Colorado Procedure 16-23

Standard Practice for

Management of CDOT & Consultant Materials Testing

1. SCOPE

This procedure contains a summary of the responsibilities and the process for developing the consultant materials testing contract and administering task orders. Also contained in this procedure are examples of the forms for management and evaluation of consultant materials testing on CDOT projects.

2. The following CDOT Forms mentioned in this chapter can be downloaded at the CDOT Forms Library: https://www.codot.gov/library/forms/form-numbers-broken-down

CDOT Form 1322

CDOT Form 1323

CDOT Form 1324

CDOT Form 313

2. SUMMARY OF RESPONSIBILITIES AND PROCESSES

The Region Materials Engineer develops the non-project-specific (NPS) materials testing consulting contract that is then reviewed for approval by the Program Engineer and Region Transportation Director. The contract is distributed to interested consultants as a part of a request for proposals. Proposals are reviewed by Region Engineers and then the Consultants are selected. Resident Engineers write task orders to provide consultant materials testing for specific projects. The business office tracks expenditures and assists in the paperwork involved in administering the NPS contracts and the task orders written under each contract. The Region Materials Engineer reviews and retains copies of consultant evaluations and coordinates solving of problems with consultant testing.

3. MANAGEMENT AND EVALUATION OF CDOT & CONSULTANT MATERIALS TESTING

3.1 CP 16, Pre-Testing Meeting Agenda – CDOT & Consultant Materials Testing (CDOT Form 1322)

This form is used to guide discussion and document the results of a pre-testing meeting. This meeting allows the key people involved in the testing to discuss and define each of the issues involved in consultant testing. Each item should be discussed and the results of that discussion written on the form. Pre-testing meetings have been a valuable tool to avoid problems by promoting communication on important issues before testing begins.

3.2 CP 16, Weekly Meeting Agenda – CDOT & Consultant Materials Testing (CDOT Form 1323)

This form is used to guide discussion and document the results of a meeting held each week, if needed, to determine if the consultant testing is going smoothly. These meetings allow early identification and resolution of problems. Key issues addressed at the weekly meetings are the distribution of test results, documentation of testing, proper test procedures, and how failing tests are handled. If the consultant testing is going well, then brief and informal meetings between the CDOT head tester and the consultant tester, or skipping some of these meetings, may be appropriate. If there are substantial problems then a formal meeting including the Project Engineer and the supervisor of the consultant materials tester may be needed. Use the form to document all meetings, however brief.

- 3.3 CP 16, Evaluation of Materials Testing –Consultant Materials Testing (CDOT Form 1324)
- 3.3.1 This form is used to evaluate the Consultant Project Tester and Consultant Management / Support (CM/S) after consultant testing on the project is completed. This evaluation is normally conducted by the Project Engineer. The contractor, consultant, and head tester should be interviewed before completing this form. A final meeting with the consultant to discuss strengths and weaknesses is also recommended. A copy of the completed evaluation form is part of the Finals packet and must be sent to the Region Materials Engineer and the Documentation Unit of the Central Materials Laboratory. This central record of evaluations will support a statewide review of consultant performance.
- 3.3.2 The Project Tester [A] section is an evaluation of the individual materials tester only.
- 3.3.3 The Consultant Management / Support (CMS) [B] section is an evaluation of the consultant company beyond the project tester. Description of the evaluation factors is discussed below.
- 3.3.3.1 Quality: Achieved desired outcomes with a minimum of avoidable errors and problems. The work was accurate and complete. The work was done efficiently and effectively.
- 3.3.3.2 Timeliness: Performs work within the time frames identified. Responds/replies to requests for information or assistance in a reasonable time.
- 3.3.3.3 Price / Budget: Effectively manages costs and adheres to the budget as specified in the contract/scope of work.
- 3.3.3.4 Business Relations / Customer Service: The degree to which the consultant is professional and respectful in its business approach and interactions with the agency.
- 3.3.3.5 Deliverables / Requirements: The degree to which the consultant is compliant in meeting the standards of contract requirements and deliverables (i.e. documentation).

4. CONSULTANT PERFORMANCE EVALUATION

4.1 The CDOT Consultant Performance Evaluation, CDOT Form 313, is a general evaluation of consultants performing any services for the Department.

Senate Bill 07 228 requires that all state contracts greater than \$100,000 that were signed, or changed, after July 1, 2009, must have Contractor evaluations and ratings performed. The final evaluation rating will be posted to the Contract Management Systems (CMS) public website at http://contractsweb.state.co.us. All CDOT guidance documents, which include instructions, procedures, forms, email language, memorandums, and other information related to contractor performance evaluation, are posted on the Purchasing web page located at //internal/Purchasing/PurchasingDocuments.cfm.

NOTE: The CDOT Consultant Performance Evaluation using CDOT Form 313 are required and separate from the CP 16, Evaluation of Materials Testing (CDOT Form 1324). All forms are required to be completed.

COLORADO DEPARTMENT OF TRANSPORTATION	Region:	Residency:				
CP 16, PRETESTING MEETING	Contract ID:	l			Date	
AGENDA The purpose of this meeting is to clarify the expectations of CDOT for	Project No.:					
the consultant materials tester and to review some of the common issues that arise during typical projects. This form shall be used for consultants and may be used when CDOT is performing the testing.	Proj. location:					
Attendance: It is recommended that the following people be	in attendance:					
CDOT Project Engineer:	Consultant mate	erials tester's super	visor:			
CDOT head tester:	Contractor qualit	ty control tester:				
Region Laboratory representative (if available):	Contractor representative(s):					
Consultant materials tester:	Supplier representative(s):					
It is recommended this meeting occur one week prior to the need for test resolved, then there will be time to address them.	ing. If some of the	e issues brought up	at the me	eeting are	not initially	У
1) Test result distribution:						
Payment to the contractor is dependent on test results of materials. There production. Computer printout of the Moving Quality Level (MQLs) needs			distribute	d before t	he next da	ay of
Have all forms for reporting test results been provided to the consultant materials tester and contractor?	Test results will	be distributed by:				
Test results will be distributed to:	E-Mail A	Address:	CDOT Fo	orm #626* no	QL yes	.s** no
1)			0	0	0	0
2)			0	0	0	0
3)			0	0	0	0
4)			0	0	0	0
5)			0	0	0	0
*When test results fail, a CDOT Form #626 (Field Laboratory Test Result: **When QLs (Quality Levels) and pay factors are calculated, they shall be				st it.		
What mix designs have been submitted and approved?						
Who is authorized to sign the Form #626?	Who will calcula	te the QLs and pay	/ factors?			
Who will distribute the QLs and pay factors?	How often will th	e QLs and pay fac	tors be dis	stributed?		
Which versions of software will be used to calculate pay factors?						
Does the consultant have this software installed? yes no	Does the contra	ctor have copies of	f this softw	/are? y	res 🔘 no	°O
Who from the contractor will be responsible for maintaining the MQLs?	,					
Provious aditions are obsolete and may not be used						

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2) Special reports

In some instances that involve a long testing procedure (volumetrics, cylinders, etc.), the results need to be distributed no later than the day after the test is completed. The following protocol should be used for the distribution of these tests.							
		Distribu	uted by			Distributed when	
Concrete cylinder break	KS:						
Asphalt volumetrics:							
Rice:							
B) Procedural review							
These are common areas of	concern for testing materia	ls on CDOT proj	ects. It is recomm	ended to review these	e during th	is meeting.	
Forms: Does the consultant materials tester have the Form #250? Does the consultant materials tester have the Form #379? Does the consultant materials tester have confidential Random Sampling Schedule?							
Concrete: Time constraints and procedures for making cylinders and beams (AASHTO T 141, 23, and 97)							
Acceptance cylinders and/or	beams:		Field cured cyl	Field cured cylinders:			
Sampling location within load	l:		Special require	Special requirements:			
Sampling method (divert enti (i.e. wheelbarrow preferred)	re stream):			1			
Location of water tank for init	tial cure (first 24 hours):		Bridge Deck C	Bridge Deck Curing Measures (thermocouples etc.):			
Weekend pours (sampling an	nd handling after 24 hours):		Maturity meter	Maturity meter calibrations for fast track paving, completed by?			
Location of cure (after 24 hou	urs):						
Transportation (how and whe	en):						
Asphalt:	Gradation	AC/Rice	ı	Binder		Density	
Sample location:							
Sample taken by:							
Sample witnessed by:							
Sample method:							
Sample split by:							
Sample delivered by:							
Test location:							
Tested by:							
Review sample size:	Aggregate:	Bi	inder:		HBP:		
Special sampling requiremen	its:						

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4) Protocol for Failing Tests

7			
During production of materials, it is possible that test results of materials of this happens. Typical actions could include: meeting, coring, retest, third pususpension of production, test saved splits, etc.			
Concrete			
Slump:	Air:		
Compressive Strength (CP 65):	Yield:		
Flexural Strength:	Sand Equivalent		
How will the QLs and pay factor be handled?			
Asphalt			
Density:	Gradation:		
Asphalt Content:	Stability:		
Volumetrics:	Binder:		
How will the QLs and pay factor be handled?			
Soils			
Density:	Moisture:		
Soil Bearing Value:			
Soil Profile:	Soil type:		
5) Head tester commitments			
The CDOT head tester will assist the consultant materials tester with a lin testers. This will include: review of the Field Materials Manual, setting up project, new CDOT tests and protocols, and one copy of the project plans. The CDOT head tester will not assist in training the consultant materials t (Jatco), asphalt binder cans, and 3 ring binders (all shall be new). Current publications/materials needed for the project will also be provided by the	ne book for project docume and specifications. ster in test procedures or p copies of the specification	entation, reviewing protocol. Consultan	the book throughout the
Head tester: Phone:	Cell:		FAX:
6) Protocol for switching consultant materials testers			
It is desirable for the consultant materials tester to be the same throughor create the need for the consultant to switch the tester. This should be min smooth transition.			
If known in advance - A reduced check testing program (at least 3 sample one day on the project with the original tester. If not known in advance • A reduced check testing program (at least 3 samples) needs to be program (at least one full day or night of tewith the project.	erformed within one week.	Additionally, the re	placement tester's
The replacement tester's supervisor needs to be present for the day returns. Short Term (Only 1 or 2 days)	-	,	_
Any additional supervision costs incurred because of switching consultant			9 - 6 6 3 7 2 7 7
Materials consultant tester's immediate supervisor is:	Supervisor	r's phone number:	Cell:
7) Equipment Change			
The same equipment (nuclear moisture/density gauge, air meter, etc.) net tester needs to use equipment that was used previously on the project. If it correlated appropriately before use.			

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The check testing program needs to be complete	ed before production beg	jins.		
Check testing started on:		Check testing completed on:		
What was the average of the differences in each	of the tests?			
Gradation:		Rice:		
Asphalt content:		Density:		
Did it correlate?		If not, then what is the next step?		
9) Independent Assurance Tests				
The Form #379 indicates the number of Independence schedule these tests. It is necessary to schedule				
Contact:	the tests a minimum or	Phone:	Cell:	
Additionally, the tests should be scheduled (when there are problems with the test results, it is bette			ot the end of a job or small quantity. If	
10) Qualified laboratory				
The consultant laboratory needs to be qualified in also be documented and given to the head tester				
Contact:	i. III order to get the lab	Phone:	Cell:	
Date laboratory was qualified:		By:	I	
AASHTO accredited laboratories will be considered	ed qualified.			
11) Certified personnel				
Do the testers have the appropriate certifications Level B or Level C), and soils (WAQTC, Embanki		CI Lab Tech I, Lab Tech II or Field To	ech I), asphalt testing (LabCAT Level /	
Tester:		Certifications:		
Tester:		Certifications:		
12) Resolution of testing issues				
12) Resolution of testing issues Issues may develop on the project between the c that the issues be dealt with appropriately. The C consultant tester should not try to resolve issues effort should be made to resolve the issue at the	DOT Head Tester or Pr with the contractor. If th	oject Engineer should deal with all is	ssues that arise from the testers. The	
Issues may develop on the project between the consultant the issues be dealt with appropriately. The Consultant tester should not try to resolve issues effort should be made to resolve the issue at the	DOT Head Tester or Pr with the contractor. If th lowest possible level.	oject Engineer should deal with all is e problem is not resolved, then the t	ssues that arise from the testers. The	
Issues may develop on the project between the c that the issues be dealt with appropriately. The C consultant tester should not try to resolve issues effort should be made to resolve the issue at the	DOT Head Tester or Pr with the contractor. If th lowest possible level.	oject Engineer should deal with all is	ssues that arise from the testers. The	
Issues may develop on the project between the consultant tester should not try to resolve issues effort should be made to resolve the issue at the 13) Materials consultant tester project supervisor. The materials consultant tester project supervisor.	DOT Head Tester or Pr with the contractor. If th lowest possible level.	oject Engineer should deal with all is e problem is not resolved, then the t	ssues that arise from the testers. The wo supervisors should meet. Every	
Issues may develop on the project between the consultant tester should not try to resolve issues effort should be made to resolve the issue at the 13) Materials consultant supervisor The materials consultant tester project supervisor 14) Weekly meetings The purpose of weekly meetings is to ensure that	CDOT Head Tester or Pr with the contractor. If th lowest possible level. is:	oject Engineer should deal with all is e problem is not resolved, then the l	ssues that arise from the testers. The wo supervisors should meet. Every Cell or Mobile: s, they need to be addressed. This	
Issues may develop on the project between the consultant tester should not try to resolve issues effort should be made to resolve the issue at the 13) Materials consultant supervisor The materials consultant tester project supervisor 14) Weekly meetings The purpose of weekly meetings is to ensure that meeting can be a regularly scheduled meeting or Attendance: CDOT representative, consulting that the state of the same time to the same time.	CDOT Head Tester or Pr with the contractor. If the lowest possible level. is: t an adequate job is being an adequate job is being an adequate job is being an occur sporadically	oject Engineer should deal with all is e problem is not resolved, then the l	ssues that arise from the testers. The wo supervisors should meet. Every Cell or Mobile: s, they need to be addressed. This	
Issues may develop on the project between the contact the issues be dealt with appropriately. The Consultant tester should not try to resolve issues effort should be made to resolve the issue at the 13) Materials consultant supervisor The materials consultant tester project supervisor 14) Weekly meetings The purpose of weekly meetings is to ensure that meeting can be a regularly scheduled meeting or	CDOT Head Tester or Pr with the contractor. If the lowest possible level. is: t an adequate job is being an adequate job is being an adequate job is being an occur sporadically	oject Engineer should deal with all is e problem is not resolved, then the to supervisor's phone number: Ing performed. If there are any issuedepending on the progress of th	ssues that arise from the testers. The wo supervisors should meet. Every Cell or Mobile: s, they need to be addressed. This	
Issues may develop on the project between the contact that the issues be dealt with appropriately. The Consultant tester should not try to resolve issues effort should be made to resolve the issue at the 13) Materials consultant supervisor The materials consultant tester project supervisor 14) Weekly meetings The purpose of weekly meetings is to ensure that meeting can be a regularly scheduled meeting or Attendance: CDOT representative, consultant contractor representative.	CDOT Head Tester or Pr with the contractor. If the lowest possible level. is: t an adequate job is being an adequate job is being an adequate job is being an occur sporadically	oject Engineer should deal with all is e problem is not resolved, then the to a supervisor's phone number: Ing performed. If there are any issuedepending on the progress on the part of the supervisor is not be progress.	ssues that arise from the testers. The wo supervisors should meet. Every Cell or Mobile: s, they need to be addressed. This	
that the issues be dealt with appropriately. The Consultant tester should not try to resolve issues effort should be made to resolve the issue at the 13) Materials consultant supervisor The materials consultant tester project supervisor 14) Weekly meetings The purpose of weekly meetings is to ensure that meeting can be a regularly scheduled meeting or Attendance: CDOT representative, consult and contractor representative. Day:	CDOT Head Tester or Pr with the contractor. If the lowest possible level. is: t an adequate job is being an adequate jo	oject Engineer should deal with all is e problem is not resolved, then the to a supervisor's phone number: Ing performed. If there are any issuedepending on the progress on the part of the supervisor is not be progress.	sues that arise from the testers. The wo supervisors should meet. Every Cell or Mobile: s, they need to be addressed. This roject and the consultant's expertise.	

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CDOT Form # 1323 Page 1

COLORADO DEPARTMENT OF TRANSPORTATION CP 16, WEEKLY MEETING AGENDA The purpose of weekly meetings is to ensure that an adequate job is being performed. If there are any issues, they need to be addressed. This shall be used for Consultants and may be used when CDOT is performing the testing.		Region: Residency:			
		Contract ID:			Date
		Contract ID.			Date
		Project No.:			
		Proj. location:			
Attendance:					
Name	Company			Phone	
Name	Company			Pilotte	
1)					
2)					
3)					
4)					
5)					
) Test result distribution					
is everyone receiving their test results?					
Are there any Issues?					
?) Special reports					
Are test results for tests that take over 1 day being	g distributed timely?				
3) Paperwork and documentation (Is th	e nanenwork and do	cumentation u	in to date for.)		
Acceptance testing:	e paperwork and do	our remailer o	ip to date ior.		
Proception results.					
IAIS:					
COCS and CTRS (Obtained for the files):					
cocs and circs (obtained to the lifes).					
I) Procedural review					
Are there any questions about the procedures bel	ng used?				

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5) Protocol for failing tests		
Have there been any falling tests?		
If so, what actions have been taken?		
6) Head tester commitments		
Has the head tester provided the necessary assistance?		
Has the consultant requested assistance in areas not required?		
7) Protocol for switching consultant materials testers		
Has the consultant materials tester been switched?		
If so, how was the switch handled?		
8) Equipment changes		
Has the same equipment been used throughout the project?		
If equipment was changed, was it properly correlated or calibrated?		
9) Check testing		
is the check testing program complete?		
Is the check testing program up to date?		
10) Independent Assurance Tests Have the Independent Assurance tests been scheduled?		
nave the independent Assurance lesis been scrieduled:		
11) Miscellaneous		
Are other pre-testing meeting checklist items complete?		
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CDOT Form 1324

111 1324				
COLORADO DEPARTMENT OF TRANSPORTATION	Region: Residency:			
CP 16, EVALUATION OF	Contract ID:		Date	
MATERIALS TESTING	Project No.:			
The contractor, consultant and head tester should be interviewed prior to completing this form. There should be a final meeting with the	i rojest ite			
consultant to review strengths and weaknesses.	Proj. Location:			
Name of Consultant Company:	ľ	Name of Consultant Tester:		
PROJECT TESTER				
Evaluation Factors: Rati	i ngs: (5) very g	ood, (4) good, (3) average, (2) below ave	rage, (1) poor	
Knowledge of test procedures				
Following test procedures				
Knowledge of project specifications				
4. Following project specifications				
5. Test result distribution				
6. Following protocol for failing tests				
7. Following instructions / directions of CDOT management	ent staff			
8. Paperwork / documentation (during construction)				
9. Final paperwork / documentation (after construction)				
10. Time management				
11. Scheduling I.A. testing				
12. Attendance at weekly / required meetings				
13. Housekeeping / field lab organization				
14. Test equipment maintenance				
15. Proficient in SiteManager LIMS software program (CD	OT FMM SMM/LI	MS Section 9.0)		
Subtotal:	0.0	A verage A:	NA	
CONSULTANT MANAGEMENT SUPPORT				
Evaluation Factors:	Rati	ngs: (5) above standard, (3) standard, (1) below standard	
1. Quality				
2. Timeliness				
3. Price / Budget				
Business Relations / Customer Service				
5. Deliverables / Requirements				
Subtotal:	0.0	Average B:	NA	
Note: Description of the factors can be	found in CP 1	6, Subsection 3.3.3.		
Rater Comments on referenced evaluation factors:				
Rater. (Project Engineer)		Date:		
FME Comments on referenced evaluation factors				

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viewer: RME (Region Materials Engineer)

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Concur

Process for Negligence:

Negligence should be resolved in a positive fashion that promotes learning and increased understanding. The complaint process tracks technicians who have repeated incidents of negligence. This process will also allow a means of tracking common problems and issues.

A single incident of negligence may be resolved through intervention by the Tester's Supervisor. After assurances in writing to the Department by the supervisor that the problem(s) are fully corrected, a thorough review of the Tester's materials documentation by the Region Independent Assurance Tester (IAT) and the supervisor will be made to ensure that a full correction of the problem(s) has occurred. Documentation of each incident shall be sent to the MGBM. The Department will maintain records of each incident. If only one report, of a minor nature, is received in a one-year period, no further action may be taken. However, if it is determined that the negligence is significant the requirements under "second incident" will be followed.

If the second incidence of negligence is reported within a one-year period, the Department will require that the technician and their employer develop a corrective action plan. The MGBM will notify all the Regional IATs. This notification is intended to make the IATs aware of the problems being encountered.

If a third incident of negligence is reported within a two-year period, the technician and their employer will receive a notice and a minimum one-year suspension will apply. The technician and their employer will be responsible for providing a plan to correct the deficiencies to ensure no further incidents occur.

Any further incidents of negligence will result in a permanent revocation. The Department can at any point re-classify repeated instances of negligence, as abuse. If this occurs, the issue would be dealt with through the process of abuse.

Regional Materials Engineers reserve the right to work with the tester and their supervisor to correct any aforementioned problems listed in the negligence section in lieu of a tester's suspension.

If a tester is suspended they shall complete an internal training program within their company that is outside certification and provide documentation showing such training has occurred. The documentation should include a specific description of the training performed, dates, location, procedures, who supervised the training, etc. The documentation will be submitted to the RME who will decide if the training is sufficient to reinstate the suspended tester.

Letters of Suspension and Revoking:

A letter stating a tester is being suspended and the reasoning behind the suspension will be sent to the tester, the tester's company, and the RME. The RME will maintain the letter in their records for future reference. If a tester is being revoked, the letter will be sent to the tester, the tester's company, the RME, and the Pavement Design and Documentation Manager. The RME and the Pavement Design and Documentation Manager will keep the letter on file for future reference.

Process for Abuse:

The Department will determine the severity of the abuse. The first finding of abuse will result in a minimum one-year suspension and may extend to permanent revocation of an individual to test on any CDOT project. Any subsequent finding of abuse shall result in permanent revocation of the tester to work on any CDOT project.

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2020 FMM Documentation for SMM / LIMS

- 9.0 Suspension to CDOT's SiteManager®: Is not necessarily tied to a review process and may occur at any time for cause. The process for suspension starts with a written complaint to the Materials and Geotechnical Branch Manager (MGBM) or his designee. This document must, at a minimum contain the name of the technician involved, name of the technician's company, date of the incident, detailed accounting of the incident, name and contact information of individual submitting the request. The Department may start an investigation based on other information, such as:
 - · Failure to timely supply required information.
 - Repeated failure of a tester to meet CDOT requirements.
 - Failure to take immediate corrective action relative to deficiencies in the performance of the Quality Control Program.
 - Certifying materials that are not produced under an approved Quality Control Program for use on Department projects. (This would include any situation where falsification of records was determined.)

Upon receipt of the complaint, the MGBM will contact the Region Materials Engineer (RME) and Resident Engineer (RE) associated with the technician involved in the written complaint. The MGBM, RME, and RE will review the complaint to determine its credibility.

If the complaint is deemed credible the Department will contact the individual(s) submitting the information. The MGBM will determine if the individual is willing to discuss the reported incident. Documentation submitted to the MGBM for review is otherwise confidential. The MGBM will review the documentation/information within 30 days to determine whether further investigation is required. If further investigation is required, the Department will assign the appropriate Regional Materials Engineer to perform the investigation. The MGBM will review the information obtained through the investigation and may conduct additional interviews. The technician, their supervisor, and/or consulting firm involved will be notified of the Department's findings.

The technician shall have 15 working days to respond, in writing. At any point in the process, the MGBM may determine, due to insufficient evidence, to discontinue the process. The MGBM will then determine whether the violation(s) fall under the definition of Negligence or Abuse.

Negligence is defined as unintentional deviations from approved procedures or the unintentional failure to follow the requirements of the CDOT Field Materials Manual.

Abuse is defined as intentional deviations from approved procedures or the intentional failure to follow the requirements of the CDOT Field Materials Manual.

The appropriate process will be followed upon determination of the category of the violation. If the process results in a period of suspension or revocation, the tester is prohibited from participating on all CDOT projects during that period.

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Notice of suspensions or revocations will be emailed to the individual and his/her employer along with the individual's right to appeal. A proposed revocation or suspension is effective upon receipt by the technician and will be affirmed, modified, or vacated following any appeal.

The Department should also be aware that both State and Federal laws may govern construction projects, including Title 18, United States Code, Section 1020, that in brief states that anyone making falsifications on Federal-aid projects: "Shall be fined not more than \$10,000 or imprisoned not more than five years, or both."

Notification of Revocation to Other Agencies

The Department may notify the other state agencies or certifying agencies of anyone having been revoked for testing on a CDOT project through CDOT's SiteManager® program.

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