

## CLAIMS SERIES



Thursday  
Jan. 12, 2022  
8 - 10 AM (PT)

### REGISTER (Save on Teams of 3 or more)

**E-MAIL:** vann@wccc.org (call in CC #)

**PHONE:** (916) 599-8020

**MAIL:** Call or e-mail your RSVP - then mail form & list with check payable to **Western Council of Construction Consumers**

2356 Terraza Ribera, Carlsbad, CA 92009

#### WCCC Member Non-Member

**Individual**  \$ 95  \$ 120

**Team 3+**  \$ 80 each  \$ 105 each

**\*\*Add \$10 each after 1/5/22**

No-shows, & cancellations after **1/5/22**, are subject to full fee. You may send Subs.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Firm/ Agency: \_\_\_\_\_

Address: \_\_\_\_\_

City/ST/ZIP: \_\_\_\_\_

Work Ph: \_\_\_\_\_ Cell: \_\_\_\_\_

E-mail: \_\_\_\_\_

▶ **TEAMS: Attach List** (w/this info for each)

VISA  MC  Discover  AMEX  Check

Name on card: \_\_\_\_\_

#: \_\_\_\_\_ Exp \_\_\_\_\_ Code \_\_\_\_\_

Billing Address: \_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_

**# Registrants: \_\_\_ x Fee \$\_\_\_ = Total \$\_\_\_\_\_**

# Webinar: RFIs - The Paper War & How to Prevent It

We will look at RFI use and abuse, including real life data from 1,400 projects and a sample RFI General Conditions clause to help control the process and reduce the impact of the RFI "paper war." We will discuss the genesis of RFIs, their development in the industry, a frequent common use, and their impact on construction projects. We will draw from data provided by a global construction software provider and other studies to assess how RFIs and the RFI process impact both small- and large-scale construction projects.

We will address abuse of the RFI process and how RFIs may be misused to increase profitability - a practice institutionalized to some degree in the past few decades. We will examine a case study involving a wastewater treatment facility laboratory building to illustrate process abuse and discuss legal arguments for cumulative impact due to numerous RFIs. We will show how owners inadvertently contribute to the abuse of RFIs by failing to adopt practices that may contractually safeguard against potential negative impacts of the RFI process.

We will provide a framework for reducing the impact of RFIs via three principal recommendations:.

#### Participants will learn:

- time and cost impacts of RFIs
- how the RFI process can be abused and used as the basis of claims
- how to mitigate adverse impact of RFIs via contractual mechanisms
- value of an electronic RFI tracking and monitoring system best management practices concerning RFIs and the RFI process

#### Webinar Outline:

- Introduction
- How the RFI process came about and its intended use in the construction industry
- The impact of RFIs on construction projects based on project data with average time and cost to review and respond
- How the RFI process has been, and can be, abused
- Legal decisions using # of RFIs to prove both delay and cumulative impact claims
- Definitions to include in construction projects to reduce impact of RFIs
- Proposed RFI specification to include in contracts to mitigate impact of RFIs
- How electronic tracking and monitoring of RFIs help further mitigate adverse impact of RFIs on projects
- Best practices for RFI management
- Conclusion / Q & A

#### Who would benefit most?

Owners, Owner Reps, Engineers, Design Professionals, CMs, PMs, FMs, Contractors, and more ...

▶ **Instructor: James G. Zack, Jr.** is Principal of James Zack Consulting, LLC, a construction claims consultancy dedicated to helping Owners and Contractors complete projects in the field, not arbitration or court. He is a recognized, published expert in mitigation, analysis, and resolution or defense of construction claims and disputes. In his 49-year career, he has been involved in public and private projects throughout the U.S. and 39 countries, working with Owners and Contractors on 5,000+ claims. He is Sr. Advisor to Ankura Construction Forum™ and was previously Ex. Dir. of Navigant Construction Forum™; Ex. Dir. of Corporate Claims Management Group at Fluor Corporation; VP at PinnacleOne; and Sr. Construction Claims Consultant for CH2M HILL, Inc. He is a Fellow of AACE, RICS, GPC, SCCSI. His professional certifications include: CCM, CFCC, ECCCS, ECCDA and PMP.