



## eBuilder User Guide



### *Non-Conformance Notice Process*



*Non-Conforming  
Deliverable*

*Review  
& Respond*

*Resolve &  
Warranty*



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## Getting Started

The City of Miami strives to be a **Service City** every day by streamlining our internal processes; making it easier to register, pay, and receive city services. We introduce eBuilder, a project management system designed to address non-conformance notices easier, faster, and available from your home or office computer at any time.

### eBuilder User Guide Audience

This guide is intended for individuals who have a working knowledge of the City of Miami's project lifecycle.

### eBuilder Video Tutorials

Please visit the **City of Miami's Technology eLearning Hub** on YouTube or Vimeo. Click the links listed below or search for eBuilder on YouTube or Vimeo.

\*Note: Videos are in progress.

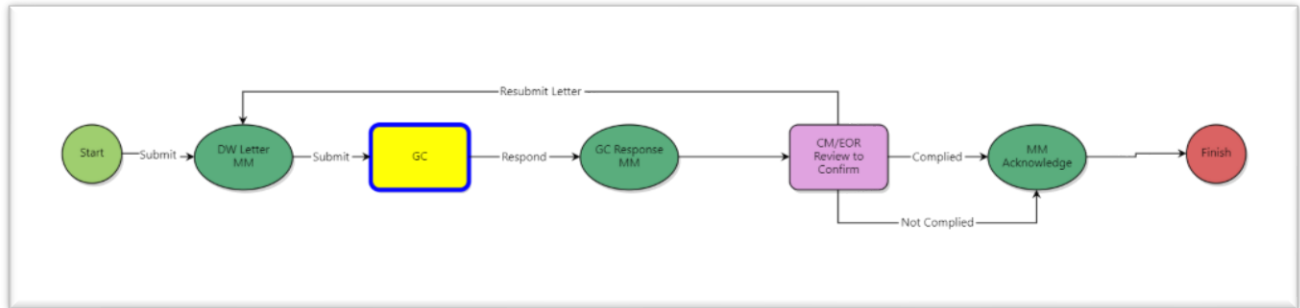
- **YouTube:** <https://youtu.be/q0s3HvEVGnY>

### eBuilder Technical Support

Please send eBuilder system questions or issues to the eBuilder Technical Support team:

Email: [ebuilder@miamigov.com](mailto:ebuilder@miamigov.com)

# Non-Conformance Notice (N-CN) Workflow



## Workflow

Non-conforming notices can be initiated in this process by the Project Manager, Construction Manager, Engineer of Record or the CEI Inspector (or process initiator). A letter is generated informing the General Contractor (GC) of the issue. Within eBuilder, the GC can respond to the notice of non-conformance. The process initiator will confirm if the GC complied or did not comply with the non-conformance notice. The General Contractor will be given up to three opportunities to cure the non-conformance. Once the non-conformance is addressed, a formal response is provided to the GC, and the process is complete. If the non-conformance is not cured or resolved, the notice will be marked not complied. Unresolved non-conformance notices can result in a default letter as determined by the City of Miami.



## NON-CONFORMANCE NOTICE ROLES AND PROCESS

### Purpose

eBuilder's non-conformance notice process enables the General Contractor to address non-conformances issued by the City of Miami or its representatives. This project management software allows a fluid response to issues that arise in construction projects faster and more efficiently. It also provides transparency with non-conforming work that has been identified and respond in a timely manner.

### Start Step Process Initiator

1. The Project Manager, Construction Manager, Engineer of Record or the CEI Inspector begins the process in e-Builder and will have to enter details about the non-conformance such as name of contractor and type of fix required.
2. The Project Manager, Construction Manager, Engineer of Record or the CEI Inspector will be able attach any supporting documentation associated with the non-conformance.
3. Once the Project Manager, Construction Manager, Engineer of Record or the CEI Inspector has populated the required fields and information, it will click **Submit** to send the non-conformance notice to the General Contractor.

### General Contractor (GC) Overview

The general contractor will receive the Non-Conformance process instance in their court with a Non-Conformance Notice attached. The GC should review the process instance details and the Non-Conformance Letter attachment and complete the required fields such as the proposed correction and provide any supporting documentation. To move the process forward, the GC must then respond by taking the following action.

1. Select the **Respond** action
  1. The process will advance to the process initiator (Project Manager, Construction Manager, Engineer of Record or the CEI Inspector) for review and confirmation of the fix.
  2. The process will generate a GC Response Mail Merge which will include the Contractor response and attachments (if any).

## CM/EOR Review to Confirm

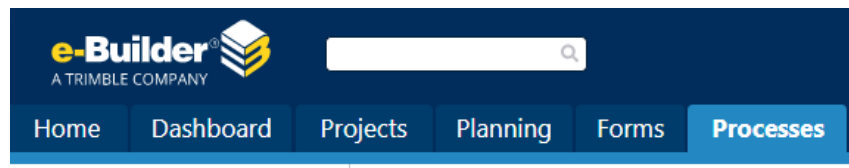
The Project Manager, Construction Manager, Engineer of Record or the CEI Inspector (or process initiator) will review the GC's response to confirm that the non-conformance is addressed and add any resolution comments if necessary. The process initiator may take one of the following actions:

1. Take the action of **Complied**. If the non-conformance was addressed by the GC, the process initiator will take the **Complied** action
  - a. The process will advance to the **Finish** step.
  - b. The process will generate an Acknowledge Mail Merge to indicate the non-conformance was cleared.
2. Take the action of **Resubmit Letter**. If the non-conformance was not yet addressed by the GC, the process initiator may take the action to **Resubmit the Letter** to the GC up to 3 times.
  - a. The process will return to the GC to address the non-conformance and provide a response once again.
  - b. The General Contractor will have to respond to the second and/or third non-conformance notification (as applicable) within the time determined by the process initiator (Project Manager, Construction Manager, Engineer of Record or the CEI Inspector).
3. Take the action of **Not Complied**. If the non-conformance was not addressed by the GC after several notifications by the process initiator (Project Manager, Construction Manager, Engineer of Record or the CEI Inspector), then the process initiator will select the action of **Not Complied** to close the non-conformance notice as unresolved by the General Contractor.
  - a. The process will generate an Acknowledge Mail Merge to indicate the non-conformance was not resolved.
  - b. Unresolved non-conformance notices may escalate and result in a default letter to the General Contractor as determined by the City of Miami.

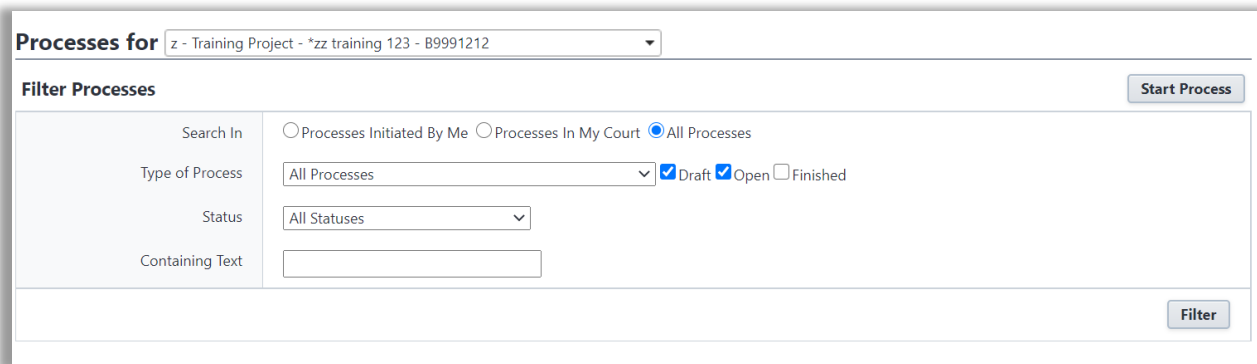
## Non-Conformance Notice (N-CN) Step by Step

**Step 1:** The Project Manager, Construction Manager, Engineer of Record or the CEI Inspector (or process initiator) will log in to eBuilder.

**Step 2:** Select the **Processes** tab.



**Step 3:** Select the appropriate project and click **Start Process**.

The image shows a screenshot of the 'Filter Processes' interface. At the top, there is a dropdown menu labeled 'Processes for' with the text 'z - Training Project - \*zz training 123 - B9991212'. Below this is a section titled 'Filter Processes' with a 'Start Process' button on the right. The filter section contains several input fields: 'Search In' with radio buttons for 'Processes Initiated By Me', 'Processes In My Court', and 'All Processes' (which is selected); 'Type of Process' with a dropdown menu set to 'All Processes' and checkboxes for 'Draft', 'Open', and 'Finished' (all checked); 'Status' with a dropdown menu set to 'All Statuses'; and 'Containing Text' with an empty text input field. A 'Filter' button is located at the bottom right of the filter section.

**Step 4: Select the Non-Conformance Notice (N-CN) process**

Details Attached Documents (0) Attached Processes (0) Attached Forms (0)

**Submission**

\* Title:

\* Contractor: Please select the General Contractor assigned to this project.  
[Lookup]

\* To:

\* Response Needed By:

\* Correction Needed By:

\* Nature of Non-Conformance:

Contract Document Reference:

Paragraph:

Drawing Ref:

Detail:

Attachments:

Date to Contractor:

Letter #:

Print Check Spelling Submit Save Draft Cancel

**Step 5:** Fill in the required fields that are marked with a red asterisk in order to advance.

**Step 6:** Select one of the following options:

Print Check Spelling Submit Save Draft Cancel

**Step 7:** Click **Submit**.



**Step 8:** The General Contractor will be able to respond to the non-conformance here:

**Submission**

Contractor:	Please select the General Contractor assigned to this project. <a href="#">Sample</a>
To: <a href="#">?</a>	John Doe
Response Needed By:	08.10.2020
Correction Needed By: <a href="#">?</a>	08.28.2020
Nature of Non-Conformance:	Windows in the 1st and 2nd floor of Building A are not installed in accordance with contract documents which state that these should be impact resistant. Windows installed are wood windows, these type of windows do not meet minimum standards for the City of Miami.
Non-Conformance Letter:	<a href="#">N-CN-00005 - Window Installation.pdf</a> (version 2) <small><a href="#">Properties</a>   <a href="#">Download (108.5KB)</a>   <a href="#">Redline</a></small>
Letter #:	1
Contract Document Reference: <a href="#">?</a>	Specification Section 8000
Paragraph: <a href="#">?</a>	34
Drawing Ref:	A-20
Detail:	A-20-3
Attachments: <a href="#">?</a>	Specs

**Contractor Review**

* Defect cured?:	<input type="text" value="-- Please select an option --"/>
* Proposed Correction (Response):	<div style="border: 1px solid #ccc; height: 40px;"></div>
Response Attachments: <a href="#">?</a>	<div style="border: 1px solid #ccc; height: 20px;"></div>

Respond [?](#)
Take Action
Check Spelling
Print
Copy
Delegate
Save
Cancel

**Step 9:** Fill out the fields in the Contractor Review section designated with red asterisks. Include any supporting documentation in the **Attached Documents** tab if necessary.

**Step 10:** The General Contractor will select **Respond** and click **Take Action**. The notice is returned to the Project Manager, Construction Manager, Engineer of Record or the CEI Inspector (or process initiator) for review and confirmation of the fix. If **Save** is selected, the process stays in the general contractor’s court.

**Important:** **Take Action** must be selected for the process to move forward in the workflow.

**Step 11:** The process initiator will receive a notification when the general contractor has responded. The following window appears once the Non-Conformance process is sent to the process initiator (Project Manager, Construction Manager, Engineer of Record or the CEI Inspector) to confirm the non-conformance was addressed.

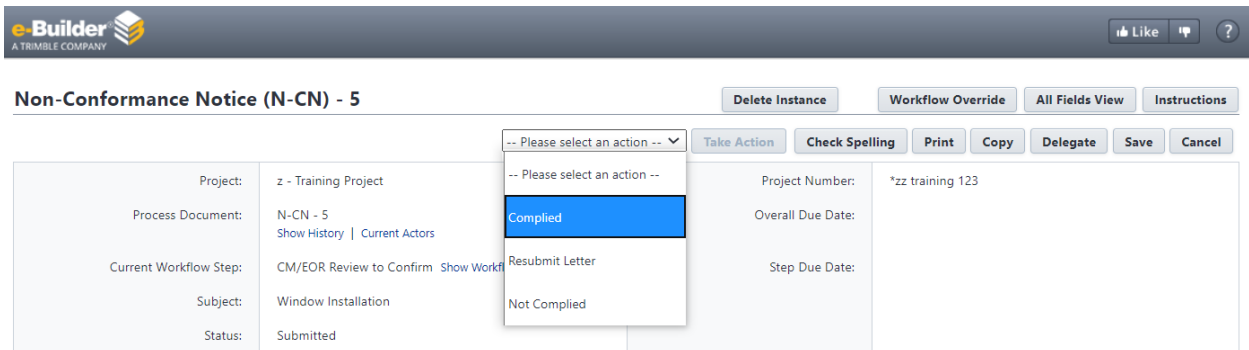
Details	Comments (0)	Attached Documents (1)	Attached Processes (0)	Attached Forms (0)	Attached To (0)
<b>Submission</b>					
Contractor:	Please select the General Contractor assigned to this project. Sample				
To:	John Doe				
* Response Needed By:	08.10.2020				
* Correction Needed By:	08.28.2020				
* Nature of Non-Conformance:	Windows in the 1st and 2nd floor of Building A are not installed in accordance with contract documents which state that these should be impact resistant. Windows installed are wood windows, these type of windows do not meet minimum standards for the City of Miami.				
Non-Conformance Letter:	 <a href="#">Properties</a>   <a href="#">Download (108.0KB)</a>   <a href="#">Redline</a>				
Letter #:	1				
* Contract Document Reference:	Specification Section 8000				
Paragraph:	34				
Drawing Ref:	A-20				
Detail:	A-20-3				
Attachments:	Specs				
<b>Contractor Review</b>					
Defect cured?:	Yes				
Proposed Correction (Response):	The non-conformance will be addressed by Sample Construction in the specified time.				
Response Attachments:	Photos				
<b>CM/EOR Confirmation</b>					
Date Non-Conformance Corrected:					
Resolution Comments:					
Acceptance of Non-Conformance By:					
Acceptance of Non-Conformance By Date:					
Date to Contractor:	08.05.2020				
<div style="text-align: right;"> <span>-- Please select an action --</span> <span>Take Action</span> <span>Check Spelling</span> <span>Print</span> <span>Copy</span> <span>Delegate</span> <span>Save</span> <span>Cancel</span> </div>					

**Step 12:** The Project Manager, Construction Manager, Engineer of Record or the CEI Inspector (or process initiator) will fill out all applicable fields to confirm if the non-conformance has been addressed or has not been addressed.

If **Complied** is selected, then a formal response will be sent to the general contractor that the non-conformance was addressed or fixed.

If **Resubmit Letter** is selected, the general contractor will be given an additional opportunity to cure non-conformance, up to three times.

If **Not Complied** is selected, then the Non-Conformance may escalate outside of eBuilder and a Default Letter may be sent to the Contractor at the discretion of the City of Miami.



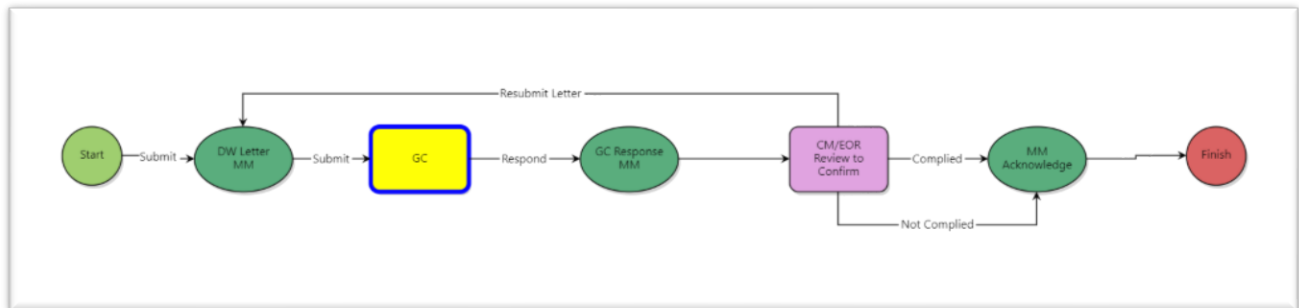
**Step 13:** Select the appropriate action and click **Take Action** for the process to move forward.

### Process Headers Explained

The purpose of this is to demonstrate how to navigate within the process. **Show History** will delineate each step and their corresponding time and actor who changed/added to process. **Current Actors** will list all relevant project members.

Project:	z - External Testing	Project Number:	TestExternal
Process Document:	CS - 1 <a href="#">Show History</a>   <a href="#">Current Actors</a>	Overall Due Date:	
Current Workflow Step:	Initiator Revise & Resubmit <a href="#">Show Workflow Diagram</a>	Step Due Date:	
Subject:	CS - 1 - Remodel Dining Room- 7/19/2020 5:10:57 PM		
Status:	Submitted		

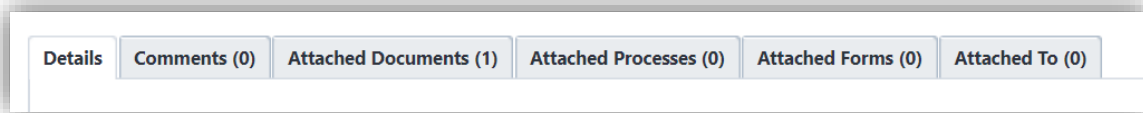
The **Current Workflow Step** will demonstrate the current step in which the process resides. The workflow will display the entire process with the current step highlighted in blue because it is a dynamic feature.



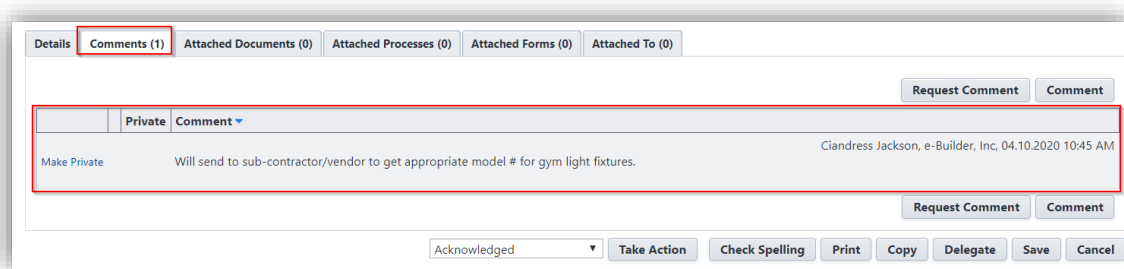
Ensure that all documents, processes, and attached forms are included specifically in the Process Instance Tabs section.

## Process Instance Tabs

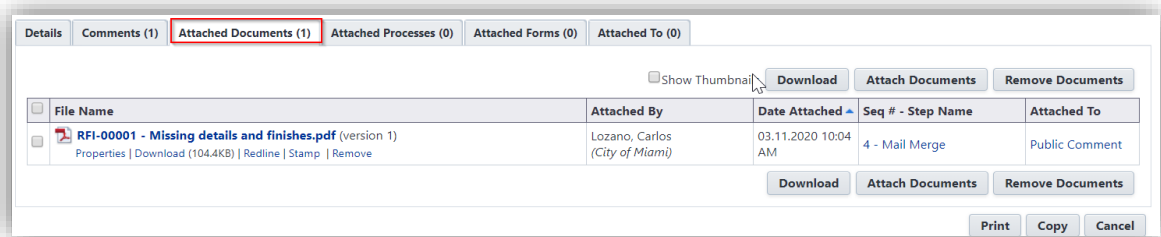
Various tabs allow you to provide substantiating documentation if needed.



**Comments:** Actor may request internal/external comments and/or leave their own comments.



**Attached Documents:** Actor may upload documents to attach from their computer or select a file from within the document structure of the current project.



**Attached Processes:** Displays process instances that have been attached by the current or previous actor(s).

**Attached Forms:** Displays Forms that have been attached by the current or previous actor(s).

**Attached To:** Displays where the current process instance is attached within the system.