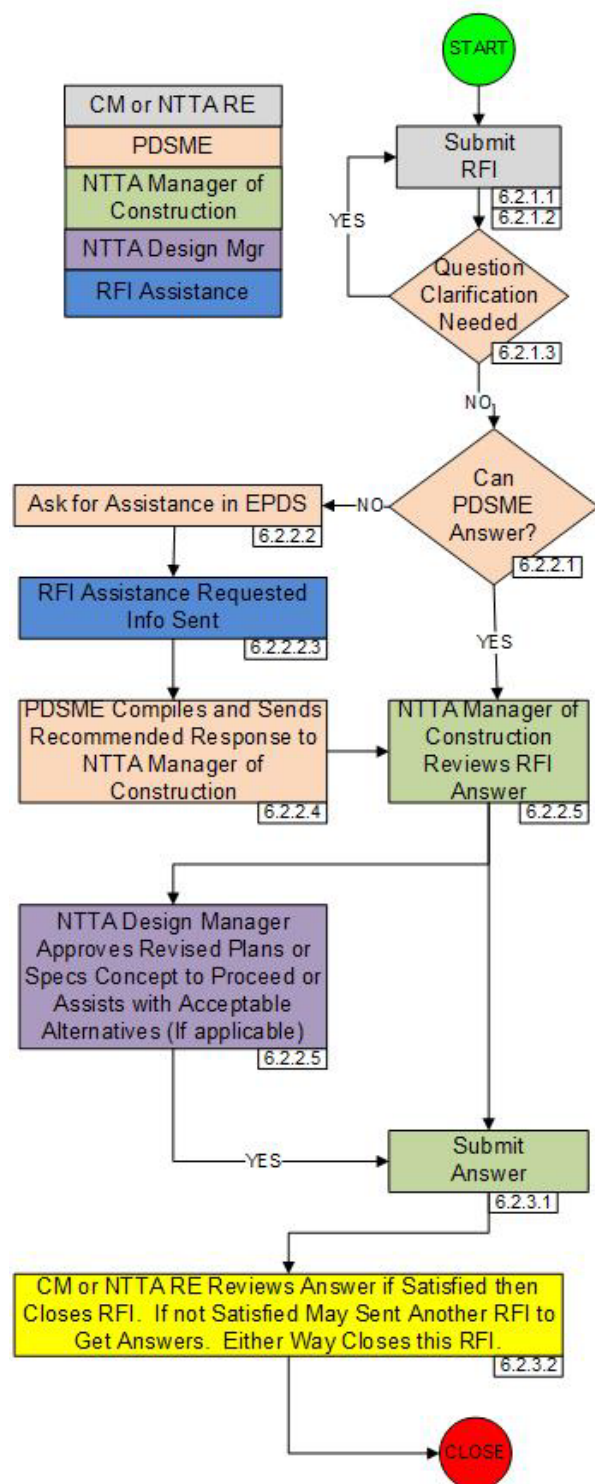
- Reviews/resolves dispute (If any) / generates answer and submits to contractor

Construction Manager or NTTA Resident Engineer:

- CLOSES RFI in 10 business days

NTTA Projects	Issue Date: 05/01/2008	CON-01
Resource: Construction	Revision 4 Issue Date: 07/23/2025	Page 11 of 12
Title: Construction RFI Review Process		

RFI – Field Initiated Workflow Process



Construction Manager (CM) or NTTA Resident Engineer (NTTA RE):

- Submits question via EPDS to either DSE or PDSME

Project Delivery Subject Matter Expert (PD SME):

- Reviews and determines if clarifications are necessary
- May request question clarification when text is ambiguous or RFI is incomplete

PDSME:

- Determines if they can respond directly
- Or if assistance is desired to answer RFI

Ask for assistance in EPDS:

- PDSME creates Internal Review Attachment (IRA) or uses existing one for this contract and links to this RFI in EPDS
- Selects best option(s) for assistance in EPDS
 - User Delegate
 - Notification (Upper Screen)

Assistance requested responds in EPDS:

- Uses Internal Review Attachment for markups
- Sends text in Notes Tab

PDSME:

- Compiles assistance and crafts a tentative proposed RFI Answer that is recommended to NTTA Manager of Construction

NTTA Manager of Construction:

- Reviews RFI answer – Final Approves to submit
- If applicable – get approval for plan or spec changes
- If applicable – assists with acceptable alternatives

NTTA Design Manager:

- Approves concept for plan or spec changes or assists with acceptable alternatives

Construction Manager or Resident Engineer:

- Reviews answer and closes this RFI
- Places final document in Document Manager
- May create and submit additional question(s) in a new RFI if not satisfied or the answer brings up additional questions not addressed in the answer from NTTA

NTTA Projects	Issue Date: 05/01/2008	CON-01
Resource: Construction	Revision 4 Issue Date: 07/23/2025	Page 12 of 12
Title: Construction RFI Review Process		

11.0 REVISION HISTORY:

Revision	Revised by:	Date Issued	DRN	Reason for Revision
0	John Woelfel	06/05/2008		Original Issue
1	John Woelfel	09/17/2008		Added responsibilities of Corridor Construction Manager and Corridor Manager
2	John Woelfel	02/09/2010	10074	Added the maximum overall 5 working day cycle time requirement for construction manager; documented PMO form requirement within EPDS workflow; defined those "NTTA specialty items" that may require RFI response development support from the GEC, and added "Reference Card" form links for contractor and field office initiated RFI's.
3	David Kastendick	05/06/2011	10293	Changed for Construction Manager to close out RFIs not the Contractor in QMS Procedure, either currently allowed in EPDS. Updated titles and clarified existing workflow.
4	Bryan Dennis	07/23/2025	11143	Updated for Software Conversion from Proliance to PMWeb and updated to current NTTA practice and titles, flowcharts.