



United States
Department of
Agriculture

Forest
Service

Pacific
Northwest
Region

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Date: September 27, 2001

To: Pacific Northwest Interagency Engine/Tender/Crew Contractors

Subject: Issues/Claims Resolution Protocol

In order to facilitate timely resolution of contractor's issues and claims, we want to emphasize the following protocols.

Issues that arise concerning the dispatch and mobilization process should first be submitted to your Forest or Host Unit, lead dispatcher or Center Manager, for action. If your Forest or Host Unit is unable to resolve the issue/claim, your next avenue should be the Contracting Officer that signed your Agreement/Contract.

If the issue/claims arise on an incident, it should first be brought to the attention of the Incident Procurement Unit Leader (PUL) or Finance Section Chief if the PUL isn't available. If the PUL or Finance Section Chief is not available, the Incident Agency Contracting Officer should be the primary contact. As stated in Item #14 of the Interagency Engine/Tender Contract Award Document, "Claims may be submitted to the Procurement Unit Leader or Incident Agency Contracting Officer. Contract dispute claims may be settled by any Contracting Officer acting within their authority and within any limits set by the Incident Agency. In the event a settlement cannot be reached, the written final decision shall be made by the Incident Agency Contracting Officer."

Appeals from the Incident Agency Contracting Officer's final decision may be made to the appropriate Board of Appeals.

Failure to follow the established process may result in delayed resolution of your issues/claims.

Sincerely,

/s/ TERRY A. BROWN

TERRY A. BROWN, Chair
2001 Interagency Engine/Tender/Crew Contract Committee

