

# Bulletin 6: Administrative Processes

This bulletin provides a description of how your administrative processes need to support the construction services you are providing BC Hydro

## What are BC Hydro's expectations from vendors?

You will need to:

- Be well organized in the administration, preparation and execution of your work,
  - Demonstrate the ability to schedule work to defined completion dates while maintaining flexibility to address higher priority, short cycle work when required
  - Ensure ample resourcing is in place to manage the documentation requirements involved such as, managing detailed change orders and work order documentation
  - Have clear processes to manage payment cycles including completed work package submission and timely invoicing
- Collect performance data to demonstrate progress on the contract defined Key Performance Indicators (KPIs) such as,
  - Confirming work is completed by the expected In Service Dates
  - Collecting and managing Quality Control documentation, including As Built Drawings
  - Collecting and managing Safety information (Incidents, Near Misses, Good Catches)
  - Submitting completed work order packages to support prompt invoice payment
- Enhance your IT functionality to enable access to BC Hydro work allocation systems that support,
  - Sending and receiving electronic work packages
  - Printing UO7 drawings using a plotter printer (prints 36" wide sheets, B/W & Color, 256MB memory, WIFI connectivity)<sup>1</sup>
- Identify a single point of contact for Administrative processes (as discussed in Bulletin #3, Relationship Management)

## How will BC Hydro support you?

- BC Hydro has a team of Service Contract Administrators (SCAs) that are aligned with your team and focused on efficient processing
- BC Hydro will provide samples and templates to clarify information requirements, for example,
  - We will provide sample payment authorization forms to support prompt invoice payment and invoicing
  - We will provide reporting templates for KPI data collection to support consistent and timeline metric reporting.

### Where can you find more information?

The monthly bulletins and related FAQs can be found on the [Civil Underground Construction Page](#)

For questions about the Contract Management process, please email: [cucinfo@bchydro.com](mailto:cucinfo@bchydro.com)

<sup>1</sup> The specifications listed are intended to provide information to understand the basic plotter functionality requirements. They are not confirmed specifications for the RFP