

SITE MANAGER GUIDE

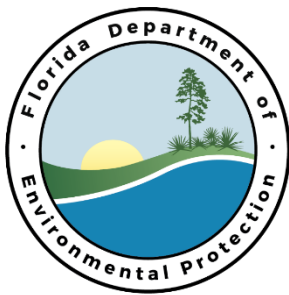


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1.0 INTRODUCTION

Site management includes all aspects of oversight by the Site Manager for work performed at a petroleum cleanup facility in the Petroleum Restoration Program (PRP). The Site Manager should be knowledgeable about all aspects of the facility and should be familiar with the facility history. The Site Manager is responsible for ensuring that the scope of work (SOW) to be performed is appropriate, cost effective, and follows the established rules and guidelines. Among other things, the Site Manager is additionally responsible for the following:

- Develop SOWs, Schedule of Pay Items (SPIs), and Task Assignments (TAs) based on the facility cleanup goals;
- Discuss SOWs with professionals (Professional Engineer (PE) or Professional Geologist (PG));
- Review deliverables and provide comments or approve as appropriate with input from professionals;
- Review and approve invoices;
- Maintain the electronic facility file, including OCULUS inserts, and STCM updates;
- Communicate with the Owner or Responsible Party;
- Communicate with the assigned Agency Term Contractor (Contractor); and,
- Track funding caps, Cost-Share payments, and deductibles, if applicable.

For a more detailed list of Site Manager responsibilities refer to the [Roles and Responsibilities for Petroleum Restoration Program Site Managers](#)¹.

Site Managers work within a Team (or local program) that is supervised by a Team Leader (or Environmental Administrator), who reports to the Program Administrator (PA). PRP procedures are created and amended by the Team Leaders, PA, and a representative of the Office of General Counsel. The PRP management is responsible for updating the standard operating procedures (SOPs) and assuring consistent interpretation across PRP. Team Leaders are responsible for consistent application of the PRP SOP within their respective Team. Questions concerning PRP procedures should be addressed to the appropriate Team Leader. Questions or approvals requiring technical oversight should be addressed by each respective Team PE or PG, as appropriate. The personnel within each Team that demonstrate consistent understanding of the SOP or technical issues should be granted the authority to train and mentor less experienced or newer personnel.

2.0 GENERAL INFORMATION & GUIDANCE

2.1 *Rules and Guidance*

Since it is a Site Manager's responsibility to ensure the SOW they generate for each facility follows the established rules and guidelines, a Site Manager needs to be familiar with the PRP rules and guidelines. A few helpful links are provided below:

- [Chapter 62-780, F.A.C. – Contaminated Site Cleanup Criteria](#)²
- [376.3071 F.S. – Inland Protection Trust Fund; creation; purposes; funding](#)⁸³
- [PRP Procedures & Guidance Documents](#)³
- [Amended and Restated Generic Agency Term Contract \(ATC\)](#)⁴
- [DEP SOPs](#)⁵
- [PRP Announcements & Upcoming Events](#)⁶
- [PRP Standard Specification Details](#)⁷
- [Chapter 62-771, F.A.C. – Petroleum Contamination Site Priority Ranking Rule](#)⁷⁷
- [Chapter 62-772, F.A.C. – Procurement Procedures for Petroleum Cleanup](#)⁷⁸
- [Chapter 62-777, F.A.C. – Contamination Cleanup Target Levels](#)⁷⁹
 - [Technical Report: Development of Cleanup Target Levels for Chapter 62-777, F.A.C.](#)⁸

2.2 Eligibility

PRP is a program of the Division of Waste Management, which is a section of the Department of Environmental Protection (DEP). Petroleum cleanup through the PRP is funded through the Inland Protection Trust Fund (IPTF). The [SOP – 1. Introduction](#)⁹ provides further information on the history of IPTF, eligibility and funding assistance. Within the IPTF there are six (6) programs a facility can obtain funding assistance through: Early Detection Incentive Program (EDI), Petroleum Liability and Restoration Insurance Program (PLRIP), Abandoned Tank Restoration Program (ATRP), Indigent ATRP, Innocent Victim Petroleum Storage System Restoration Program (IVPSSRP) and Petroleum Cleanup Participation Program (PCPP). In addition, qualified facilities may receive funding through a Consent Order (i.e. non-program), Site Rehabilitation Funding Allocation (SRFA), Advanced Cleanup (AC), Performance Based Cleanup (PBC), AC Redevelopment, Low-Scored Site Initiative (LSSI), and Low-Scored Assessment (LSA). It is important to understand each program and a facility’s program eligibility, as this will provide information on when the release occurred, any funding limitations, cost share requirements, and can even influence which closure pathway is the most appropriate. Refer to the [Petroleum Cleanup Programs](#)¹⁰ webpage and SOP pages [SOP – 2. Cleanup Program Summaries](#)¹¹ and [SOP – 3. Deductibles and CAPs](#)¹² for more details regarding program eligibility and available funding for cleanup.

Only persons who have received prior written approval from the DEP can be paid from the IPTF for petroleum contamination rehabilitation activities and such prior written approval shall be in the form of a Purchase Order (PO). The PO is executed between the DEP and a Contractor, and includes the contractual terms and conditions under which the work is to be performed, documented and paid. All work must be approved in an executed PO or a Request for Change (RFC). Costs that were not included in a PO or RFC cannot be approved for payment on an after-the-fact basis. Some SRFAs specify payments to the RP based on the approval of milestones achieved and those payments are processed directly with PRP Accounting.

2.3 Facility (Site) Assignment

Facility discharges are assigned a priority score, which is based upon a site's potential threat to human health, public welfare, and the environment. Facilities that meet the State's priority score cutoff are eligible for State funding via one of the eligibility programs described above. Note, it is possible for a discharge with a low priority score to receive funding for cleanup out of priority order (i.e. LSSI, AC, etc.). See [SOP – 4. Site Priority Score & Priority Score Order](#)¹³ for more details. When a facility is eligible for State funded cleanup it will be assigned to a Site Manager via their Team Leader. Refer to [SOP – 6. Site Assignment](#)¹⁴ for more details.

3.0 OVERALL SITE MANAGER WORKFLOW

Once a facility has been assigned to a Site Manager there are several steps that need to be taken before cleanup begins, as detailed below. The [SOP Site Manager Workflow](#)¹⁵ diagram gives a general overview of the workflow process for Site Managers, from facility assignment to the close of a PO.

4.0 FACILITY FILE REVIEW

A thorough file review should be completed to familiarize the Site Manager with the facility history and status. There are four main areas a Site Manager should be familiar with by the end of the file review.

4.1 General Facility Information

Site Managers should know the facility identification number and county code, facility priority score, and applicable discharge program(s). Funding limitations (CAPs (spent to date), cost-shares, deductibles) should be verified. Property owner information (and/or responsible party, if different) should also be verified. A property owner and responsible party are sometimes the same entity. However, some of these facility properties have been sold and the original owner retains liability. Therefore, it is important to know who the current property owner is and who the responsible party is, particularly if there is a cost share or if there are site access issues. All of the general facility information should be available on the [Storage Tank Contamination Monitoring \(STCM\)](#)¹⁶ database. See the [Site Manager's STCM Quick Tips & User Guide](#)¹⁷ for guidance on how to verify these things in STCM.

4.2 Site Access

Site Managers should confirm that the fully executed site access agreement (SAA) has the correct address and property owner. If the responsible party sold the facility property to a new owner, the SAA needs to be executed with the current real property owner. The property owner can be verified by checking the county property appraiser website. The parcel ID can be used to confirm the facility address has not changed over time. If access

to adjacent properties will be needed (i.e. the plume has migrated off-site, or a temporary point of compliance (TPOC) needs to be established), SAAs will need to be executed by the assigned Contractor for all applicable off-site properties. As part of the SAA, property owners can request additional requirements, to participate or provide input with respect to rehabilitation of the facility, the option to reject a Contractor prior to assignment of work, and to have the assigned Contractor obtain a separate SAA. This information can be found at the end of the SAA, prior to the signature page. Copies of the On-site Access Instructions, On-site Access Long Form, and On-site Access Short Form are available online. Refer to [Administrative Guidance](#)¹⁸ webpage and to [SOP - 9. Site Access \(including Off-Site Access and CSX Access\)](#)¹⁹ for more information. SAA should not be modified. If the owner requests changes they should be presented separately from the SAA as Exhibit B to the SAA.

If a Contractor cannot acquire off-site access after three (3) attempts the Contractor should notify the Site Manager. If the Site Manager cannot acquire off-site access after three (3) attempts the facility should be discussed with their Team Leader for additional help. If still unable to acquire off-site access, please email chronology of attempts to the Site Access Coordinator for assistance. If off-site access is not critical, scoped activities should not be delayed while attempting to obtain off-site access. Copies of the Off-site Access Long Form and Off-site Access Short Form are available online. Refer on the [Administrative Guidance](#)¹⁸ webpage and to [SOP - 9. Site Access \(including Off-Site Access and CSX Access\)](#)¹⁹ for guidance for Contractors obtaining off-site access and copies of the off-site access forms.

A SAA is not necessary for LSSI. The LSSI Contractor Selection form will serve as site access. However, if the LSSI cap is reached and a PO is needed for Well Abandonment a SAA will need to be completed prior to the assignment of the Well Abandonment SOW. See the [LSSI](#)²⁰ webpage for additional details regarding site access and the LSSI program.

4.3 *Fiscal Status*

The eligibility of a facility will determine potential funding limitations, if any, and can influence potential closure strategies. Not all facilities will have funding caps or deductibles. However, for facilities with funding caps or deductibles it is important to confirm that the funding cap has not been reached. Cleanup may have been funded through:

- 1- Reimbursement - from 1986 to 1995;
- 2- State Cleanup - 1986 to present;
- 3- Preapproval - 1995 to 2014;
- 4- PBCs (previously known as Pay for Performance (PFP)) - conducted under Preapproval;
- 5- Procurement - 2014 to present;
- 6- Settlement Agreements;
- 7- Utility Costs - throughout the life of the facility cleanup; and,
- 8- National Pollutant Discharge Elimination System (NPDES) - throughout the life of the facility cleanup, as necessary.

The [Petroleum Cleanup Funding Cap To Date Report](#)²¹ tool is available to assist in determining the total amount encumbered from the IPTF for registered facilities with discharges. However, this tool should not be used for official purposes and it is up to the Site Manager to verify all spending to date. [STCM](#)¹⁶ can be accessed to provide a list for all Work Orders, TAs, utility payments, NPDES payments, and one-time payments such as settlement agreements, generated for each facility by using the facility ID to search the STCM Historical Payments Screen. Additional costs may have been added or deleted through RFCs or Change Orders (COs). If a facility has more than one discharge the total amount encumbered to date should be calculated for each discharge. The Site Manager may need to go through the [OCULUS](#)²² database to determine breakdown of amount spent by discharge. Although a facility only has one facility ID, it may have multiple discharges, each eligible for a different program. For example, a facility may have one discharge in the EDI program with no funding cap, but a separate discharge in the PLRIP program with a \$400,000.00 funding cap. Checking [STCM](#)¹⁶ is an easy way to confirm if there are multiple eligible discharges. The Site Manager should notify their Team Leader if they have been assigned a facility that doesn't have any funding mechanism (i.e. the cap has been met).

See the [Site Manager's STCM Quick Tips & User Guide](#)¹⁷ for guidance on how to generate a list of amounts spent in [STCM](#)¹⁶, and the Petroleum Restoration [PRP Database Quick Guide](#)²³ for guidance on how to search through [OCULUS](#)²².

4.4 Facility Status

The Site Manager is expected to fully understand the facility history. Questions Site Managers should be thinking about when they conduct the facility file review include:

- 1- How and where the discharge occurred? Are there any preferential pathways near the release area? This will help determine where to delineate and remediate.
- 2- Tank history including tank construction, contents, number, size, location, and status (closed or active).
- 3- What type of discharge occurred and what sampling parameters are needed? 1-2-dibromoethane (EDB) was an additive in gasoline prior to 1983, and should be sampled for in discharges that occurred before 1983. If there was a history of leaded gasoline, then the media should be sampled for lead. Diesel releases require sampling of the kerosene analytical group.
- 4- What is the site lithology? Where is the depth to water and what is the groundwater flow direction? Different lithology can affect how a plume behaves, and will help determine which remedial technology to use.
- 5- What previous environmental remediation has been conducted? Are there any data gaps? Plumes should be horizontally and vertically delineated before active remediation is implemented unless an interim remedial action is deemed necessary.
- 6- Are there existing remediation system components at the facility? Systems are sometimes "mothballed" or stopped before closure is obtained. Can old system piping, etc. be used as a cost savings measure? Alternatively, if the former active

- remediation system isn't working should a different remedial technology be considered?
- 7- What are the facility cleanup goals? Is the facility currently eligible for a conditional closure? Is active remediation warranted?

There are several databases a Site Manager can consult for the file review, including [STCM](#)¹⁶, [OCULUS](#)²², [Bureau of Petroleum Storage Systems Storage Tank/Contaminated Facility Name & Address Search](#)²⁴, and the [DEP Information Portal](#)²⁵. See [PRP Database Quick Guide](#)²³. See the [Site Manager's STCM Quick Tips & User Guide](#)¹⁷ for some basic guidance on how to use STCM for the file review, or the [Oracle STCM Petroleum Contamination Tracking \(PCT\) User's Guide](#)²⁶ for more advanced guidance on STCM use.

Site Managers must be familiar with the facilities that they are managing. Recent Status Reports shouldn't be relied on for historical information. Many facilities in PRP have been in the program for several years and have been managed by numerous Site Managers and worked on by several Contractors. It is important to go through each report in the respective databases to ensure consistency and to become familiar with the historical use and environmental investigations conducted. If a facility has limited site history, nearby facilities can be reviewed. This will help familiarize the Site Manager with lithology in the area, indicate what type of remedial technology is currently being used in the vicinity, as well as which technologies did or did not work well in the vicinity. Facilities in the area can be found by searching the [Contamination Locator Map \(CLM\)](#)²⁷.

5.0 CLEANUP STAGES

Following the facility file review, the Site Manager should have an idea of which cleanup phase the facility will need to enter. There are four main stages:

- 1- **Assessment:** If the facility has had little to no assessment, or if data gaps have been identified, a Site Assessment (SA) or Supplemental Site Assessment (SSA) will need to be conducted. The extent of the SA or SSA will be determined based on the available data, such as the location and amount of the discharge, the size of the inferred or known plume, potential preferential pathways, etc. The Site Manager should collaborate with their PG when determining the extent of the SA or SSA. See the [Assessment Guidance](#)²⁸ webpage and the [SOP Site Manager Assessment Guide](#)²⁹ for additional information on this phase.
- 2- **Remedial Action:** If soil or groundwater contamination impacts are detected at high enough concentrations then active remediation may be necessary. A few examples of active remediation include the operation & maintenance (O&M) of a remediation system, conducting in-situ chemical injections, or conducting a source removal, among others. The Site Manager should consult with their PG and/or PE to determine if active remediation is necessary. If active remediation is warranted the Site Manager should collaborate with their PE to decide which active remediation is the most appropriate. See the [Remediation Guidance](#)³⁰ webpage and [SOP Site Manager Remediation Guide](#)³¹ for additional information on this phase.

- 3- **Monitoring:** The facility will enter Natural Attenuation Monitoring (NAM) if active remediation is not warranted. If active remediation has been conducted and is no longer necessary (or in some cases is no longer effective), the facility will enter Post Active Remediation Monitoring (PARM). See the [SOP Site Manager Monitoring Guide](#)³² for additional information on this phase.
- 4- **Site Closure:** Once a facility's closure goals have been met well abandonment and site restoration should be pursued. This is the final step toward issuance of a Site Rehabilitation Completion Order (SRCO). See the [SOP Site Manager Closure Guide](#)³³ for additional information on this phase.

6.0 PRE-SOW

Prior to generating the SOW, the Site Manager should: confirm a SAA has been signed and verify if the owner requests involvement; determine which discharge(s) are applicable and that funding is available for said discharge(s); verify any funding cap(s); confirm that if there is a cost share, the cost share agreement is current; and, verify whether a transition agreement is needed. For all facilities, verify the current property owner or responsible party is listed on the SAA and all applicable agreements (Consent Order, AC, SRFA and PCPP). Consent Orders need to be read in their entirety, as each Consent Order is unique to that facility and owner and may specify closure criteria. AC, SRFA and sometimes PCPP agreements have expiration dates. Site managers should verify that work will not extend past expiration dates. A [SOW Checklist](#)³⁴ is available to help determine if all of the requirements have been met to move forward with generating a SOW.

Refer to the [PRP Procurement Process](#)³⁵ and [PRP Procurement Process Workflow](#)³⁶ for an overview beginning from when the Site Manager determines which SOW to draft and ending when the PO is issued. Becoming familiar with this process is helpful in moving SOWs along smoothly and provides Site Managers with a better understanding of their roles and responsibilities throughout the procurement process.

7.0 SOW

Creating the SOW package is the first step in issuance of a PO. Typically, a SOW package will include the SOW Workbook, relevant figures, the SAA, and a SPI reference number. The facility ID should be included on all documents. A list of common documents included in the SOW package and the correct naming convention for each document is provided in the [Site Manager Checklist for PR Creation Documents](#)³⁷.

Site Managers should keep in mind that although creation of the SOW/SPI for the issuance of a PO is the necessary process to designate funding to facilitate environmental cleanup at a facility, ensuring that the appropriate rules and guidance (Chapter 62-780, F.A.C., ATC, etc.) are met is equally as important. The Site Manager should know the facility Conceptual Site Model and remedial objectives, and ensure that the proposed SOW based on these criteria meet the appropriate rules and guidance. Site Managers

should consult with their professionals during the SOW process to ensure it is an appropriate scope. In addition to the [ATC⁴](#), the [PRP Standard Specification Details⁷](#) is an excellent resource to ensure that the task requirements and expectations for various activities in the SOW are appropriate.

7.1 *Completing the SOW*

For a new SOW, a new SOW Workbook should always be used. See the [SOW Workbook Guidance³⁸](#) for guidance on building a SOW. The SOW task descriptions should be simple and straight forward, but still need to describe the activity being performed. If a deliverable is not defined elsewhere (i.e. in the [ATC⁴](#)), it should be defined in the task description. For example, if a Letter Report is the task deliverable, the task description should define the Letter Report (field notes, laboratory reports, updated tables, etc.). The task description should include enough detail for the Contractor to understand the task to be performed without being familiar with the facility. When entering the deliverable due dates, due dates should not fall on weekends or holidays. Relevant figures should be included to provide the location of monitoring wells, proposed sample locations, etc. All figures included should have the facility ID number, should only have one figure number, and should be referenced in the SOW. If a Report or Order is referenced in the SOW, the date of the Report or Order should be referenced. Tables that are included in the SOW package are available in the SOW Workbook.

7.2 *Completing the SPI*

After the Site Manager prepares the SOW for a facility, the Site Manager must enter SPI quantities information in [STCM¹⁶](#). Refer to the [SPI Phase Example Guidance with Mobilization and Per Diem Calculations³⁹](#) for guidance on preparing the SPI for various scopes. Refer to the [Site Manager's STCM Quick Tips & User Guide¹⁷](#) on how to enter SPI quantities in STCM. The Site Manager should be familiar with the [ATC⁴](#) unit types and their definitions when creating a SPI. It is important to ensure that the right pay items are scoped, as the Contractor is paid for, and only for, the work in the SPI.

The Description field on the SPI STCM form provides an opportunity for the Site Manager to enter pertinent information about the SOW that is not included on the SPI form. For example, the following information would be included in the Description field: if direct assigned the Contractor name and contractor ID number; if direct assigned to a Contractor when it normally should not be, an explanation why it is being direct assigned; Owner requests (i.e. option to reject the selected Contractor); funding CAP information; and, cost share information.

If the SOW is for Remedial Action Construction (RAC), one quarter of O&M is required. If the SOW is for Source Removal (SR), it must include resurfacing/restoration and well installation/replacement. If the SPI quantities total greater than \$325,000.00 (excluding contingent funding) the SOW will need to be processed as an eQuote, unless it meets one of the exceptions identified in the assignment process. The scope of work cannot be separated or split to get the cost below \$325,000.00. See [SOP - 24. eQuote⁴⁰](#) for more information.

When the Site Manager is done with the SPI, or at a stopping point, the SPI reference number should be written down or saved someplace other than STCM. This number is automatically generated when the SPI is saved and is located on the top right-hand side of the SPI form in STCM. The SPI reference number makes it much easier for the Site Manager and the Administrative Reviewer to find the SPI again once STCM is closed.

7.3 *Miscellaneous SOW and SPI Tips:*

Miscellaneous SOW and SPI tips include:

General Tips:

- a. Be sure to include the most recent SAA when submitting the SOW package.
- b. The Task 1 deliverable should be at least 45 days from the issue date of the PO.
- c. An owner can request a separate access agreement with the Contractor (check SAA). The PRP does not pay for, and does not want a copy of any access agreement between the owner and Contractor. However, the following language needs to be included in the SOW:

Please note that per the DEP site access agreement, a separate site access agreement between the owner and the ATC has been requested by the property owner or tenant. Submit an email or letter (copying the owner or tenant) indicating that either that this separate site access agreement has been executed or that the owner no longer wants such agreement with the contractor (in other words, the owner is content with the FDEP site access agreement). The DEP does not need a copy of this agreement.

- d. The PO end date should always be at least 60 days past the final deliverable due date. If deliverable due dates are extended, the PO end date should be extended accordingly. PO end dates must not be more than two (2) years from the start of the fiscal year (July 1), unless they are PBCs. Similarly, SOWs should not be for more than eighteen (18) months.
- e. In the STCM SPI entry, placeholders (1 unit) should be entered in the SPI for reimbursable pay items requiring quotes, but actual units (from dollars of quote) must be entered in SPI Attachment B prior to submission for PR creation.
- f. If daily, weekly, or monthly units are being used, the Site Manager should verify which unit is the most cost effective and select that unit.
- g. If revisions or response to comments are requested during the MFMP approval process, Reply to All when submitting the response to enable all parties to address their responsibilities.
- h. If the applicable Table Boxes are checked on the first page of the SOW, then the Tables do not have to be referenced in the Task description(s).
- i. If the applicable Table Boxes are checked on the first page of the SOW, and the Tables are referenced in the Task descriptions, they do not have to match the exact name on the attachment (because we have the proper Table Box checked).

- j. All attached Figures or other non-Table attachments (other than quotes) must be referenced in the applicable Task descriptions.
- k. The name or number of the Figures or other Non-Table attachments referenced in the SOW description must match the exact name or number on the attachment.
- l. If no fieldwork is included in the PO, a Health & Safety Plan does not need to be included in the PO.
- m. Mobilization distance is determined by the closest Contractor office to the facility, not where the Contractor personnel is commuting from.
- n. If fuel costs are paid separately, a quote is necessary for the gas price with an estimated number of gallons indicated in the line item description.

Site Assessment Related Tips:

- a. Pay item 5-3.a.: Direct Push Technology (DPT) Rig and Equipment should not be prorated to a partial day. Additionally, if DPT is being used to advance a borehole using hollow stem augers it needs to be noted in the SOW or RFC description.
- b. Pay item 7-7: Removal of Well Pad and Manhole should only be tasked when not in conjunction with well abandonment (pay items 7-1 through 7-4).
- c. Pay item 8-11: Electronic Data Deliverable (EDD) should be scoped for one (1) unit per sampling event, even if they are sampling for both soil and groundwater. However, if there are more than one sampling events (not conducted on consecutive days) in one task, or if a sampling event has two separate turnaround times, an additional EDD unit may be applicable.
- d. Pay item 8-14: Encore for SPLP Soil Sample Collection should be scoped for benzene, toluene, ethylbenzene, xylenes, and methyl tertiary butyl ether (BTEX/MTBE) samples. If additional Encores are scoped for collection and subsequently discarded if analysis is not necessary, the extra Encores should be listed as a separate line item (i.e. "Contingent Encore").
- e. One synthetic precipitation leaching procedure (SPLP) extraction is needed to collect samples for BTEX/MTBE, and a separate SPLP extraction is needed for both polycyclic aromatic hydrocarbons (PAHs) and total recoverable petroleum hydrocarbons (TRPHs). Separate extractions are not required for PAHs and TRPHs. Only one SPLP extraction is needed when both PAHs and TRPHs need analysis.
- f. Please be sure the chosen lab is certified for the method scoped and that their method detection limit (MDL) can achieve cleanup target levels (CTLs) unless specifically exempt. See [Quality Assurance and Related Issues](#)⁷⁶ memorandum for exceptions.
- g. If Drilling/Direct Push Technology tasks are included in the SOW, don't forget to include the Pre-Drilling/DPT meeting (either on site or via teleconference). See [Implementing the Pre-Drilling/Direct Push Technology Scope of Work Meeting](#)⁸² guidance.

- h. Drilling and soil sampling pay items include the top four (4) feet of hand-clearance. The drilling/boring pay items should include the entire footage of the borehole, including the top four (4) feet.
- i. If a combination of DPT with an auger is being used a Drill Rig Mobilization can be used instead of a DPT Mobilization.
- j. For drilling boreholes greater than 50 feet, the entire depth of the boring should be included under the appropriate line item, not just the amount that extends from 50 feet and beyond.
- k. A soil sample collection line item should be included for IDW.
- l. A Contractor is typically allowed one light duty mobilization per week, unless they are performing two different tasks (e.g. well installation and groundwater sampling) that are not conducted on consecutive days.

Remedial Action Related Tips:

- a. An EDD is not necessary for influent, effluent, air samples or investigative derived waste (IDW) samples.
- b. If the Site Manager requests a SOW/SPI from the Contractor for upcoming work the following hours may be given:
 - 20-3: Engineer (Key) can receive up to three (3) hours for preparing a source removal and up to four (4) hours for preparing a RAC SOW/SPI following a RAP approval.
 - 21-1: Professional Engineer (Key) can receive one (1) hour for reviewing and approving the SOW/SPI.
- c. For facilities that have active O&M with rental systems, POs should overlap to ensure that funding is available to continue to pay for the rental system. For example, when the fourth quarter O&M report is received the system is already running in the fifth quarter.
- d. Useful Remedial Action Construction (RAC), Operation & Maintenance (O&M), and Source Removal Tips are available on the [RAC/O&M/SR Tips to Speed Up PR Processing](#)⁴¹. This includes Quote Tips, Not Authorized/Duplication Tips, SOW Table Tips, and Miscellaneous Tips.
- e. Please do not add additional quarters of O&M, NAM or PARM to the end of a PO that already includes a full year (4 quarters), as this requires the Contractor's retainage to be held too long.
- f. The line item for horizontal well installation does not include trenching. Any trenching for horizontal well installation should be paid separately using line item 15-1.a.
- g. System sample collection is included in the O&M line items. However, laboratory work is not. Therefore, although the collection of system samples is included in

the O&M line item the laboratory fees (Section 9 pay items) still need to be included.

7.4 Contingent Funding

Contingent funding is funding included with a PO to use to offset the cost for pay items associated with a Field RFC. If a Contractor is in the field and requests a Field RFC, for example for an additional soil sample or an additional IDW drum, this contingency funding would be used. Contingency funding should be included with each SOW to allow for field RFCs, if necessary. The contingency funding is entered in the last task of the SOW as pay item 23-1: Contingent Funding. Contingent funding cannot be used after the task is expired, therefore, if a new task is added to the end of a PO via a RFC, the balance of the contingent funding pay item needs to be moved to the final task of the RFC.

The Site Manager cannot enter contingent funding in STCM. Once the SOW has been offered and accepted, the Site Manager adds the cost for any quotes received and makes any changes necessary. At this time, contingent funding should be added to the SPI prior to generating the TA.

Contingent funding is limited based on the cleanup phase:

Sub-Phase	Contingent Amount (\$)
LSA	\$5,000
NAM	\$1,000
Post Active Remediation Monitoring (PARM)	\$1,000
Pilot Test (PT)	\$1,000
O&M	\$3,000
RAC	\$7,000
RAP	\$0.0 (unless field activities \$1,000)
SA	\$5,000
SR	\$7,000
Well Abandonment Site Completion (WASC)	\$1,000

If a Contractor will be in the field for an extended period of time, or if the contingent funding may not be sufficient, the Site Manager should consider using a RUSH RFC instead of contingent funding.

7.5 Professional Land Surveys (PLS)

Professional Land Surveys (PLS) should be performed on facilities where RACs will take place. Facilities in LSA or LSSI do not necessitate a PLS unless there is a question on where the legal property boundaries are. Site Managers should discuss the need for a PLS with their professionals. If a quote for a PLS seems excessive the Site Manager can call local survey companies to get quotes for comparison. If it is determined that a Contractor is over pricing PLSs it should be noted in the Contractor Performance Evaluation (CPE).

For more information on Professional Land Surveys including scoping, quote contents and electronic storage, see the [SOP – 18. Professional Land Survey](#)⁴³.

7.6 *Administrative Review*

Once the SOW and SPI have been completed by the Site Manager, and the respective professional (P.G. or P.E.) agree with the SOW, the Site Manager submits the SOW package to their Administrative Reviewer. The SOW package typically includes the SOW Workbook, relevant figures and/or attachments, the SAA, and a SPI reference number. Site Managers should notify via email the Administrative Reviewer that a SOW package is ready for review. Once the Administrative Reviewer has reviewed the SOW package using the [Administrative Review Checklist](#)⁸⁰, they will either consult with the Site Manager for any revisions or clarifications, or submit the package to PRP.ScopeOffer so that the SOW can be offered to a Contractor.

8.0 COMMUNICATION

Communication between the Site Manager and the Owner/Responsible Party is critical in planning which Remedial Action to implement at a facility, defining the Conceptual Site Model, and selecting an appropriate Closure Option. Make sure to document communication on a [Communication Log](#)⁴⁴ and insert it into [OCULUS](#)²². See the [Communication Plan](#)⁴⁵ for more information on the importance of communication, and when it is appropriate/necessary to contact the Owner and/or Responsible Party.

9.0 SCOPE OFFER AND ACCEPTANCE, AND GENERATING THE TASK ASSIGNMENT (TA)

Once the Administrative Reviewer has submitted the Site Manager's SOW package, PRP.ScopeOffer will send an email to the Contractor offering or assigning the SOW. (If the owner requested the option to reject a contractor in the SAA, the Assignment Specialist will email the owner the identified contractor information giving them the opportunity to reject them prior to offering the work to the contractor.) This email requests that the Contractor submit the following to the Site Manager:

- A response stating if the Contractor's office nearest the facility is within 100 miles;
- Quotes for all items in the SPI with a unit type of reimbursable, with the exception of Permit Fees (Section 1-4) and Electric Utility Estimates (Section 22);
- Contact information for the Company's project manager for this project including: name, office address, phone number, and email address; and,
- Statement regarding Laboratory NELAP Certification as specified in the February 15, 2007 Enforcement of Laboratory NELAP Certification Requirements (example text is in Section 9.2 is below).

Additionally, this email is an opportunity for the Site Manager and Contractor to discuss any change(s) that may be necessary to the SOW/SPI, if any, including updating the SPI with applicable quote prices. This is also an appropriate time for the Site Manager to add contingent funding to line item 23-1.

9.1 Receiving Quotes

Quotes are necessary for reimbursable line items, with the exception of Permit Fees and Electric Utility Estimates. If the cumulative total for the reimbursable line throughout the PO is less than \$2,500.00, only one quote is needed. However, if it is a vendor in-house quote an additional external quote must be submitted. If the cumulative total for the reimbursable line throughout the PO is greater than \$2,500.00 two additional quotes are necessary (regardless of whether the original quote was in-house or not). Here are a few examples:

Reimbursable Line Item	Necessary Quote(s)
Subcontractor Vac-Truck and Operator, One Event (\$1,850.00)	One subcontractor quote
Carbon Drums with Disposal, Four Events (\$2,300.00)	Three quotes. Four events = $\$2,300.00 \times 4 = \$9,200.00$
In-house MOT Design, (\$150.00)	One subcontractor quote in addition to the In-house quote

- Quotes with an expiration date cannot be expired before the PO is issued.
- If quotes do not have an expiration date and the quote is over six (6) months old the Site Manager will be asked to have the Contractor verify that the subcontractor will still honor the quote or have a new quote submitted.
- Quotes must either be on vendor letterhead or from an email address that includes the vendor name.
- The vendor on all quotes and email documents must remove confidentiality statements or disclaimers.
- Quotes should be organized and labeled accordingly. High, medium, and low quotes should be labeled, and the pay item number should be identified on the quote to help speed up review time.
- Quotes should include all sales tax and shipping/delivery, as applicable.
- When a Contractor needs to switch subcontractors after the PO has been issued, all specifications must be met or exceeded, the cost must be at or below the original quote, justification must be provided for the change.
 - If the subcontractor was specified in the SPI, a RFC must be processed.
 - If the subcontractor was not specified in the SPI, an RFC is not required, the Site Manager must be made aware of the change prior

to performance of the work and dated documentation must be inserted into OCULUS and included in the invoice package.

- For a list of quote tips for reimbursable items related to RAC, O&M, and SR see the [RAC/O&M/SR Tips to Speed Up PR Processing](#)⁴¹.

9.2 *National Environmental Laboratory Accreditation Program (NELAP) Statement*

It is a Site Manager's responsibility to verify the laboratory (or laboratories) the Contractor plans to use is fully certified by the National Environmental Laboratory Accreditation Program (NELAP) for all applicable matrix/test method/analyte combination(s) that will be utilized in the PO. This is per the [BPSS Enforcement of Laboratory NELAP Certification Requirements](#)⁴⁶. The Contractor should provide a NELAP Statement (see example below) in their SOW acceptance. The NELAP Statement will be inserted into OCULUS by the PR Creator, however, it is the responsibility of the Site Manager to assure that the NELAP Statement is correct and references the correct Facility ID#. The Site Manager can verify NELAP certification here: <https://fldeploc.dep.state.fl.us/aams/index.asp>

The link above will direct the Site Manager to the Laboratories Certified Under NELAP webpage. Here the Site Manager can search for NELAP certification via the lab name or location, a lab that can analyze for a specific method or component, show all Fields of Accreditation for a specific lab, or show the history of Fields of Accreditation for a specific lab.

"{Contractor name} verifies that the laboratory or laboratories listed above are fully certified by the Department of Health Environmental Laboratory Certification Program for all the applicable matrix/test method/analyte combinations that they will be contracted by {Contractor name} to perform, as listed above, unless an exception was granted by the Petroleum Restoration Program. If a laboratory loses certification for any analyte or group of analytes listed, or is unable to perform the required analyses, {Contractor name} will contract another laboratory (which must be certified for all the applicable matrix/test method/analyte combinations) to perform those analyses, and the FDEP/LP site manager will be notified of the change in writing. {Contractor name} acknowledges that if it mistakenly contracts a laboratory that is not fully certified for all the applicable matrix/test method/analyte combinations, {Contractor name} will forfeit all the costs associated with sampling and analyses of any sample for which the analyzing laboratory was not fully certified, because lack of certification rendered those analytical results invalid."

9.3 *Generating the TA*

Once the Site Manager has completed any necessary changes to the SOW and/or SPI, a TA will need to be generated in STCM referencing the SPI number provided on Attachment B – Schedule of Pay Items & Other Related Documents. Note: SPI number can only be used on one TA. See the [Site Manager's STCM Quick Tips & User Guide](#)¹⁷ for instruction on generating the TA in STCM. The Site Manager should verify that the Deliverable due dates and PO End Date on the TA are the same as in the SOW, and the TA dollar amount and retainage amount in STCM matches the SPI dollar amount. Once

the TA is complete and printed the Site Manager needs to write the appropriate Priority Code in the upper right-hand corner of the TA. The Priority Code must match the eligibility. See the [Site Manager Checklist for PR Creation Documents](#)³⁷ for the Priority Code list. The TA and SOW package are submitted to the Administrative Reviewer for review.

9.4 *Approving the TA*

Once the TA has been approved by the Administrative Reviewer it will be submitted to PRP.TASKASSIGNMENT for procurement to create the Purchase Requisition (PR) in MyFloridaMarketPlace (MFMP). The Site Manager will receive an email from Ariba Administrator titled "ACTION REQUIRED". This will prompt the Site Manager to open MFMP to review and approve the PR. If updates are needed (i.e. SOW or SPI revisions, etc.) always download the existing document directly from MFMP and not from the copy previously sent to the PR Creator. Once the documents are satisfactory the Site Manager will approve the PR and it will enter the MFMP approval flow. Refer to [How to Review a PR in MFMP](#)⁴⁷. When the PO is issued the Site Manager will receive an email notification indicating that it has been fully approved and that the PO has been issued.

10.0 STCM TRACKING

Deliverables and their respective due dates are tracked in STCM, and initially populated based on the TA entry. It is the Site Manager's responsibility for updating the STCM Deliverable and Due Date tracking when changes occur for POs that they are managing. See [Tips for Data Entry of Reports into STCM to Prevent Data Errors](#)⁴⁸ and the [Site Manager's STCM Quick Tips & User Guide](#)¹⁷ for more information.

11.0 UTILITY SETUP FOR RAC

If the facility does not have a cost share (i.e. DEP pays 100%), the Site Manager must set up the utility account. The Site Manager will need to complete a Utility Account Establishment Letter and obtain a copy of the Tax-Exempt Certification. The Site Manager will send the Utility Account Establishment Letter and Tax-Exempt Certification to the appropriate utility company. Verify that all correct parties are copied on the utility request. If the facility has a cost share it is the Contractor's responsibility to set up the utility account. Payment of the utility account is made through the PO. Utility account establishment letters and emails must include the discharge date(s) applicable to the remedial activity. This is necessary for funding tracking. Site managers must upload the Utility Account Establishment Letter to OCULUS prior to the first invoice being received. See [SOP - 15. Utility Accounts](#)⁴⁹ for more information.

12.0 MYFLORIDAMARKETPLACE (MFMP)

Site Managers should become familiar with MFMP, as it serves many functions in addition to PR creation and the issuance of a PO. A few of the more common MFMP uses for Site Managers are provided below.

12.1 Approving Invoices

Once an invoice has been received by PRP Accounting, an email notification will be issued to the Site Manager notifying them that an invoice is waiting for approval. Turnaround time on invoice approval begins when the invoice is received by PRP Accounting, not when submitted in MFMP, therefore, invoices should be approved as soon as possible. **Do not approve an invoice that contains pay item costs for which PRP has not received the required documentation for invoicing.** Required documentation can be found on the [Required Documents](#)⁸⁴ tab in the SPI. If a Site Manager needs to deny an invoice for any reason, the accounting associate who submitted the invoice should be contacted prior to rejecting the invoice. Often errors can be corrected without rejecting the invoice. A [Site Manager's MFMP Guide](#)⁵⁰ is available to assist in how to complete an invoice approval. A [Purchase Order Invoice Processing Checklist/Guidance](#)⁵¹ is available with specific details on what should be included with an invoice. Once the Site Manager is satisfied with the invoice submittal the following statement should be inserted in the "Comment" section of the invoice prior to approval:

I, [Site Manager's Name], certify that I am the Contract Manager and the provided information is true and correct; the goods and services have been satisfactorily received and payment is now due. I understand that the office of the State Chief Financial Officer reserves the right to require additional documentation and/or to conduct periodic post-audits of any agreements.

12.2 Delegate Authority

If a Site Manager will be out of the office for one (1) day or more an alternative contact, or delegate will need to be authorized via a Delegation Memo. The alternate contact should be established, and a delegation memo should be provided to the alternate. Alternatively, if a Site Manager is approving anything in MFMP on behalf of anyone else, a delegation memo must be attached to the approval in MFMP. See [the Site Manager's MFMP Guide](#)⁵⁰, [Delegation Instructions for MFMP](#)⁵² and the [Delegation Memo Template](#)⁵³.

12.3 Vendor Performance Ratings

MFMP uses a Vendor Performance Tracking system to evaluate vendor performance. Periodically a Site Manager will receive an email requesting that the Site Manager submit a Vendor Performance Rating for a recently completed MFMP transaction. Chapter 62-772, F.A.C. requires the PRP to utilize a rule specified performance evaluation format. The

MFMP format does meet the rule requirements therefore Site Managers must use the Contractor Performance Evaluation (CPE) forms in STCM instead. To avoid confusion, the Vendor Performance Tracking in MFMP should not be completed.

13.0 REQUEST FOR CHANGE

During the life of a PO changes will sometimes need to be implemented due to updated site information, changing site conditions, etc. If changes to the PO are justifiable a change order, or RFC, should be completed to update the PO. There are five types of RFCs:

- 1- Regular RFC: may also include date extensions.
- 2- Rush RFC: an RFC with a limited scope that is extremely time sensitive and does not meet the Field RFC criteria. These require Team Leader approval and are processed expeditiously. However, they require routing and approval the same as a regular change order. Work cannot be performed until the PO revision is issued through MFMP.
- 3- Field RFC (FRFC): contractor must be in the field and have contingent funding available in the SPI to cover the costs of the change.
- 4- No Cost RFC: deliverable due date and/or PO End Date RFC.
- 5- Site Manager Transfer.

Refer to the [Request for Change Guidance](#)⁵⁴ for instruction on how to complete a RFC. Refer to the [Site Manager's MFMP Guide](#)⁵⁰ for instructions on how to process a RFC through MFMP. Additionally, the following guidance should be followed:

- Refer to the [PRP Contracts Tips to Speed Up RFC Processing](#)⁵⁵.
- Verify due date extensions. An extension for a deliverable that is past due will not be approved.
- The Contractor must sign the RFC. An electronic signature is acceptable.
- All active POs should have the current Site Manager's name. If a site transferred to a new site manager, then all active POs must be transferred to the new site manager. To accomplish this the Team Leader must complete the Site Manager Transfer form and submit to PRP.NoCostChange@dep.state.fl.us.
- The Attachment B - SPI & Other Related Documents must be included with RFCs if the change includes pay items (increases, decreases or changing tasks).
 - Never use an Attachment B submitted by the ATC. The site manager must download the latest version of Attachment B from the MFMP PO and make the necessary updates to pay items verifying that the new total is the sum of the previous total and RFC total.
 - Attachment B should not include any previously invoiced items. The "Previously Invoiced" column should have zero (0) for all units (which will be the case if the version from MFMP is used).

- An RFC cannot be approved if the final deliverable has been paid. An RFC should be issued prior to the invoice for the final deliverable, or a new PO should be issued.
- Due date time extensions should be justified. A Contractor being too busy is not a justifiable excuse for a time extension. If a Contractor needs to postpone deliverables due to subcontractor scheduling availability the scheduled date of the fieldwork to be performed by the subcontractor should be provided.
- Once a RFC for due date extensions has been approved STCM should be updated accordingly.
- RFCs for O&M, NAM, or PARM should not be submitted past a full year (four quarters), as this requires retainage to be held for too long.
- If a Table, Figure, E-mail or other attachment is referenced in the RFC description as being attached then it must be attached.
- If a specific Table or Figure Number or Date is referenced in the RFC description, then the number or date on the attachment must match the reference.
- Other attachments referenced in the RFC description should be clearly identified on the attached document.
- An attachment to the RFC does not have to be referenced in the RFC description (though it is recommended).
- If a facility name changes mid-PO, the facility name in MFMP should be used for all RFCs. Use the facility name exactly as it appears in MFMP for RFCs, and the facility name exactly as it appears in STCM for any new SOWs.
- RUSH change orders should be approved by the respective Team Leader.
- When submitting a RUSH change order be sure to include the date the field work is scheduled for in the RFC description.
- Time extension RFCs must be signed by both the Contractor and the Site Manager before the due date passes to be valid.

14.0 DELIVERABLE REVIEW

The Site Manager should review each deliverable for completeness. If the deliverable is incomplete the Site Manager should contact the Contractor to request additional information for completeness. This can be done in a form letter, email or documented phone call (all must be inserted in OCULUS). If Response to Comments are requested, it is important to establish a due date for the response for retainage/CPE accountability. The Site Manager should review the deliverable to confirm it meets the requirements of the ATC. Additionally, the Site Manager should ensure that all items listed in the [Required Documents](#)⁸⁴ on the invoicing tab of the SPI are submitted and meet the requirements. The required documents should be received prior to approving the deliverable authorizing approval to invoice, and prior to approving the invoice in MFMP. Additional potential deliverable review issues are discussed below.

O&M Run times:

- The runtime goal is 100% for Remediation systems. However, contractually the minimally acceptable runtime for full payment is 80% of designed runtime. The first quarter of runtime is not exempt from the 80% runtime requirement.
- O&M Reports rarely have hour readings exactly 30 days apart. Runtime can be calculated for thirty (30) days plus or minus five (5) days.
- Review the [Project Managers Guide - Remediation System Runtime Evaluation](#)⁵⁶ for clarification on what runtime is, runtime reporting and performance requirements, and what is allowable and what is not approved for system downtime.

Data Issues:

- Prior to approving the EDD (line item 8-11) the Site Manager needs to check OCULUS to confirm that the zipped ADaPT packet has been uploaded.
- Laboratory hold times need to be met to ensure that the data being collected is not biased. If laboratory hold times do not meet laboratory analysis requirements the Site Manager should discuss with their professional whether resampling (at no cost to the Department) is necessary.
- Laboratory data flagged with qualifiers should be reviewed to ensure that flagged data is acceptable. Site Manager should discuss with their professional whether flagged data should be included in decision making, or if additional samples are required.
- Sampling logs should be reviewed by the Site Manager to ensure that samples are being collected using [DEP SOPs](#)⁵ and [PCS-005-GW Sampling SOP Variances and Clarifications](#)⁸¹. Sampling logs should be complete and legible. SOPs are available on the FDEP website, including SOPs for field decontamination (FC 1000), documentation (FD 1000), general sampling (FS 1000), groundwater sampling (FS 2200), and soil sampling (FS 3000).

Late Deliverables - Withholding Retainage:

- For Deliverables (reports and response to comments) submitted one (1) to seven (7) calendar days past the required due date, retainage will be forfeited on the amount of the deliverable (report) pay item. For deliverables submitted more than seven (7) calendar days past the required due date, retainage will be forfeited on the amount of the entire task associated with the deliverable.
- A work day ends at 11:59 p.m. EST for receipt of a deliverable, unless otherwise specified. A deliverable is considered submitted on the time and day it was received, even if someone is not there to accept it.

- If the deliverable is late, see the [Late Deliverable Site Reassignment Process](#)⁸⁵ guidance.

14.1 *Miscellaneous Deliverable Review Tips:*

Other miscellaneous deliverable review tips include:

- If there is an official report, the report title should match the SPI line item chosen. If the title does not match exactly, the SPI line item name should be referenced in the Deliverable Review Approval Letter.
- Permit fee receipts need to be submitted for pay item 1-4: Permit Fees and should not be included on the subcontractor (driller) invoice.
- Per Diem
 - To qualify for per diem the facility must be located greater than fifty (50) miles from the ATCs closest office (subcontractors based on subcontractor office) and must extend more than one work day. Per diem is paid for each employee, including subcontractors, based on the time they left on the first day and returned the last day from the facility. Field notes need to support per diem requests.
 - Travel vouchers for Per Diem should only be approved if overnight travel occurred. The traveler only needs to enter the departure time (from office, hotel, etc.) on the 1st day and the time returned on the final day. Travel vouchers must be signed by the supervisor and traveler. Field notes should be verified and support the travel vouchers. See [Travel Per Diem Drawing](#)⁵⁷ for more information.
- Site Managers should confirm that EDD ADaPT files have been uploaded to OCULUS prior to approving pay item 8-11: EDD.
- The Site Manager needs to ensure that all the required documents for the pay items being invoiced for have been submitted. The [ATC](#)⁴, SPI Required Documents, and the [PRP Standard Specification Details](#)⁷ all provide information regarding the requirements for each pay item.
- For a PLS, an invoice to the Contractor from the appropriate survey company is required. The Contractor cannot make up an invoice for the survey subcontractor. The surveyor report must be included in the report, and an electronic PLS copy should be received.
- Certain deliverables require a P.G. or P.E. certification. Be sure to verify if a deliverable must be signed and sealed by a professional prior to approval.

14.2 Deliverable Review Approval Letters

When composing a Deliverable Review letter, the discharge date(s), task number(s), deliverable name and dollar amount should all be included. The Deliverable Review letter date needs to correspond with the date the letter is sent. This affects the Contractor's ability to submit responses to comments and invoice in a timely manner.

Miscellaneous Deliverable Review Approval Letter Tips:

- If a discharge has a cost share, the Deliverable Review Approval Letter must include both the total cost and the PRP's portion cost. The Site manager must also send a *Request for Confirmation of Cost Share Payment* letter to the responsible party. The site manager is responsible for requesting and verifying documentation of cost share payment as outlined in the letter. Documentation must be uploaded to OCULUS and any protected or confidential information should be redacted (i.e. check numbers, bank routing numbers, account numbers, Social Security Numbers, etc.).
- If contractor had a name change since the PO was issued, the deliverable review letter must be addressed to the correct/new contractor name.
- If there is an official report, it should match the SPI line item chosen. If it does not match exactly, the SPI line item name should be referenced in the Deliverable Review Approval Letter.
- If the Task 1 Deliverable is \$0.00 (e.g. Health & Safety Plan at no cost to the DEP), the review letter will direct the Contractor to proceed with Task 2 and include the Task 1 Deliverable Review Letter with the combined Task 1 & 2 Invoice. Proof is required that work was authorized to continue.
- If a response to comments is requested for an insufficient deliverable, the original received date and the dates the supplemental information was received should both be documented. If the original received date indicates that the deliverable was received on time, retainage does not get forfeited.
- Disposal manifests should be included with the Deliverable/Report and the task should not be approved until all activities have been completed. Partial invoicing is allowable; however, the transport/disposal and deliverable pay item should not be approved until all components are completed. The original received date of the report should be used for retainage approval, but the date of the supplemental information should be included in the review letter. It is suggested that IDW disposal be included in the last task of the PO.

14.3 Orders

There are several phases during the life of a discharge when approvals or Orders will need to be issued. Site Managers can refer to [Chapter 62-780, F.A.C. – Contaminated Site Cleanup Criteria](#)² and consult with their professionals to determine if/which approval or

Order is required during each phase of cleanup. Commonly used approvals/Orders issued by a Site Manager include:

- SA Report Approval
- RAP Approval Order
- UIC (underground injection control) Approval Order
- NAM-PARM Plan Approval
- SRCO
- Conditional SRCO
- LSSI NFA Order
- Rescission of SRCO

Figures included with Orders should show the location of all the data points referenced in the Tables. See [Order Letter Checklist](#)⁵⁹ for additional information on reviewing Orders prior to issuance.

14.4 Turnaround Times

Turnaround times vary by the type of report or deliverable being reviewed. Confirm turnaround times with your Team Leader to ensure that reports/deliverables are being reviewed within the appropriate time frame. Keep in mind that many deliverables are reviewed by both the Site Manager and their respective professional. See the [PRP Staff Deliverable Review Turnaround Time](#)⁶⁰ table for specific turnaround times.

15.0 NOTICING

For funded facilities, Initial Notice of Contamination must be submitted within ten (10) days of discovery of off-site contamination, either suspected or confirmed. Suspected contamination includes receipt of a plume map in a Deliverable signed and sealed by a Florida licensed P.G. or P.E. See [SOP - 21. Notices](#)⁶¹ guidance for additional information.

For all instances where petroleum contamination is discovered on school property, or has migrated onto school property from an off-site source, the Site Manager should immediately notify the Noticing Coordinator. This will prompt notification to the school and information will be provided on how to proceed. If contamination is discovered at a school (originated or migrated) as defined by Section 1003.10, F.S., PRP must send notice to the chair of the school board. OCULUS should be checked to confirm if noticing has already been completed.

16.0 INSERTING DELIVERABLES INTO OCULUS

All Tasks, Deliverables, Correspondence, Request for Response to Comments, Response to Comments, Supplemental Material, Cost Share Verification Letters, etc. should be inserted into OCULUS.

If an error with a document is encountered in OCULUS (i.e. duplicate, wrong facility, incorrect date, etc.), submit a request to have the information corrected. Check the box on the left-hand side of the screen, select “Send Link” from the options that appear above, and explain the nature of the correction in the email body. Send the email to the “oculus_help” contact listed under “Oculus Users”.

17.0 FIELD WORK

The Contractor should provide the owner, PRP Site Inspector, and Site Manager with seven (7) day notification of any field work. Site Managers should verify if they will be in the office on the day the field work is scheduled. If the Site Manager will not be in the office a back-up Site Manager should be notified of the field event and the Contractor notified of the backup Site Manager, so the Contractor has a point of contact. See the [Field Work Notification and Communication](#)⁶² guide for additional information, including out of office phone mail and email greeting examples.

18.0 PROJECT TRACKING

It is the Site Manager’s responsibility to track the facilities that they are managing, including:

- Tracking the status of a facility to communicate with Owners, Contractors, and professionals (P.G.s, P.E.s, etc.) regarding which phase the facility is in, different closure options, and projected future work at the facility, among others;
- Tracking the progress of the PO, TA, and subsequent change orders to ensure comments are addressed, and that they are approved in a timely manner;
- Tracking PO task deliverables to ensure they are submitted and approval is completed within the appropriate time frame; and,
- Tracking facility funding issues, including funding caps and cost shares.

Site Managers should consult with their mentor or Team Leader to determine if a tracking tool is already available for use, or consider creating their own in Excel, Outlook, etc.

19.0 CLOSING A PURCHASE ORDER

Prior to approving the final invoice of a PO, the Site Manager should review the current facility status and meet with their professional to discuss potential future work at the facility. The Site Manager should identify the next phase of work, whether it is additional assessment, active remediation, natural attenuation, or no further action (NFA). This includes identifying if additional site access is necessary, and whether there is funding available to continue with an additional PO.

In some cases, such as O&M, it is necessary to have PO's overlap. Facilities that have active O&M with rental systems need concurrent POs to ensure that funding is available to continue to pay for the rental system. When the fourth quarter O&M report is received the system is already running in the fifth quarter. If the final invoice of a PO has already been invoiced do not submit an RFC for additional work. A new PO will need to be issued.

19.1 Contractor Performance Evaluations (CPEs)

CPEs should be completed by the Site Manager at the end of each PO. This includes contacting the Owner/Responsible Party to complete a Contractor Performance Survey Form. Consult the [CPE Guidance Document](#)⁶³, an [Example Contractor Performance Evaluation Form](#)⁶⁴, [STCM Performance Evaluation User Guide](#)⁶⁵, [Contractor Performance Evaluation \(CPE\) Consistency in Completion](#)⁸⁶ presentation and [CPE Quick Reference Outline for Consistency in Completion](#)⁸⁷. Additionally:

- CPEs should be completed within 30 days of the final invoice being paid for a PO.
- Interim CPEs can be completed if the SOW is particularly long, or if the Contractor's performance requires a formal evaluation.
- Not applicable (N/A) should be entered for items for which there was no opportunity to engage in this task for the current SOW. For example:
 - In section 1 Project Timeliness item c., if there were no comments from the Department in the deliverable review, requesting a response, then an N/A should be entered instead of a zero.
 - In section 6, Quality and Technical Competence, item a. is used in each PO. Items b through f are only used as appropriate. For example, if the PO is for site assessment, then item b is scored 2 through 0, as appropriate. If there is no site assessment in the PO, item b is N/A. If the PO is for NAM, PARM or O&M, then item c is scored. If the PO is not for NAM, PARM or O&M, then item c is marked N/A. If a RAP was not tasked in the PO, then an N/A should be entered for section 6. Quality & Technical Competence item d. If remedial action was not tasked in the PO, then item e is marked N/A. If site closure was proposed or should have been proposed in the report, then item f is scored; otherwise item f is marked N/A.
- Except for circumstances beyond the Contractor's control, tasks/deliverables should be completed on time or ahead of the schedule in the PO. All tasks/deliverables must be submitted on or before the due date. If even one (1) task/deliverable is a day late, then 2 cannot be selected.
- Seven (7) days' notice is required for all upcoming field work, otherwise 2 cannot be selected, unless the Site Manager agreed in writing with the shorter notice.
- Patterns of RFCs for time extensions received by the Site Manager less than 20 days from when the deliverable is due should be addressed in section 4. Item a. Similarly, patterns of RUSH change orders should also be addressed in this item.

- MFMP or OCULUS can be utilized to confirm if invoices were received within the allotted thirty (30) day timeframe. If any invoices are received more than thirty (30) days after approval of the Deliverable, the CPE should reflect either a zero (0) or one (1).
- The Site Manager should notify their respective Team Leader if a CPE is completed and the Contractor will receive a “poor” rating. If a Contractor receives a Poor for Performance Ranking on the CPE they cannot continue working on the facility. The site will be reassigned using the CSF. The site manager or Team Leader should notify the ATC via email that due to the CPE rating, the site will be re-assigned.

19.2 *New SOW or SRCO/NFA*

If the Site Manager and their professional agree that an additional PO is necessary to obtain closure, a new SOW should be drafted and the SOW/PO process will begin again (see Section 7.0). If NFA has been reached the appropriate closure order should be drafted by the Site Manager and provided to the professional (i.e. P.E. or P.G.) for review.

20.0 CANCELLING A PO

If a PO is issued and no work could be completed, the PO Cancellation form must be completed and processed to cancel the PO in MFMP. A PO cannot be cancelled if any work has been authorized for payment, the final invoice with Release of Claims form will close out the PO. A Site Manager should not cancel a PO or offer a contractor a replacement facility before discussing the situation with their Team Leader. If a Contractor cannot get access or come to an agreement with an owner, or if the facility was assigned to the wrong contractor it should be discussed with the Team Leader. If a PO does need to be cancelled, refer to the [PO Cancellation Procedures](#)⁶⁶ guidance, and the [PO Cancellation and/or Replacement Site Request Form](#)⁶⁷.

21.0 SITE CLOSURE

When a Site Manager receives a request for NFA the Site Manager should review all historical data for the facility, and present all historical tables and figures for discussion to their professional to determine if NFA has been reached. If the Site Manager and their professional agree that NFA has been reached, a Provisional NFA Approval letter should be issued, followed by the well abandonment SOW/PO. Once the Site Manager has received and approved the well abandonment, the appropriate closure letter needs to be drafted and submitted to their professional for review.

21.1 *SRCO/NFA Process*

The Site Manager should be familiar with closure guidance documents, including [SOP Site Manager Closure Guide](#)⁶⁸ and [SRCO with Conditions - Step by Step Process for PRP Site Managers](#)⁶⁹. In addition, several presentations are available to assist the Site Manager

in determining which closure pathway is the most appropriate, and how to determine if the requirements for NFA have been achieved including:

- [Pathways to Closure](#)⁷⁰ (June 2017)
- [Pathways to Closure, Part 1](#)⁷¹ (March 2017)
- [Pathways to Closure, Part 2](#)⁷² (March 2017)

Prior to issuing an SRCO verify the correct address is in STCM (check property appraiser website) and that the address matches the PG/PE certification page, and the document and date references in the PG/PE certification page match the SRCO. As a reminder, if the facility is under a Consent Order (or Final Judgment), cost recovery may be requested from the respondent.

21.2 SRCO Data Entry in STCM

Site Managers are no longer responsible for entering SRCOs in STCM, but is responsible for ensuring that the entry has been made and the order has been inserted into OCULUS.

22.0 REFERENCES

- 1 – Roles & Responsibilities for Petroleum Restoration Program Site Managers: <https://floridadep.gov/waste/petroleum-restoration/documents/roles-and-responsibilities-prp-site-managers>
- 2 – Chapter 62-780, F.A.C. – Contaminated Site Cleanup Criteria: <https://www.flrules.org/gateway/ChapterHome.asp?Chapter=62-780>
- 3 – PRP Procedures & Guidance Documents: <https://floridadep.gov/waste/petroleum-restoration/content/procedures-guidance-documents>
- 4 – Amended and Restated Generic Agency Term Contract (ATC): <https://floridadep.gov/waste/petroleum-restoration/documents/amended-and-restated-generic-agency-term-contract>
- 5 – DEP SOPs: <https://floridadep.gov/dear/quality-assurance/content/dep-sops>
- 6 – PRP Announcements & Upcoming Events: <https://floridadep.gov/waste/petroleum-restoration/content/announcements-upcoming-events>
- 7 – PRP Standard Specification Details: <https://floridadep.gov/waste/petroleum-restoration/documents/prp-standard-specification-details>
- 8 - Technical Report: Development of Cleanup Target Levels for Chapter 62-777, FAC: <https://floridadep.gov/waste/district-business-support/documents/technical-report-development-cleanup-target-levels-ctls>
- 9 – SOP – 1. Introduction: <https://floridadep.gov/waste/petroleum-restoration/content/sop-1-introduction>
- 10 – Petroleum Cleanup Programs: <https://floridadep.gov/waste/petroleum-restoration/content/petroleum-cleanup-programs>
- 11 – SOP – 2. Cleanup Program Summaries: <https://floridadep.gov/waste/petroleum-restoration/content/sop-2-cleanup-program-summaries>
- 12 – SOP – 3. Deductibles and Caps: <https://floridadep.gov/waste/petroleum-restoration/content/sop-3-deductibles-and-caps>
- 13 – SOP – 4. Site Priority Score & Priority Score Order: <https://floridadep.gov/waste/petroleum-restoration/content/sop-4-site-priority-score-and-priority-score-order>
- 14 – SOP – 6. Site Assignment: <https://floridadep.gov/waste/petroleum-restoration/content/sop-6-site-assignment>

- 15 – SOP Site Manager Workflow: <https://floridadep.gov/waste/petroleum-restoration/documents/sop-site-manger-workflow>
- 16 – STCM: <https://floridadep.gov/waste/permitting-compliance-assistance/content/storage-tank-and-petroleum-contaminationcleanup>
- 17 – Site Manager’s STCM Quick Tips & User Guide: <https://floridadep.gov/waste/petroleum-restoration/documents/site-manger-stcm-quick-tips-user-guide>
- 18 – Administrative Guidance: <https://floridadep.gov/waste/petroleum-restoration/content/administrative-guidance>
- 19 – SOP – 9. Site Access (including Off-Site Access and CSX Access): <https://floridadep.gov/waste/petroleum-restoration/content/sop-9-site-access-including-site-access-and-csx-access>
- 20 – LSSI: <https://floridadep.gov/waste/petroleum-restoration/content/low-scored-site-initiative-lssi>
- 21 – Petroleum Cleanup Funding Cap To Date Report: <https://floridadep.gov/waste/permitting-compliance-assistance/content/petroleum-restoration-program-reports>
- 22 – OCULUS: <https://depdms.dep.state.fl.us/>
- 23 – Petroleum Restoration Program Database Quick Guide: <https://floridadep.gov/waste/petroleum-restoration/documents/prp-database-quick-guide>
- 24 – Bureau of Petroleum Storage Systems Storage Tank/Contaminated Facility Name & Address Search: https://fldep.dep.state.fl.us/www_stcm/reports/STCM02.asp
- 25 – DEP Information Portal: <http://prodenv.dep.state.fl.us/DepNexus/public/searchPortal>
- 26 – Oracle Storage Tank Contamination Monitoring (STCM) Petroleum Contamination Tracking (PCT) User’s Guide: <https://floridadep.gov/waste/petroleum-restoration/documents/stcm-oracle-user-guide>
- 27 – Contamination Locator Map: <http://prodenv.dep.state.fl.us/DepClnup/welcome.do>
- 28 – Assessment Guidance: <https://floridadep.gov/waste/petroleum-restoration/content/assessment-guidance>

- 29 – SOP Site Manager Assessment Guide: <https://floridadep.gov/waste/petroleum-restoration/content/sop-site-manager-assessment-guide>
- 30 – Remediation Guidance: <https://floridadep.gov/waste/petroleum-restoration/content/remediation-guidance>
- 31 – SOP Site Manager Remediation Guide: <https://floridadep.gov/waste/petroleum-restoration/content/sop-site-manager-remediation-guide>
- 32 – SOP Site Manager Monitoring Guide: <https://floridadep.gov/waste/petroleum-restoration/content/sop-site-manager-monitoring-guide>
- 33 – SOP Site Manager Closure Guide: <https://floridadep.gov/waste/petroleum-restoration/content/sop-site-manager-closure-guide>
- 34 – Scope of Work Checklist: <https://floridadep.gov/waste/petroleum-restoration/documents/prp-sow-checklist>
- 35 – PRP Procurement Process: <https://floridadep.gov/waste/petroleum-restoration/documents/prp-procurement-process>
- 36 – PRP Procurement Process Workflow: <https://floridadep.gov/waste/petroleum-restoration/documents/prp-procurement-process-workflow>
- 37 – Site Manager Checklist for PR Creation Documents: <https://floridadep.gov/waste/petroleum-restoration/documents/pr-documents-checklist-sm>
- 38 – SOW Workbook Guidance: <https://floridadep.gov/waste/petroleum-restoration/documents/scope-work-workbook-guidance>
- 39 – SPI Phase Example Guidance with Mobilization and Per Diem Calculations: <https://floridadep.gov/waste/petroleum-restoration/documents/spi-phase-example-guidance-mobilization-and-diem-calculations>
- 40 – SOP – 24. eQuotes: <https://floridadep.gov/waste/petroleum-restoration/content/sop-24-equotes>
- 41 – RAC/O&M/SR Tips to Speed Up PR Processing: <https://floridadep.gov/waste/petroleum-restoration/documents/racomsr-tips-speed-pr-processing>
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- 43 – SOP – 18. Professional Land Survey: <https://floridadep.gov/waste/petroleum-restoration/content/sop-18-professional-land-survey>

- 44 – Communication Log: <https://floridadep.gov/waste/petroleum-restoration/documents/communication-log>
- 45 – Communication Plan: <https://floridadep.gov/waste/petroleum-restoration/documents/communication-plan>
- 46 – BPSS Enforcement of Laboratory NELAP Certification Requirements: <https://floridadep.gov/waste/petroleum-restoration/documents/prp-enforcement-laboratory-nelap-certification-requirements>
- 47 – How to Review a PR in MFMP: <https://floridadep.gov/waste/petroleum-restoration/documents/how-review-pr-mfmp>
- 48 – Tips for Data Entry of Reports into STCM to Prevent Data Errors: <https://floridadep.gov/waste/petroleum-restoration/documents/tips-data-entry-reports-stcm-prevent-data-errors>
- 49 – SOP – 15. Utility Accounts: <https://floridadep.gov/waste/petroleum-restoration/content/sop-15-utility-accounts>
- 50 – Site Manager’s MFMP Guide: <https://floridadep.gov/waste/petroleum-restoration/documents/site-manager-mfmp-guide>
- 51 – Purchase Order Invoice Processing Checklist/Guidance: <https://floridadep.gov/waste/petroleum-restoration/documents/purchase-order-invoice-processing-checklist>
- 52 – Delegation Instructions for MFMP: <https://floridadep.gov/waste/petroleum-restoration/documents/delegation-instructions-mfmp>
- 53 – Delegation Memo Template: <https://floridadep.gov/waste/petroleum-restoration/documents/delegation-memo-template>
- 54 – Request for Change Guidance: <https://floridadep.gov/waste/petroleum-restoration/documents/request-change-guidance>
- 55 – PRP Contracts Tips to Speed up RFC Processing: <https://floridadep.gov/waste/petroleum-restoration/documents/prp-contracts-tips-speed-rfc-processing>
- 56 - Project Managers Guide – Remediation System Runtime Evaluation: <https://floridadep.gov/waste/petroleum-restoration/documents/project-managers-guide-remediation-system-runtime-evaluation>
- 58 – Travel Per Diem Drawing: <https://floridadep.gov/waste/petroleum-restoration/documents/travel-diem-drawing>

- 59 – Order Letter Checklist: <https://floridadep.gov/waste/petroleum-restoration/forms/order-letter-checklist>
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- 69 – SRCO with Conditions – Step by Step Process for PRP Site Managers: <https://floridadep.gov/waste/petroleum-restoration/documents/srco-conditions-sop-site-mangers>
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- 71 – Pathways to Closure, Part 1: <https://floridadep.gov/waste/documents/pathway-closure-part-1>

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- 78 - Chapter 62-772, F.A.C. – Procurement Procedures for Petroleum Cleanup: <https://www.flrules.org/gateway/ChapterHome.asp?Chapter=62-772>
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