

TxDOT Partnering Web Application

Webinars @ 9:00am :

- ▶ **Tuesday, August 3, 2010**
Tuesday, August 10, 2010
Friday, August 13, 2010

Audio Portion:

1-877-226-9790

Host:

Stewart DeWitt CST/CMISD



Partnering Website

• The Partnering application allows TxDOT and Prime Contractors to quickly report, review and respond to contractual issues in compliance with the TxDOT Partnering specification. This web based application is incorporated into the existing Electronic Project Records System (EPRS) website and can be accessed with an internet connection and compatible browser.



Partnering Website

The following slides will highlight these features of the Partnering website

- **Navigation**
- **User accounts and access**
- **Contract tier setup (escalation ladder)**
- **Recording, reviewing and replying to an Issue**

644013-D5 - CST-644013-D5.dot.state.tx.us - Remote Desktop Connection

TxDOT *Electronic Project Records System (EPRS)*

Login

Login

- ▾ EPRS
 - TX DOT
 - EPRS Forum
 - External EPRS
 - Help Files

Username:

Password:

Login

Open an account? [Contact Construction Division \(CST\) Se](#)

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- Unlike the existing EPRS Payroll and Stimulus reporting applications, the Partnering website will not require our external customers to use a digital certificate.
- Users of the application will have access through a user account and password.

Partnering

Select a link to begin:

- [▶ Contractor User Account Administration](#)
Create and edit contractor user accounts.
- [▶ Contract Tier Representatives and Escalation Days A](#)
Create and edit Contractor and TxDOT Tier representatives
- [▶ Issue Page](#)
Create, amend, reply, and complete dispute issues.

[Logout](#)

EPRS

- [▶ TX DOT](#)
- [▶ EPRS Forum](#)
- [▶ External EPRS](#)
- [▶ Help Files](#)

• The Partnering website has three (3) main areas.

- Contractor User Account Administration
- Contract Tier Representatives and Escalation Days Administration or Contract Tier Representatives Administration*.
- Issue page

*The name as it appears on the external vendor website.

Partnering

Select a link to begin:

- [▶ Contractor User Account Administration](#)
Create and edit contractor user accounts.
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- [▶ Issue Page](#)
Create, amend, reply, and complete dispute issues.

Logout

EPRS

- ▶ TX DOT
- ▶ EPRS Forum
- ▶ External EPRS
- ▶ Help Files

- The Partnering website has three (3) main areas.
 - Contractor User Account Administration
 - Contract Tier Representatives and Escalation Days Administration or Contract Tier Representatives Administration*.
 - Issue page

*The name as it appears on the external vendor website.

Partnering

Select a link to begin:

- ▶ **Contractor User Account Administration**
Create and edit contractor user accounts.
- ▶ **Contract Tier Representatives and Escalation D**
Create and edit Contractor and TxDOT Tier represen
- ▶ **Issue Page**
Create, amend, reply, and complete dispute issue

Logout

EPRS

- ▶ TX DOT
- ▶ EPRS Forum
- ▶ External EPRS
- ▶ Help Files

Contractor User Account Administration

This area of the website is dedicated to the creation, edit and maintenance of vendor user accounts.

TxDOT user accounts are not maintained in the Partnering website. TxDOT accounts are derived from SiteManager and all TxDOT users must have a SiteManager user account. New EPRS users must also complete E-Form 2226 and submit it to their local automation staff.

Listed below are the different types of user accounts available with the Partnering website.

TxDOT (SiteManager Security Group)	Vendor (Partnering)
 Construction Staff	 Normal Limited View
 Project Manager	 Normal
 Others	 Administrator



Listed below are the permissions available to the different types of user accounts for the User Administration.

Vendor User Account Administration

	Create	View	Update
TxDOT User			
 Construction Staff & Project Manager	✓	✓	✓
 Others			
Vendor User			
 Normal Limited		Personal	Personal
 Normal		Personal	Personal
 Administrator	✓	✓	✓

Listed below are the user account permissions for the representative and escalation setup page.

Tier Representative & Escalation days

TxDOT	Vendor Representative			TxDOT Representative			Escalation Days		
	Create	View	Update	Create	View	Update	Create	View	Update
 Construction Staff & Project Manager	✓ ¹	✓ ¹	✓ ¹	✓ ¹	✓ ¹	✓ ¹	✓ ¹	✓ ¹	✓ ¹
 Others		✓ ¹			✓ ¹			✓ ¹	

Vendor

 Normal Limited		✓ ²			✓ ²			✓ ²	
 Normal		✓ ²			✓ ²			✓ ²	
 Administrator		✓ ²	✓ ²		✓ ²			✓ ²	



- 1.Contract availability based on SiteManager contract authority.
- 2.Contract availability limited to vendor's contracts.

Listed below are the user account permissions for the Issues page.

Issues

TxDOT	Create	View	Update
 Construction Staff & Project Manager	✓ ^{1,3}	✓ ¹	✓ ^{1,3}
 Others	✓ ^{1,3}	✓ ¹	✓ ^{1,3}

Vendor

 Normal Limited	✓ ^{2,3}	✓ ^{2,3}	✓ ^{2,3}
 Normal	✓ ^{2,3}	✓ ²	✓ ^{2,3}
 Administrator	✓ ^{2,3}	✓ ²	✓ ^{2,3}

1.Contract availability based on SiteManager contract authority.

2.Contract availability limited to vendor's contracts.

3.Must be one of three contract tier representatives.



Vendor

Normal Limited View



- **Permission to edit their own personal user account (change account passwords, edit account details).**
- **Permission to view contract tier representative assignments and escalation days.**
- **Permission to view issues and comments, create issues, take actions on issues and leave comments for those contracts where the user is a contract tier representative.**

Vendor

Normal Account



- **Permission to edit their own personal user account (change account passwords, edit account details).**
- **Permission to view contract tier representative assignments and escalation days.**
- **Permission to view issues and comments, create issues, take actions on issues and leave comments for those contracts where the user is a contract tier representative.**
- **Permission to view (read-only) issues and comments for contracts where the user is not a contract tier representative.**

Vendor

Administrator Account



- **Permission to administer user accounts (creates vendor accounts, reset account passwords, edit user account details, etc).**
- **Permission to administer contract tier representative assignments and escalation days*.**
- **Permission to view contract tier representative assignments and escalation days.**
- **Permission to edit their own personal user account (change account passwords, edit account details).**
- **Permission to view issues and comments, create issues, take actions on issues and leave comments for those contracts where the user is a contract tier representative.**
- **Permission to view (read-only) issues and comments for contracts where the user is not a contract tier representative.**
- *** Vendors contract tier representatives' setup is only available to vendors after TxDOT has setup the TxDOT representative and escalation days.**

TXDOT

Contract access is determined with the use of SiteManager contract authority.

TxDOT (SiteManager Construction Office Staff or Project Manager) Account:



- Permission to administer vendor user accounts (creates vendor accounts, reset vendor account passwords, edit vendor user account details, etc).
- Permission to administer contract tier representative assignments (both TxDOT and vendor) and escalation days.
- Permission to view contract tier representative assignments and escalation days.
- Permission to view issues and comments, create issues, take actions on issues and leave comments for those contracts where the user's account is a contract tier representative.
- Permission to view (read-only) issues and comments for contracts where the user is not a contract tier representative*.



TxDOT Account (others):

- Permission to view issues and comments, create issues, take actions on issues and leave comments for those contracts where the user's account is a contract tier representative.
- Permission to view (read-only) issues and comments for contracts where the user is not a contract tier representative*.

* User's account must be a contract tier representative for at least one contract (any contract).

Partnering

Select a link to begin:

Contractor User Account Administration

Create and edit contractor user accounts.

Contract Tier Representatives and Escalation Days Admin

Create and edit Contractor and TxDOT Tier representatives and

Issue Page

Create, amend, reply, and complete dispute issues.

Logout

- EPRS**
- TX DOT
- EPRS Forum
- External EPRS
- Help Files

- TxDOT will issue one administration account to each Prime Contractor. Additional user accounts may be created by the vendor.
- These next slides will illustrate the steps necessary to create a new vendor user account.

Contractor User Setup

Vendor Name (for external contractor user):

- A
- A GREATER AUSTIN DEVELOPMENT COMPANY, LTD.<=>15014
- A B BROTHERS CONSTRUCTION SERVICES, INC.<=>06371
- A. K. GILLIS & SONS, INC.<=>06668
- A. L. HELMCAMP, INC.<=>08007
- AARON CONCRETE CONTRACTORS, L.P.<=>03259
- ACME BRIDGE COMPANY, INC.<=>06498
- AJAX EQUIPMENT COMPANY<=>07772
- ALLEN BUTLER CONSTRUCTION, INC.<=>11773
- ALLEN KELLER COMPANY<=>06753
- ALLGOOD CONSTRUCTION COMPANY, INCORPORATED<=>21639
- ALTEX LANDSCAPE CONSTRUCTION, INC.<=>05995
- AMERICAN CIVIL CONSTRUCTORS, INC.<=>14684
- ANDERSON COLUMBIA CO., INC.<=>08570
- ANGEL BROTHERS ENTERPRISES, LTD.<=>12613
- APAC-TEXAS, INC.<=>06507
- ARCHER-WESTERN CONTRACTORS, LTD.<=>08065
- ARTEX ELECTRIC, INC.<=>00997
- ASPHALT PAVING COMPANY OF AUSTIN, INC.<=>11596
- ATASCOSA BRIDGE COMPANY<=>20137
- AUI CONTRACTORS, INC.<=>20899
- AUSTIN BRIDGE & ROAD, LP<=>14534
- AUSTIN ENGINEERING CO., INC.<=>06511
- AUSTIN TRAFFIC SIGNAL CONSTRUCTION CO., L.P.<=>00119

With TxDOT (internal) access, the process of creating an account begins with the selection of a vendor.

With vendor (external) access this selection is not required. This selection is determined automatically by the vendor of the user account accessing the page.

- After selection of a vendor, choose the option to Add User Account.

644020-DS - CST-644020-DS - Remote Desktop Connection

TxDOT Electronic Project Records System (EPRS)

Reports | Upload Payroll | Additional Wage | Wage Schedule | Administration | **Partnering** | Help

Contractor User Setup

Vendor Name (for external contractor user):

Add User Account

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Internal TxDOT View

644020-DS - CST-644020-DS - Remote Desktop Connection

TxDOT Electronic Project Records System

Reports Upload Payroll Additional Wage W

Contractor User Setup

Vendor Name (for external contractor user): AARON CONCRETE CONTRA

Add User Account

User ID:

User Name:

User Title/Position:

Phone Number:

Email Address:

Account Status:

Type:

Administrator

Normal Limited View

Normal User

Save **Cancel**

An account consists of:

- user id (nine character minimum)
- User Name
- Title
- Phone number
- Email address
- Account status
- Account type

All fields are required.

All notifications destined for the user account are routed through the email listed here.

Only active accounts have access to login to the website.

Internal TxDOT View

Contractor User Setup

Vendor Name (for external contractor user): AARON CONCRETE CON

User ID	User Name	User Ty
JSMITH123	John Smith	ADMIN

Add User Account

User ID:

User Name:

User Title/Position:

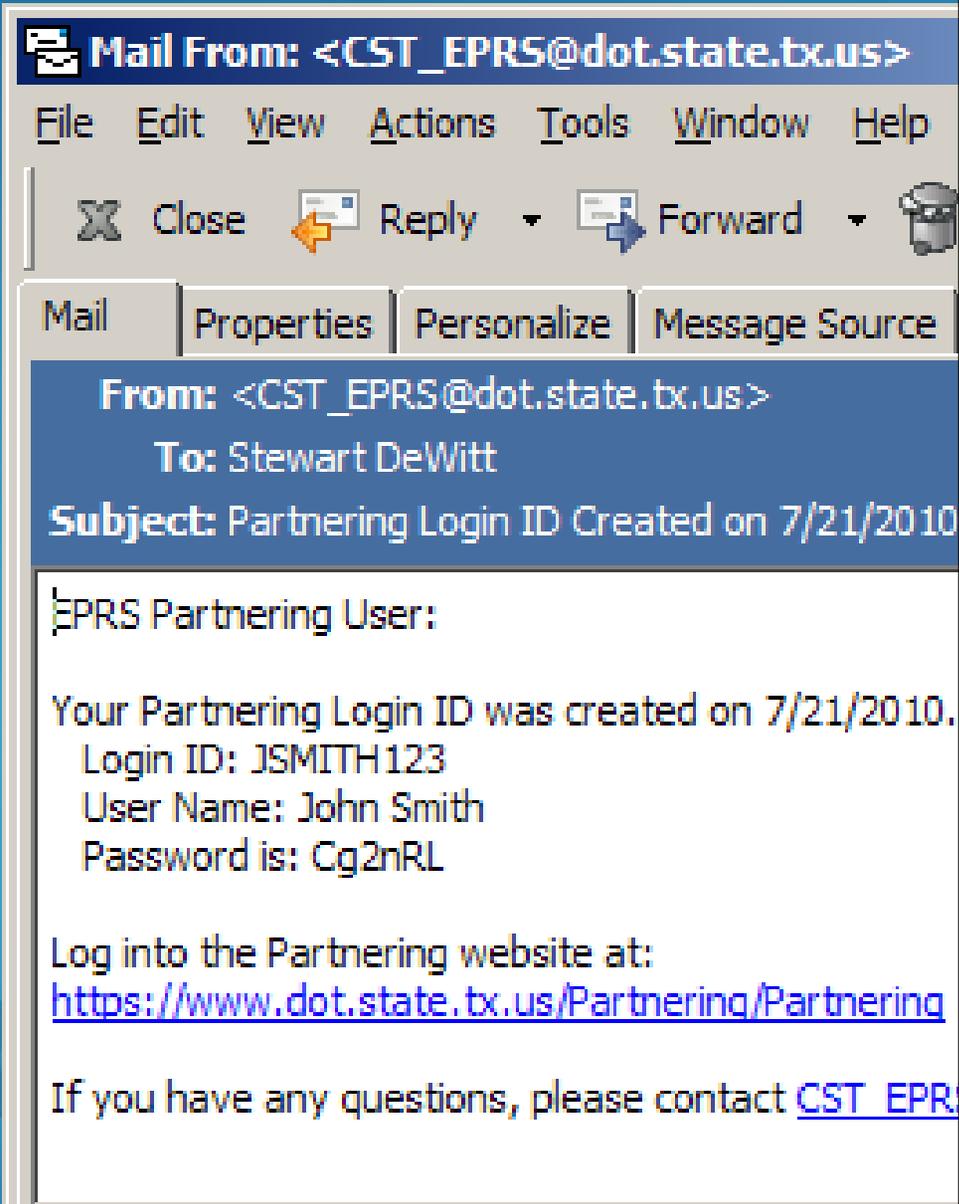
Phone Number:

Email Address:

Account Status:

Type: Administrator
 Normal Limited View
 Normal User

• With this example, TxDOT creates an administrative account (John Smith) for the selected vendor (Aaron).



- Anytime a change is made to a user account, an email is sent to the user's email address.
- This is an example of a notification sent to John Smith a vendor and recipient of a new user account.
- The information includes the user id and password.
- Users have permission to change their passwords.

644013-DS - CST-644013-DS.dot.state.tx.us - Remote Desktop Connection

TxDOT *Electronic Project Records System*

Partn

Login

Welcome:
Guest
[[Login](#)]

Username:

Password:

Login

▼ EPRS

- ▶ TX DOT
- ▶ EPRS Forum
- ▶ External EPRS
- ▶ Help Files

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• <https://www.dot.state.tx.us/apps/Partnering/Partnering/>

- A link provided with the email will direct the user to the Partnering website.
- Alternatively, vendors may access the external website by bookmarking the web address listed below.
- With this example JSMITH123 logs in with an administrator account.

- With this illustration, JSMITH123 has created two additional non-administrator accounts – SDAVIS123 and DBROWN123.

TxDOT Electronic Project Records System (EPRS)

Partnering Help

AARON CONCRETE CONTRACTORS, L.P.(03259)

Welcome: JSMITH123 [Logout]

EPRS

- TX DOT
- EPRS Forum
- External EPRS
- Help Files

	User ID	User Name	Status
View	DBROWN123	David Brown	A
View	JSMITH123	John Smith	A
View	SDAVIS123	Sally Davis	A

[Add User Account](#)

User ID: SDAVIS123

User Name: Sally Davis

User Title/Position: TITLE 2

Phone Number: 1234567890

Email Address: sdewitt@dot.state.tx.us

Account Status: Active

Type:
 Administrator
 Normal Limited View
 Normal User

[Reset Password](#) [Update](#)

User was Updated
User ID: JSMITH123

External Vendor View

- Below are copies of the emails sent to the new account recipients.

File Edit View Actions Tools Window Help

Close Reply Forward

Mail Properties Personalize Message Source

From: <CST_EPRS@dot.state.tx.us>
To: Stewart DeWitt
Subject: Partnering Login ID Created on 7/22/2010

EPRS Partnering User:

Your Partnering Login ID was created on 7/22/2010
Login ID: DBROWN123
User Name: David Brown
Password is: SkL1w9OF

Log into the Partnering website at:
<https://txdot-webdev/apps/partnering/>

If you have any questions, please contact CST_EPRS@dot.state.tx.us

File Edit View Actions Tools Window Help

Close Reply Forward

Mail Properties Personalize Message Source

From: <CST_EPRS@dot.state.tx.us> 7/22/2010 11:24 AM
To: Stewart DeWitt
Subject: Partnering Login ID Created on 7/22/2010

EPRS Partnering User:

Your Partnering Login ID was created on 7/22/2010.
Login ID: SDAVIS123
User Name: Sally Davis
Password is: 8s%*m*MMS

Log into the Partnering website at:
<https://txdot-webdev/apps/partnering/>

If you have any questions, please contact CST_EPRS@dot.state.tx.us

Partnering

Select a link to begin:

Logout

EPRS

▶ TX DOT

▶ EPRS Forum

▶ External EPRS

▶ Help Files

▶ **Contractor User Account Administration**

Create and edit contractor user accounts.

▶ **Contract Tier Representatives and Escalation Days**

Create and edit Contractor and TxDOT Tier representative

▶ **Issue Page**

Create, amend, reply, and complete dispute issues.

As it appears on the external vendor website

▶ **Contract Tier Representatives Administration**

Create and edit Contractor Tier representatives.

- The Partnering website has three (3) main areas.

- Contractor User Account Administration
- Contract Tier Representatives and Escalation Days Administration or Contract Tier Representatives Administration*.

- Issue page

*The name as it appears on the external vendor website.

Partnering

Select a link to begin:

Logout

- ▼ EPRS
 - ▶ TX DOT
 - ▶ EPRS Forum
 - ▶ External EPRS
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▶ **Contractor User Account Administration**

Create and edit contractor user accounts.

▶ **Contract Tier Representatives and Escalation Days Administration**

Create and edit Contractor and TxDOT Tier representatives and escalation days.

▶ **Issue Page**

Create, amend, reply, and complete dispute issues.

- The TxDOT project staff will have initial responsibility for setting the contract tier hierarchy (a.k.a. escalation ladder).
- Escalation days administration is a TxDOT responsibility.
- With this next example a TxDOT representative is logged into the application to record the tier ladder escalation setup.

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 **TxDOT** *Electronic Project Records System (EPRS)*

Welcome: SDEWITT
Role: CST-NormalIs

Reports | Upload Payroll | Additional Wage | Wage Schedule | Administration | **Partnering** | Help

Contractor Tier Representatives and Escalation Days Setup

Contract Number (CCSJ)	Contract Description (Vendor Name)
<input type="text"/>	

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Done Local intranet 100%

- This is a view of the “contract tier representative and escalation days setup” page.
- With this next example a contract is selected and the initial setup is performed.

Internal TxDOT View

TxDOT Electronic Project Record

Reports Upload Payroll Additional Wage V

Contractor Tier Representatives and Escalation Days Setup

Contract Number (CCSJ)

Contract Description (Vendor Name) INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Contractor		TX DOT		Escalation	
Tier	User ID	Tier	User ID	Tier	Days
1	<input type="text"/>	1	<input type="text"/>	1	<input type="text" value="0"/>
2	<input type="text"/>	2	<input type="text"/>	2	<input type="text" value="0"/>
3	<input type="text"/>	3	<input type="text"/>		

- This example displays a view of the TxDOT (internal) tier setup page.
- Setup begins with the selection of a contract number (CCSJ).
- TxDOT contract permission is derived from SiteManager contract authority.

644020-DS - CST-644020-DS - Remote Desktop Connection

TxDOT Electronic Project Record

Reports Upload Payroll Additional Wage V

Contractor Tier Representatives and Escalation Days Setup

Contract Number (CCSJ)

Contract Description (Vendor Name) INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Contractor		TX DOT		Escalation	
Tier	User ID	Tier	User ID	Tier	Days
1	<input type="text"/>	1	<input type="text"/>	1	<input type="text" value="0"/>
2	<input type="text"/>	2	<input type="text"/>	2	<input type="text" value="0"/>
3	<input type="text"/>	3	<input type="text"/>		

644020-DS - CST-644020-DS - Remote Desktop Connection

TxDOT Electronic Project Record

Reports Upload Payroll Additional Wage V

Contractor Tier Representatives and Escalation Days Setup

Contract Number (CCSJ)

Contract Description (Vendor Name) INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Contractor		TX DOT		Escalation	
Tier	User ID	Tier	User ID	Tier	Days
1	<input type="text"/>	1	<input type="text"/>	1	<input type="text" value="0"/>
2	<input type="text"/>	2	<input type="text"/>	2	<input type="text" value="0"/>
3	<input type="text"/>	3	<input type="text"/>		

Internal TxDOT View

- The prime contractor side is populated with the administrative account JSMITH123. The TxDOT side is populated with TxDOT users. Escalations days are set.

118601082 INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Contractor			TX DOT			Escalation	
Tier	User ID	Issue Notifications	Tier	User ID	Issue Notifications	Tier	Days
1	JSMITH123(John Smith)	Tier 1,2,3 Issues	1	CWOODRU(Crystal Woodruff)	Tier 1,2,3 Issues	1	7
2	JSMITH123(John Smith)	Tier 2,3 Issues	2	TDELAPO(Thomas De La Portilla)	Tier 2,3 Issues	2	8
3	JSMITH123(John Smith)	Tier 3 Issues	3	SDEWITT(Stewart DeWitt)	Tier 3 Issues		

Add/Update

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- An administrator for the prime contractor will update these representatives with user accounts specified by the vendor.

- TxDOT project staff populates the TxDOT representatives

118601082 INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Contractor			TX DOT			Escalation	
Tier	User ID	Issue Notifications	Tier	User ID	Issue Notifications	Tier	Days
1	JSMITH123(John Smith)	Tier 1,2,3 Issues	1	CWOODRU(Crystal Woodruff)	Tier 1,2,3 Issues	1	7
2	JSMITH123(John Smith)	Tier 2,3 Issues	2	TDELAPO(Thomas De La Portilla)	Tier 2,3 Issues	2	8
3	JSMITH123(John Smith)	Tier 3 Issues	3	SDEWITT(Stewart DeWitt)	Tier 3 Issues		

Add/Update

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- TxDOT project staff populates the Escalation Days. Total days cannot exceed 15.

Internal TxDOT View

- Issue Notifications: When project issues and/or comments are recorded, notifications are sent to the representatives setup here on this page. The issue notifications options determine what notifications are sent to each representative.

Contractor			TX DOT			Escalation	
Tier	User ID	Issue Notifications	Tier	User ID	Issue Notifications	Tier	Days
1	JSMITH123(John Smith)	Tier 1,2,3 Issues	1	CWOODRU(Crystal Woodruff)	Tier 1,2,3 Issues	1	7
2	JSMITH123(John Smith)	Tier 2,3 Issues	2	TDELAPO(Thomas De La Portilla)	Tier 2,3 Issues	2	8
3	JSMITH123(John Smith)	Off	3	SDEWITT(Stewart DeWitt)	Tier 3 Issues		

Add/Update

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Off

Off

Tier 1,2,3 Issues

Tier 2,3 Issues

Tier 3 Issues

Internal TxDOT View

Issue Notifications Options



1. Off – No notifications are sent to the representative.
2. Tier 1, 2, 3 Issues - All issue notifications are sent to the representative.
3. Tier 2, 3 Issues - Notifications for issues escalated to Tier 2 and 3 are sent to the representative.
4. Tier 3 Issues - Notifications for issues escalated to Tier 3 are sent to the representative.

Issue Tier	Notification Option			
	Off	Tier 1,2,3	Tier 2,3	Tier 3
1 		<input checked="" type="checkbox"/> 		
2 		<input checked="" type="checkbox"/> 	<input checked="" type="checkbox"/> 	
3 		<input checked="" type="checkbox"/> 	<input checked="" type="checkbox"/> 	<input checked="" type="checkbox"/> 

Default Notification Settings

- Tier 1 - Tier 1, 2, 3 Issues
- Tier 2 - Tier 2, 3 Issues
- Tier 3 - Tier 3 Issues

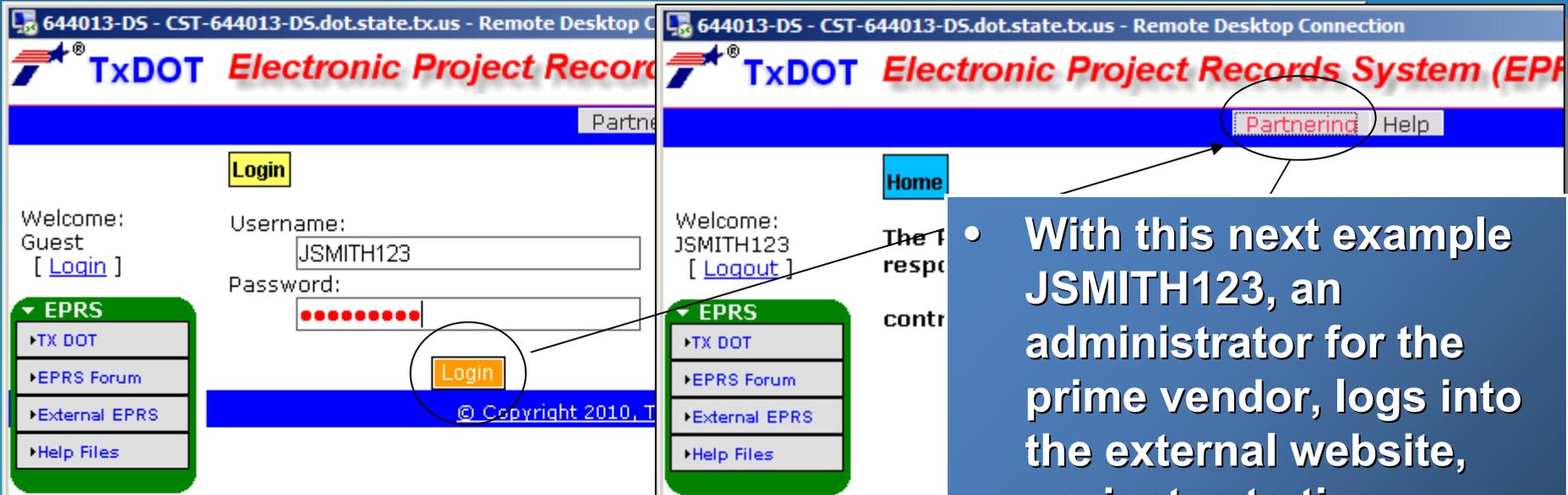
Tier Representative	Default Option 
1 	Tier 1, 2, 3
2 	Tier 2, 3
3 	Tier 3

- Once TxDOT has complete the initial setup, the vendor may login to the external website and edit the tier representatives selections and notification options.

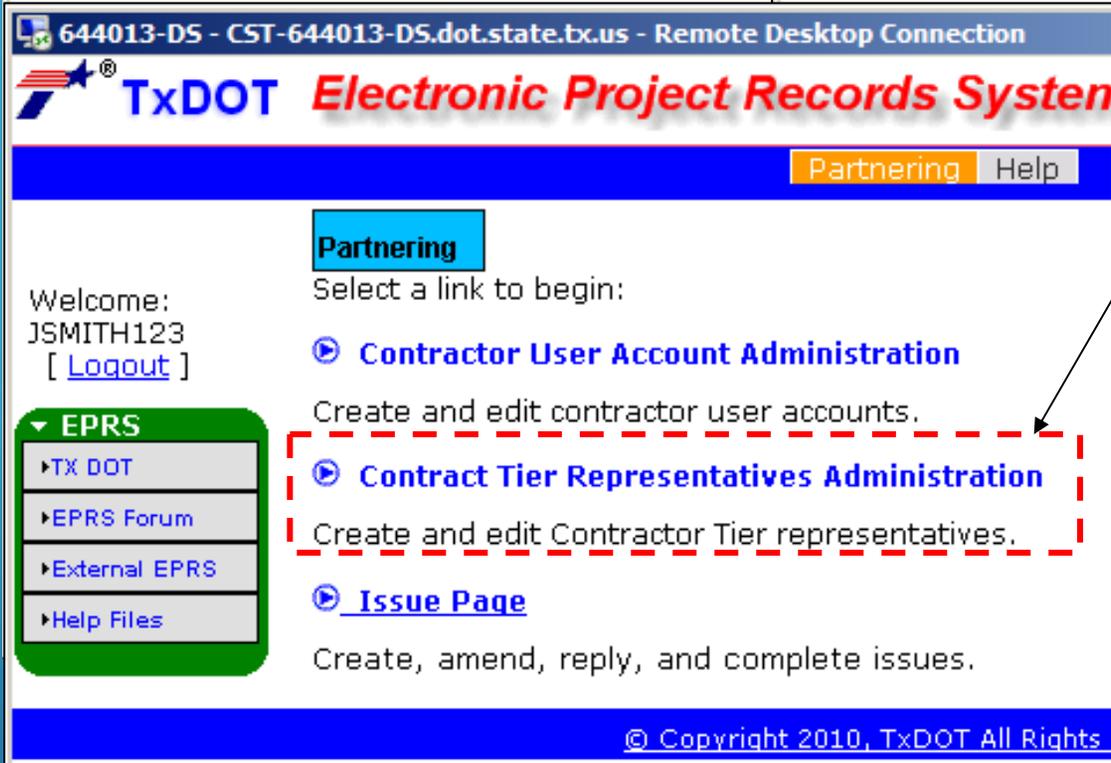
Contractor			TX DOT			Escalation	
Tier	User ID	Issue Notifications	Tier	User ID	Issue Notifications	Tier	Days
1	JSMITH123(John Smith)	Tier 1,2,3 Issues	1	CWOODRU(Crystal Woodruff)	Tier 1,2,3 Issues	1	7
2	JSMITH123(John Smith)	Tier 2,3 Issues	2	TDELAPO(Thomas De La Portilla)	Tier 2,3 Issues	2	8
3	JSMITH123(John Smith)	Tier 3 Issues	3	SDEWITT(Stewart DeWitt)	Tier 3 Issues		

Add/Update

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• With this next example JSMITH123, an administrator for the prime vendor, logs into the external website, navigates to tier representative page, and edits the representatives and notification options.



External Vendor View

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TxDOT Electronic Project Records System (EPRS)

Partnering Help

Welcome:
JSMITH123
[Logout]

CCSJ	Contract Description(Vendor Name)
11	ccsj Info
118601082	

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- Retrieve the project's setup information by entering the nine (9) digit contract (CCSJ) number (no dashes).
- A dropdown list of available CCSJs will appear as you type. Make your selection from the list or continue entering the remaining digits followed with the enter key.
- The vendor has access to all CCSJs where the vendor is the prime contractor.

External Vendor View

DOT Electronic Project Records System

Partnering Help

CCSJ Contract Description
118601082 INSTALL LEFT TURN

Vendor

Tier	User ID	Email	Tier
Tier 1	JSMITH123(John Smith)	Tier 1,2	Tier 1
Tier 2	JSMITH123(John Smith)	Tier 2,3	Tier 2
Tier 3	JSMITH123(John Smith)	Tier 3 Is	Tier 3

- The vendor may only edit representatives and notification options for the vendor. TxDOT representatives, notification options and escalations days are not available for edit.

- This example shows SDAVIS123 and DBROWN123 added to the representatives and notification has been elevated to tier 1,2,3.

DOT Electronic Project Records System (EPRS)

Partnering Help

CCSJ Contract Description(Vendor Name)
118601082 INSTALL LEFT TURN LANE(AARON CONCF

Vendor

TX DO

Tier	User ID	Email	Tier	User ID
Tier 1	JSMITH123(John Smith)	Tier 1,2	Tier 1	CWOODRU(Crystal W
Tier 2	SDAVIS123(Sally Davis)	Tier 1,2	Tier 2	TDELAPO(Thomas De
Tier 3	DBROWN123(David Brown)	Tier 1,2	Tier 3	SDEWITT(Stewart De

Setup is saved

Add/Update

External Vendor View

DOT Electronic Project Records System (EPRS)

Partnering Help

CCSJ Contract Description(Vendor Name)
118601082 INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Vendor			TX DOT			Escalation	
Tier	User ID	Email	Tier	User ID	Email	Tier	ESCALATION
Tier 1	JSMITH123(John Smith)	Tier 1,2	Tier 1	CWOODRU(Crystal Woodruff)	Tier 1,2	Tier 1	7
Tier 2	SDAVIS123(Sally Davis)	Tier 1,2	Tier 2	TDELAPO(Thomas De La Portil	Tier 2,3	Tier 2	8
Tier 3	DBROWN123(David Brown)	Tier 1,2	Tier 3	SDEWITT(Stewart DeWitt)	Tier 3 Is		

Add/Update

- The completed contract representative and escalation days setup.

Partnering

Select a link to begin:

Logout

EPRS

▶ TX DOT

▶ EPRS Forum

▶ External EPRS

▶ Help Files

▶ **Contractor User Account Administration**

Create and edit contractor user accounts.

▶ **Contract Tier Representatives and Escalation Days A**

Create and edit Contractor and TxDOT Tier representatives

▶ **Issue Page**

Create, amend, reply, and complete dispute issues.

- The Partnering website has three (3) main areas.

- Contractor User Account Administration
- Contract Tier Representatives and Escalation Days Administration or Contract Tier Representatives Administration*.
- Issue page

*The name as it appears on the external vendor website.

Partnering

Select a link to begin:

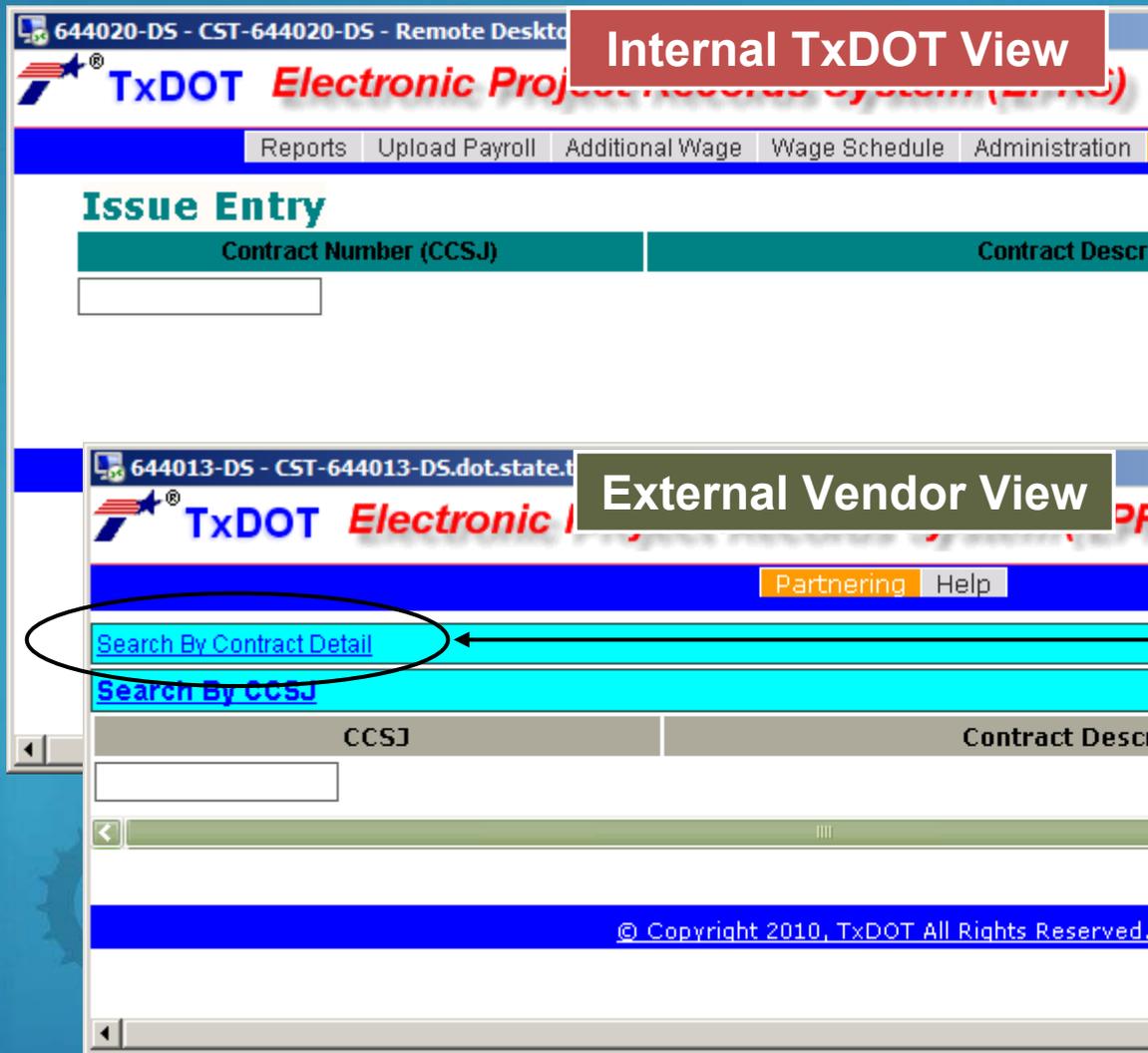
- [Contractor User Account Administration](#)
Create and edit contractor user accounts.
- [Contract Tier Representatives and Escalation Days Admin](#)
Create and edit Contractor and TxDOT Tier representatives and
- [Issue Page](#)
Create, amend, reply, and complete dispute issues.

Logout

EPRS

- [TX DOT](#)
- [EPRS Forum](#)
- [External EPRS](#)
- [Help Files](#)

- This next set of slides will illustrate the use of the Issue page to manage issues from creation through to resolution.



- The internal and external views of the Issue page are very similar. The external page has an additional method to select a contract.
- To make it easier for vendors who are less familiar with TxDOT CCSJ numbers, the external Issue's page offers a detail search option.

- By choosing the Search By Contract Detail option, an expanded list that includes project details (description, county, route, and location) are included.
- Select the desired item in the list and click Show Issues.

[Search By Contract Detail](#)

[Search By CCSJ](#)

CCSJ

Contract Description(Vendor Name)

118601082

INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

644013-DS CST-644013-DS.dot.state.texas - Remote Desktop Connection

 **TxDOT** *Electronic Project Records System (EPRS)*

Partnering Help

Search By Contract Detail

029103054:	GRAD, STR, BASE, SURF, PAV MARK / AARON CONCRETE CONTRACTORS, L.P. / KERR / 0.1 MI S OF RANCHER
118601082:	INSTALL LEFT TURN LANE / AARON CONCRETE CONTRACTORS, L.P. / TRAVIS / -AT IMPERIAL DR IN AUSTIN / F
120006008:	INSTALL U-TURN / AARON CONCRETE CONTRACTORS, L.P. / TRAVIS / -AT RM 1826 / SH 45
137701017:	INSTALL LEFT TURN LANE / AARON CONCRETE CONTRACTORS, L.P. / TRAVIS / -AT FM 1625 / FM 1327

Show Issues

[Search By CCSJ](#)

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External Vendor View

Issue Entry

Contract Number

Issue Entry

Contract Number (CCSJ)

11
118601082

- View of the TxDOT (internal) Issue page.
- Reviewing or creating an issue begins with the selection of a contract number (CCSJ).
- TxDOT contract permission is derived from a combination of SiteManager contract authority and Partnering tier representation.

Issue Entry

Contract Number (CCSJ)

118601082	INSTALL LEFT TURN LANE
-----------	------------------------

Add New Issue

Internal TxDOT View

- Choose the option to “Add New Issue”.

644020-DS - CST-644020-DS - Remote Desktop Connection

TxDOT Electronic Project Records System (EPRS) Welcome: SDEWITT
Role: CST-Normal

Reports Upload Payroll Additional Wage Wage Schedule Administration **Partnering** Help

Issue Entry

Contract Number (CCSJ)	Contract Description (Vendor Name)
118601082	INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Add New Issue

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Internal TxDOT View

- Record the Subject matter and the explanation of the issue and choose to “save new issue.”

644020-DS - CST-644020-DS - Remote Desktop Connection

TxDOT *Electronic Project Records System (EPRS)* Welcome: SDEWITT
Role: CST-Normalls

Reports Upload Payroll Additional Wage Wage Schedule Administration Partnering Help

Issue Entry

Contract Number (CCSJ)	Contract Description (Vendor Name)
118601082	INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Title :

Explanation of issue.

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Internal TxDOT View

- Issue page after the new issue is recorded.
- Each issue is assigned a unique ID. This ID can be used at time to identify the issue. It does not change as the issue makes it way through the system to final resolution. For this example, our ID is #18.

118601082 INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Page 1 of 1

	Issue	Issue Description	Action	Status	Tier	Escalates
View	18	Example Subject Title	<Choose ▾	Active	1	08/03/10

[Add New Issue](#)

	Create Date	Affiliation	Created By	User Name	Tier
View	07/26/10	TXDOT	SDEWITT	Stewart DeWitt	1

[Add New Comment](#)

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- Issues have three levels of escalation - Tier 1,2, and 3.
- All issue begin at Tier 1 and escalate as time passes without resolution.
- 08/03/10 indicates the day this issue escalates to Tier 2.

118601082 INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Page 1 of 1

	Issue	Issue Description	Action	Status	Tier	Escalates
View	18	Example Subject Title	<Choose ▾	Active	1	08/03/10

[Add New Issue](#)

	Create Date	Affiliation	Created By	User Name	Tier
View	07/26/10	TXDOT	SDEWITT	Stewart DeWitt	1

[Add New Comment](#)

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Internal TxDOT View



- Created by and created date are recorded when the issue is created.
- Affiliation explains what group created the issue (TxDOT/Vendor).
- Closed by and closed date describes the last party to accept the resolution.

Contract Description (Vendor Name)
ALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Action	Status	Tier	Escalates	Created By	Affiliation	Created	Closed By	Closed
<Choose >	Active	1	08/03/10	SDEWITT	TXDOT	07/26/10		

User Name	Tier
ewart DeWitt	1

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Internal TxDOT View

Choose the View option to view the list of comments recorded with an issue.

118601082 INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Page 1 of 1

	Issue	Issue Description	Action	Status	Tier	Escalates
View	18	Example Subject Title	<Choose ▾	Active	1	08/03/10

[Add New Issue](#)

	Create Date	Affiliation	Created By	User Name	Tier
View	07/26/10	TXDOT	SDEWITT	Stewart DeWitt	1

[Add New Comment](#)

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Internal TxDOT View

Choose the View option to view the details of a listed comment.

Issue Entry

Contract Number (CCSJ)	Contract Description (Vendor Name)
118601082	INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Page 1 of 1

	Issue	Issue Description	Action	Status	Tier	Escalates	C
View	18	Example Subject Title	<Choose >	Active	1	08/03/10	SD

[Add New Issue](#)

	Create Date	Affiliation	Created By	User Name	Tier
View	07/26/10	TXDOT	SDEWITT	Stewart DeWitt	1

[Add New Comment](#)

Explanation of issue.

[Cancel](#)

- This is a copy of the email sent to members of the contract tier escalation ladder informing them of the new issue.
- Representatives with the Tier 1,2,3 notification option receive emails..

CC: Keith Buckley
 Subject: JSMITH123: A new issue was added to ccsj: 118601082, iss

EPRS Partnering User,
 A new issue was created for CCSJ 118601082:
 Issue ID 18, at tier 1
 Issue Description: 'Example Subject Title'
 Issue created by : TXDOT user SDEWITT on 7/26/2010

CCSJ Info:
 Vendor: AARON CONCRETE CONTRACTORS, L.P. <>03259
 CCSJ Descr: INSTALL LEFT TURN LANE
 Location From: AT IMPERIAL DR IN AUSTIN
 Location To: .
 County: TRAVIS
 Route: FM 969
 District: Austin<>14

User SDEWITT wrote:
 Explanation of issue.

Please login to the EPRS Partnering Issue Resolution System to view this issue:
<https://txdot-webdev/apps/partnering/Issue.aspx?issID=18>

Notification Options	Receives Notification
 Tier 1, 2, 3	
 Tier 2, 3	
 Tier 3	

TxDOT Electronic Project Records System (EPRS)

Partnering Help

[Search By Contract Detail](#)

[Search By CCSJ](#)

CCSJ	Contract
<input type="text" value="118601082"/>	INSTALL LEFT TURN LANE(AARON

- This is a vendor's view of the issue.

Issue	Issue Description	Action	Status	tier	Escalates	Create By	Affiliation	Create Date	Closed By	Close Date
View 18	Example Subject Title	<input type="text"/>	Active	1	08/03/10	SDEWITT	TXDOT	07/26/10		

ADD NEW ISSUE

Create Date	Create By	User Name	Tier	Affiliation
View 07/26/2010	SDEWITT	Stewart DeWitt	Tier 1	TXDOT

Reply Comment

Explanation of issue.

Cancel

External Vendor View

- This illustration records a vendor's reply to the TxDOT initiated issue.

Search By CCSJ

CCSJ	Contract Description(Vendor Name)
118601082	INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Issue	Issue Description	Action	Status	tier	Escalates	Create By	Affiliation	Create Date	Closed By	Close Date
View 18	Example Subject Title	<input type="text"/>	Active	1	08/03/10	SDEWITT	TXDOT	07/26/10		

ADD NEW ISSUE

View	Create Date	Create By	User Name	Tier	Affiliation
	07/26/2010	SDEWITT	Stewart DeWitt	Tier 1	TXDOT

Reply Comment

Example of Contractor's reply to the issue.

Save New Comment

Cancel

External Vendor View

- The vendor's reply is recorded.

118601082

INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Issue	Issue Description	Action	Status	tier	Escalates	Create By	Affiliation	Create Date	Closed By	Close Date
View 18	Example Subject Title	<input type="text"/>	<input checked="" type="checkbox"/>	Active	1	08/03/10	SDEWITT	TXDOT	07/26/10	

ADD NEW ISSUE

	Create Date	Create By	User Name	Tier	Affiliation
View	07/27/2010	JSMITH123	John Smith	Tier 1	VENDOR
View	07/26/2010	SDEWITT	Stewart DeWitt	Tier 1	TXDOT

Reply Comment

- This is a copy of the email sent to members of the contract tier escalation ladder informing them of the Vendors reply.
- Representatives with the Tier 1,2,3 notification option receive emails.

To: Stewart DeWitt
 CC: Keith Buckley
 Subject: A new comment was added to ccsj: 118601082, issue ID: 1

EPRS Partnering User,
 A new comment was added to CCSJ 118601082:
 Issue ID 18, at tier 1
 Issue Description : 'Example Subject Title'
 CCSJ Description(Vendor Name) : 'INSTALL LEFT TURN LANE(AA
 Issue created by : TXDOT user SDEWITT on TXDOT
 Comment Created by: VENDOR User JSMITH123 on 7/27/2010
 Comment:
 Example of Contractor's reply to the issue.

Please login to the EPRS Partnering Issue Resolution System to view
<https://txdot-webdev/apps/partnering/Issue.aspx?issID=18>

Notification Options	Receives Notification
 Tier 1, 2, 3	
 Tier 2, 3	
 Tier 3	



Actions

- An issue progresses to final resolution through the actions of the contract tier representatives.
- There are several actions available to a representative and some require specific authority and the consent of both parties.
- With the next slides we will examine these options.

Page 1 of 1

	Issue	Issue Description	Action	Status	Tier	Escalates	Created By
View	18	Example Subject Title	<Choose>	Active	1	08/03/10	SDEW

[Add New Issue](#)

	Create Date	Affiliation	Created By	User Name	Tier
View	07/27/10	VENDOR	JSMITH123	John Smith	1
View	07/26/10	TXDOT	SDEWITT	Stewart DeWitt	1

[Add New Comment](#)

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Internal TxDOT View

There are four primary actions that can be applied to an issue.

Action	Result	Consent
Escalate	Moves an issue up to next level of representatives	Both Parties
Resolve	Marks an issue resolved	Both Parties
Close Unresolved	Marks an issue irresolvable	Single Party (Tier 3 rep. only)
Cancel Pending	Cancels pending action	Last party to take an action

Each contract tier representative has permission to take actions on an issue.

Privileges are based on the representatives tier assignment and the issue's current escalation tier.

Tier 1 level representatives may take action on issues while the issue's escalation is at tier level 1.

Tier Representative	Issue Escalation Tier	Action
1 	1 	Escalate 
		Resolve
		Cancel
	2	No permission
	3	No permission



Tier 2 level representatives may take action on issues while the issue's escalation is at tier level 1 or 2.

Tier Representative	Issue Escalation Tier	Action
<p data-bbox="199 941 241 998">2</p> 	<p data-bbox="1029 747 1071 803">1</p> 	Escalate
		Resolve
		Cancel
	<p data-bbox="1029 1039 1071 1096">2</p>	Escalate
		Resolve
		Cancel
	<p data-bbox="1029 1234 1071 1291">3</p>	No permission



Tier 3 level representatives may take action on issues while the issue's escalation is at tier level 1, 2, or 3.

Tier Representative	Issue Escalation Tier	Action
<p data-bbox="195 946 233 997">3</p> 	<p data-bbox="1031 613 1066 664">1</p> 	Escalate
		Resolve
		Close Unresolved
		Cancel
	<p data-bbox="1031 997 1066 1047">2</p>	Escalate
		Resolve
		Close Unresolved
		Cancel
	<p data-bbox="1031 1328 1066 1378">3</p>	Resolve
		Close Unresolved
		Cancel

This next example we will escalate an issue from Tier 1 to Tier 2 ahead of its scheduled escalation date.

Reports Upload Payroll Additional Wage Wage Schedule Administration Partnering Help

Issue Entry

Contract Number (CCSJ)	Contract Description (Vendor Name)
118601082	INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Page 1 of 1

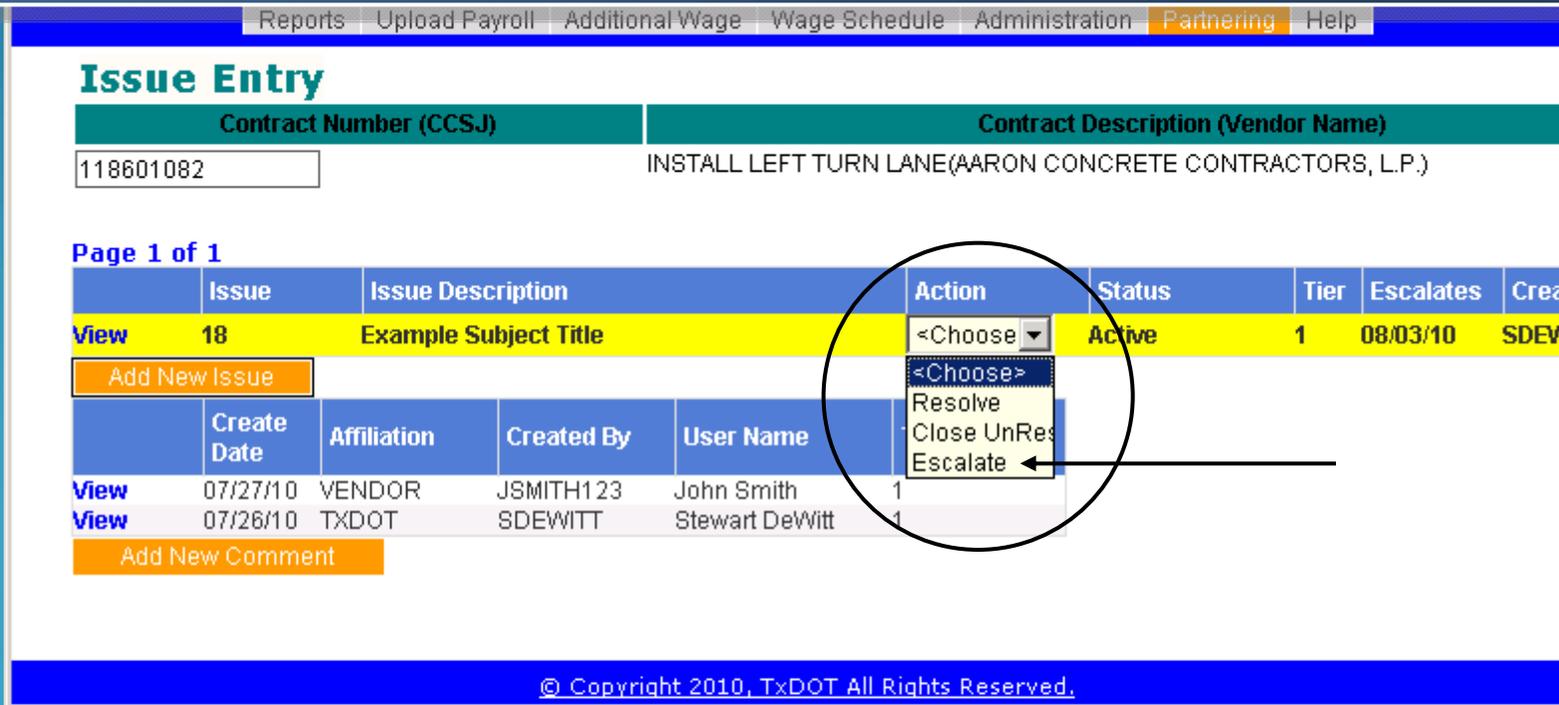
Issue	Issue Description	Action	Status	Tier	Escalates	Created By
View 18	Example Subject Title	<Choose>	Active	1	08/03/10	SDEWITT

[Add New Issue](#)

	Create Date	Affiliation	Created By	User Name	
View	07/27/10	VENDOR	JSMITH123	John Smith	1
View	07/26/10	TXDOT	SDEWITT	Stewart DeWitt	1

[Add New Comment](#)

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On the Issue page with the issue selected, click and choose escalate from the action drop down list.

Internal TxDOT View

Record the reason for the escalation and choose to complete selected action.

644020-DS - CST-644020-DS - Remote Desktop Connection

TxDOT Electronic Project Records System (EPRS)

Welcome: SDEWIT
Role: CST-Normal

Reports | Upload Payroll | Additional Wage | Wage Schedule | Administration | **Partnering** | Help

Issue Entry

Contract Number (CCSJ)	Contract Description (Vendor Name)
118601082	INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Page 1 of 1

Issue	Issue Description	Action	Status	Tier	Escalates	Created
View 18	Example Subject Title	Escalate	Active	1	08/03/10	SDEV

<...Please type a reason to Escalate this issue and click 'Save Status Change'...>

Complete Selected Action | Cancel Selected Action

Internal TxDOT View

- This is a copy of the email sent to members of the contract tier escalation ladder informing them of the requested escalation.
- Representatives with the Tier 1,2,3 notification option receive emails.

From: <CST_EPRS@dot.state.tx.us> 7/27/2010 3:44 PM
 To: Stewart DeWitt
 Subject: Issue ID: 18, CCSJ 118601082 is pending Vendor escalation

EPRS Partnering User,
 Issue ID 18, at tier 1 for ccsj 118601082 is pending Vendor escalation
 Issue Description : 'Example Subject Title'
 Issue created by : TXDOT user SDEWITT on 7/26/2010
 Issue pending by: TXDOT user SDEWITT on 7/27/2010

CCSJ Info:
 Vendor: AARON CONCRETE CONTRACTORS, L.P. <>03259
 CCSJ Descr: INSTALL LEFT TURN LANE
 Location From: AT IMPERIAL DR IN AUSTIN
 Location To: .
 County: TRAVIS
 Route: FM 969
 District: Austin<>14

User SDEWITT wrote:
 This is an explanation for escalation.

Please login to the EPRS Partnering Issue Resolution System to view
<https://txdot-webdev/apps/partnering/Issue.aspx?issID=18>

Notification Options	Receives Notification
 Tier 1, 2, 3	
 Tier 2, 3	
 Tier 3	

The issue has been escalated by TxDOT. Note the issue's status change.

The screenshot shows the TxDOT Electronic Project Records System (EPRS) interface. At the top, there is a navigation bar with tabs for Reports, Upload Payroll, Additional Wage, Wage Schedule, Administration, Partnering, and Help. The main content area is titled "Issue Entry" and displays a form with the following fields:

- Contract Number (CCSJ): 118601082
- Contract Description (Vendor Name): INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Below the form, there is a table with the following columns: Issue, Issue Description, Action, Status, Tier, Escalates, and Create Date. The first row of data is highlighted in yellow and has the status field circled in black:

Issue	Issue Description	Action	Status	Tier	Escalates	Create Date
18	Example Subject Title	<Choose>	Pend VendorsEscal	1	08/03/10	SDEWITT

Below the table, there is a section for "Add New Issue" with a table showing the following columns: Create Date, Affiliation, Created By, User Name, and Tier. The first two rows of data are visible:

Create Date	Affiliation	Created By	User Name	Tier
07/27/10	TXDOT	SDEWITT	Stewart DeWitt	1
07/27/10	VENDOR	JSMITH123	John Smith	1

The status field describe the current status of the Issue. With this example, the issue is pending vendor escalation. The next slide will describe in detail the meaning of the different issue statuses.

Internal TxDOT View

Issues statuses with descriptions.

Status	Meaning
Active	Default status. All issues are active until marked closed or resolved.
Resolved	Issue is considered resolved and closed. No further actions for this issue.
Unresolved	Issue is considered irresolvable and closed. No further actions for this issue.
Pending Vendor Escalation	TxDOT has elevated the issue to the next tier and it is waiting for Vendor concurrence.
Pending Vendor Resolution	TxDOT has agreed to resolve the issue and it is waiting for Vendor concurrence.
Pending TxDOT Escalation	Vendor has elevated the issue to the next tier and it is waiting for TxDOT concurrence.
Pending TxDOT Resolution	Vendor has agreed to resolve the issue and it is waiting for TxDOT concurrence.

Actions that can be taken with each Issue Status.

Issue Status	Available Actions	
	TxDOT	Vendor
Active	All	All
Resolved	None	None
Unresolved	None	None
Pending Vendor Escalation	Cancel, Resolve and Close	All
Pending Vendor Resolution	Cancel, Escalate and Close	All
Pending TxDOT Escalation	All	Cancel, Resolve and Close
Pending TxDOT Resolution	All	Cancel, Escalate and Close

- Pictured are side-by-side comparisons of the different actions available with our example status of pending vendor escalation. External view on the left.

TxDOT Electronic Project | **TxDOT Electronic Project Records System (EPRS)**

Reports | Upload Payroll | Additional Wage | Wage Schedule | Administration

Search By Contract Detail
Search By CCSJ

CCSJ: 118601082 | INST

Issue Entry

Contract Number (CCSJ): 118601082 | Contract: INSTALL LEFT TURN LANE(AARON CO

Page 1 of 1

Issue	Issue Description	Action
View 18	Example Subject Title	<Choose>

ADD NEW ISSUE

Create Date	Affiliation	Created By	User Name	
View 07/27/10	TXDOT	SDEWITT	Stewart DeWitt	1
View 07/27/10	VENDOR	JSMITH123	John Smith	1
View 07/26/10	TXDOT	SDEWITT	Stewart DeWitt	1

ADD NEW COMMENT

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- Vendor agrees to escalate the issue to the next tier level.

The screenshot displays the TxDOT Electronic Project Records System (EPRS) interface. At the top, there is a navigation bar with "Partnering" and "Help" buttons. Below this, there are search options: "Search By Contract Detail" and "Search By CCSJ". The main content area shows a search result for CCSJ 118601082, with the contract description "INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)". A table lists the issue details:

Issue	Issue Description	Action	Status	tier	Escalates	Create By	Affiliation	Create Date	Closed By	Close Date
View18	Example Subject Title	Escalate	Pend VendEscal	1	08/03/10	SDEWITTXDOT		07/26/10		

Below the table, there is a text area with the prompt: "<....Please type a reason for changing the issue status and click 'Escalate' to save status....>". At the bottom of the interface, there are two buttons: "Escalate" and "Cancel". The "Escalate" button is circled in red, and an arrow points from the "Vendor agrees to escalate the issue to the next tier level." bullet point to it. Another arrow points from the "Escalate" button in the table to the "Escalate" button at the bottom.

External Vendor View

- This is a copy of the email sent to members of the contract tier escalation ladder informing them of the requested escalation.
- Representatives with the Tier 1,2,3 and Tier 2,3 notification options receive emails.

CC: Keith Buckley
 Subject: Issue ID: 18, CCSJ 118601082 has escalated

EPRS Partnering User,
 Issue ID 18, at tier 1 for ccsj 118601082 has escalated:
 Old tier: 1
 New tier: 2
 Issue Description : 'Example Subject Title'
 Issue created by : TXDOT user SDEWITT on 7/26/2010
 Issue escalated by : VENDOR user DBROWN123 on 7/28/2010

CCSJ Info:
 Vendor: AARON CONCRETE CONTRACTORS, L.P. <>032
 CCSJ Descr: INSTALL LEFT TURN LANE
 Location From: AT IMPERIAL DR IN AUSTIN
 Location To: .
 County: TRAVIS
 Route: FM 969
 District: Austin <>14

User DBROWN123 wrote:
 Agreed to escalate issue.

Please login to the EPRS Partnering Issue Resolution System to
<https://txdot-webdev/apps/partnering/Issue.aspx?issID=18>

Notification Options	Receives Notification
 Tier 1, 2, 3	
 Tier 2, 3	
 Tier 3	

- Note the Status has changed back to Active, the current tier level is now 2 and the escalation date has moved to 8/5/2010.

TxDOT Electronic Project Records System (EPRS)

Partnering Help

Search By Contract Detail

Search By CCSJ

CCSJ: 118601082 Contract Description (Vendor Name): INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Issue	Issue Description	Action	Status	tier	Escalates	Create By	Affiliation	Create Date	Closed By	Close Date
View18	Example Subject Title	<input type="text"/>	Active	2	08/05/10	SDEWITTXDOT		07/26/10		

ADD NEW ISSUE

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- No resolution could be met before the calendar moved past 8/5/2010 so the issue has escalated to tier 3. The issue will remain active at level 3 indefinitely until either it is resolved or closed.
- TxDOT and the vendor agree to resolve the issue. TxDOT tier 3 representative chooses the Resolve action.

Issue Entry

Contract Number (CCSJ)	Contract Description (Vendor Name)
118601082	INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Page 1 of 1

	Issue	Issue Description	Action	Status	Tier	Escalates	C
View	18	Example Subject Title	<Choose>	Pend VendEscal	3		SD
<div style="border: 1px solid black; padding: 2px;"> Add New Issue </div>							
	Create Date	Affiliation	Created By	User Name			
View	07/29/10	TXDOT	SDEWITT	Stewart DeWitt	2		
View	07/29/10	VENDOR	DBROWN123	David Brown	3		
View	07/29/10	TXDOT	SDEWITT	Stewart DeWitt	2		
View	07/28/10	VENDOR	DBROWN123	David Brown	2		
View	07/28/10	VENDOR	DBROWN123	David Brown	2		
View	07/27/10	TXDOT	SDEWITT	Stewart DeWitt	1		
View	07/27/10	VENDOR	JSMITH123	John Smith	1		
View	07/26/10	TXDOT	SDEWITT	Stewart DeWitt	1		

Add New Comment

Internal TxDOT View

- This is a copy of the email sent to members of the contract tier escalation ladder informing them of the requested resolution.
- Representatives with the Tier 1,2,3, Tier 2,3 or Tier 3 notification options receive emails.

Mail | Properties | Personalize | Message Source | 7/29/2010 10:21 AM

From: <CST_EPRS@dot.state.tx.us>
To: Stewart DeWitt
Subject: Issue ID: 18, CCSJ 118601082 is pending Vendor resolution

EPRS Partnering User,
 Issue ID 18, at tier 3 for ccsj 118601082 is pending Vendor resolution
 Issue Description: 'Example Subject Title'
 Issue created by : TXDOT user SDEWITT on 7/26/2010
 Issue pending by: TXDOT user SDEWITT on 7/29/2010

CCSJ Info:
 Vendor: AARON CONCRETE CONTRACTORS, L.P. <>03259
 CCSJ Descr: INSTALL LEFT TURN LANE
 Location From: AT IMPERIAL DR IN AUSTIN
 Location To: .
 County: TRAVIS
 Route: FM 969
 District: Austin<>14

User SDEWITT wrote:
 TxDOT agrees to resolve issue.

Please login to the EPRS Partnering Issue Resolution System to view
<https://txdot-webdev/apps/partnering/partnering/Issue.aspx?issID=18>

Notification Options	Receives Notification
 Tier 1, 2, 3	
 Tier 2, 3	
 Tier 3	

- The vendor tier 3 representative logs into the website, opens the issue and takes the action to resolve the issue.

The screenshot displays the TxDOT Electronic Project Records System (EPRS) interface. At the top, the title bar reads "644013-DS - CST-644013-DS.dot.state.tx.us - Remote Desktop Connection". The main header features the TxDOT logo and the text "TxDOT Electronic Project Records System (EPRS)". Below the header, there are navigation links for "Partnering" and "Help".

The interface includes search filters for "Search By Contract Detail" and "Search By CCSJ". The "CCSJ" field contains the value "118601082", and the "Contract Description (Vendor Name)" field contains "INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)".

A table lists issues with columns: Issue, Issue Description, Action, Status, tier, Escalates, Create By, Affiliation, Create Date, Closed By, and Close Date. The first row is highlighted in yellow and contains the following data: "View18", "Example Subject Title", "Resolve", "Pend Vend", "3", "SDEWITTTXDOT", "07/26/10", "SDEWITT07/29/1".

Below the table, there is a text input field with the placeholder text "<....Please type a reason for changing the issue status and click 'Resolve' to save status.....>". At the bottom of the form, there are two buttons: "Resolve" and "Cancel".

A solid arrow points from the text in the first bullet point to the "Resolve" button in the table. A dashed arrow points from the "Resolve" button in the table to the "Resolve" button at the bottom of the form. A circle highlights the "Resolve" button in the table, and another circle highlights the "Resolve" button at the bottom of the form.

External Vendor View

- This is a copy of the email sent to members of the contract tier escalation ladder informing them of the issues resolution.
- Representatives with the Tier 1,2,3, Tier 2,3 or Tier 3 notification options receive emails.

From: <CST_EPRS@dot.state.tx.us>

7/29/2010 10:48 AM

To: Stewart DeWitt

CC: Keith Buckley

Subject: Issue ID: 18, CCSJ 118601082 is resolved and closed.

EPRS Partnering User,

Issue ID 18, at tier 3 for ccsj 118601082 is resolved and closed:

Issue Description: 'Example Subject Title'

Issue created by : TXDOT user SDEWITT on 7/26/2010

Issue resolved by : VENDOR user DBROWN123 on 7/29/2010

CCSJ Info:

Vendor: AARON CONCRETE CONTRACTORS, L.P. <>03259

CCSJ Descr: INSTALL LEFT TURN LANE

Location From: AT IMPERIAL DR IN AUSTIN

Location To: .

County: TRAVIS

Route: FM 969

District: Austin <>14

User DBROWN123 wrote:

Vendor resolves and issue is closed

Please login to the EPRS Partnering Issue Resolution System to view

<https://txdot-webdev/apps/partnering/Issue.aspx?issID=18>

Notification Options

Receives Notification



Tier 1, 2, 3



Tier 2, 3



Tier 3



- Issue #18 is resolved. The status is now Resolved and the closed by and closed date is populated.

The screenshot displays the TxDOT Electronic Project Records System (EPRS) interface. The top navigation bar includes links for Reports, Upload Payroll, Additional Wage, Wage Schedule, Administration, Partnering, and Help. The user is logged in as SDEWITT with the role CST-NormalUser.

The main section is titled "Issue Entry" and shows the following details:

- Contract Number (CCS.J): 118601082
- Contract Description (Vendor Name): INSTALL LEFT TURN LANE(AARON CONCRETE CONTRACTORS, L.P.)

Below this, a table lists the issue details. The "Status" column for issue #18 is circled in red and shows "Resolved".

Issue	Issue Description	Action	Status	Tier	Escalates	C
View 18	Example Subject Title	<Choose>	Resolved	3		SD

A second window titled "644020-DS - CST-644020-DS - Remote Desktop Connection" shows a detailed view of the issue. The "Status" is "Resolved" and the "Closed By" field is populated with "DBROWN123", both of which are circled in red.

Action	Status	Tier	Escalates	Created By	Affiliation	Created	Closed By
<Choose>	Resolved	3		SDEWITT	TXDOT	07/26/10	DBROWN123

A red box at the bottom right of the screenshot contains the text "Internal TxDOT View".

The End

