



ODOT Consultant Quality Plan Guidance

**Project Delivery QA/QC Program
Oregon Department of Transportation**

April 2025

ODOT Consultant Quality Plan Guidance

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This information can be made available in alternative format by contacting Kristie Gladhill, Project Delivery QA/QC Program Manager, 503-986-7130 or sending email to ODOTqualityProgram@odot.oregon.gov.

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Oregon Department of Transportation

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REVISION HISTORY (the current revision is first entry)

Date Published	Change made by	Section(s) Updated	Summary of what, why changed
4/18/2025	Kristie Gladhill, Project Delivery QA/QC Program manager	Throughout	Administrative update clarifying use of Appendix C (Sections 1, 4.1); Section 4.3 consultants may call out they will create project specific details under PA quality plan; Section B-3.6 that certification of deliverables documentation is expected to be a form; and minor wording edit to reduce passive voice.
12/6/2024	Kristie Gladhill, Project Delivery QA/QC Program manager	Section 4.1	Administrative update adding more specific requirements regarding bookmarks: they must be numbered, indented for sub-sections, and a navigation bookmark for each Appendix and its contents. Appendices B, C, update cover page to December 2024.
10/2/2024	Kristie Gladhill, Project Delivery QA/QC Program manager	Sections 4.2, 4.3, B-2.1, B-3.4, B-3.5, B-3.6; Appendices B and C title pages.	Section 4.2 delete 3rd sentence of paragraph, not needed. Move note from B-2.1 into 1 st paragraph 4.3. B-3.4 word choice updates. B-3.5 2 nd bullet wording clarification regarding constructability review. B-3.5 5 th bullet add phrase to clarify quality records consistent with statewide discipline and region Tech Center quality plans. Update title page signature tables in Appendices B and C to meet accessibility standards.

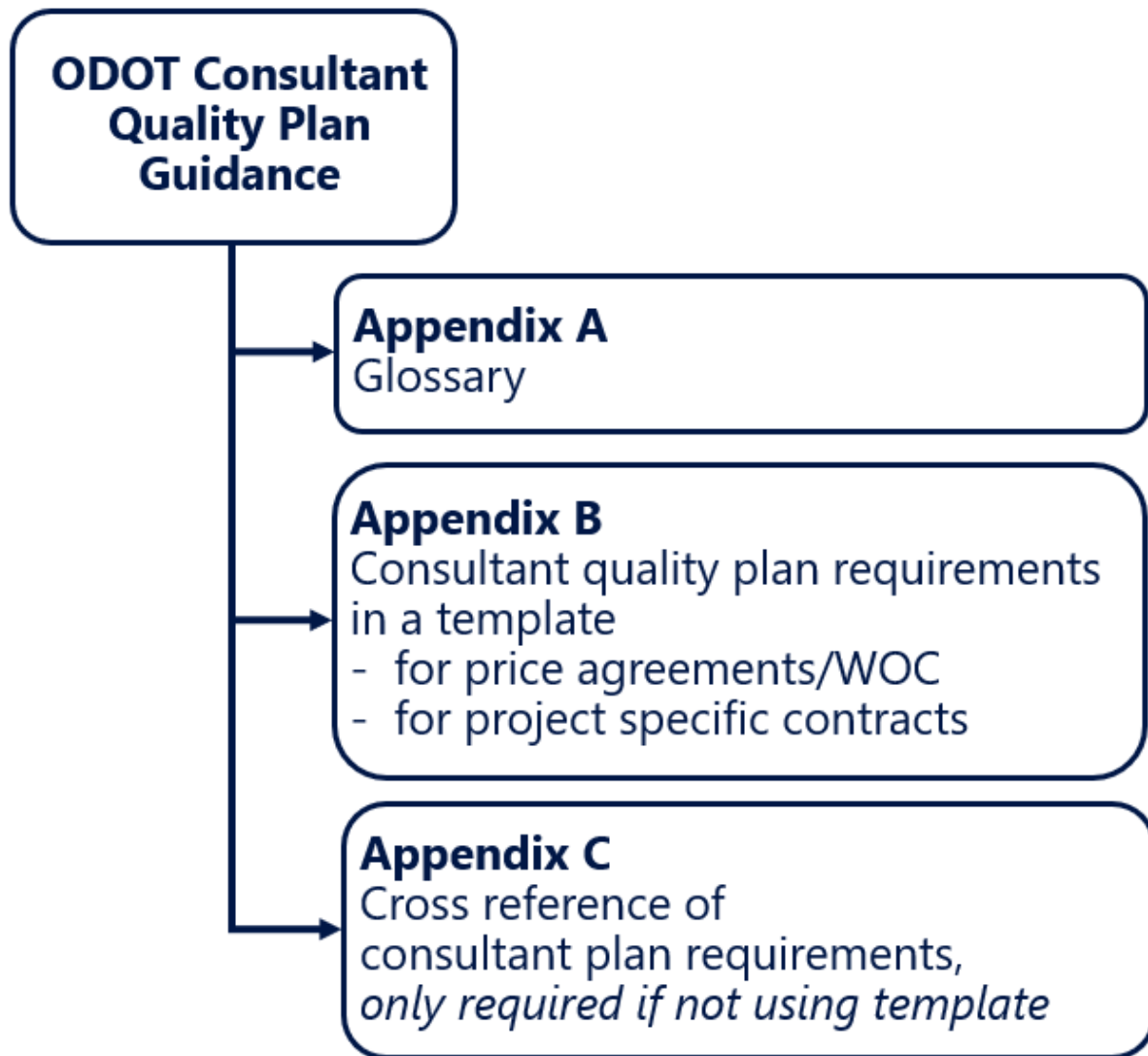
1. Consultant Quality Plan Overview

ODOT requires approved consultant quality plans for architectural and engineering (A&E) consultants before any services can be performed under a contract, or before a work order contract (WOC) is assigned under the price agreement (PA). For additional information, ODOT staff can refer to the internal quality SharePoint [FAQ site](#).

The consultant quality plan verifies that the consultant has the capability and qualifications to meet quality requirements and provide documentation of quality efforts. Work performed by sub-consultants is covered under the quality plan of the prime consultant.

This document provides guidance for consultant quality plan standards and expectations and how consultant quality plans are submitted, reviewed, and approved. Appendix A has the glossary. Appendix B provides the requirements of what must be included in the consultant quality plan and is formatted as a template for consultants to use to develop a quality plan. Consultants with an existing quality plan that does not match the Appendix B template outline have the option of providing their quality plan along with the form in Appendix C. Appendix C provides a cross-reference which facilitates review and use of consultant quality plans by indicating which sections of the submitted consultant quality plan meet each of the required sections of the Appendix B template requirements .

Figure 1: ODOT Consultant Quality Plan Guidance



2. Quality Standards of Practice and Expectations

Consultants are required to meet or exceed the ODOT technical discipline and project management quality plan expectations for deliverables. ODOT documents quality expectations in the applicable discipline quality plans, region technical center quality plans, the Statewide ODOT Delivered Local Agency Program Quality Plan, and Project Delivery Quality Program Manual. The ODOT Project Delivery Quality program [website](#) provides an overview of the Project Delivery QA/QC program, access to the quality standards of practice, and links to technical discipline quality documents, including quality plans and forms. ODOT is not specifying how the consultant completes their work, only the expected deliverable.

The consultant maintains ultimate responsibility for the quality of the deliverables they submit to ODOT. The consultant is responsible to perform their own QA/QC procedures, following their approved quality plan on file, while developing project deliverables. When consultants submit deliverables to ODOT, each deliverable submission should be complete and include deliverable quality records, certifying that they followed their QA/QC processes. All deliverable quality records will be made available virtually or in the consultant's office upon agency request.

ODOT review is not intended to replace or reduce the QC or QA responsibilities of the consultant. ODOT will review deliverables and identify issues that need correction; ODOT will not go into detail regarding how to make corrections. If issues are identified, consultants will make the necessary changes and resubmit deliverables for further review.

3. Roles and Responsibilities

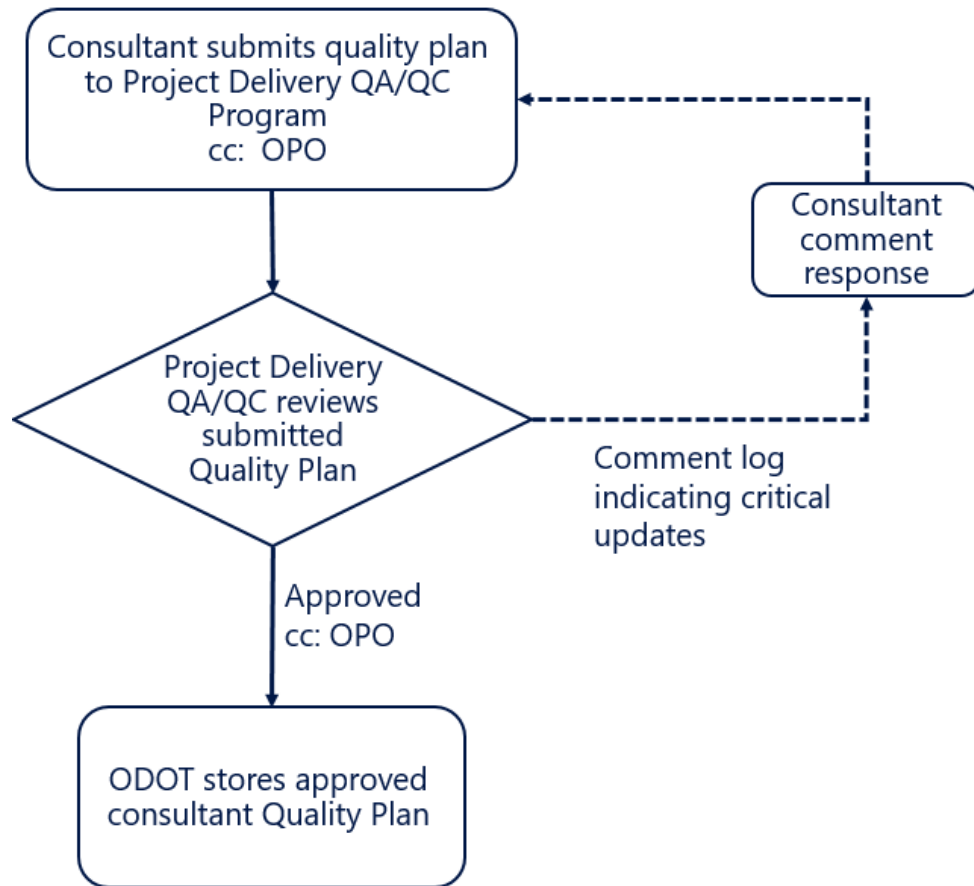
Table 1: Consultant Quality Plan Roles and Responsibilities

Roles	Responsibilities
Project Delivery QA/QC Program manager	<ul style="list-style-type: none">• Serve as the primary point of contact and decide whether a consultant quality plan is required for a price agreement or contract.• Serve as primary point of contact for a project specific consultant quality plan request; review approved requests to consider updates to the consultant quality plan guidance.• Track and coordinate review and approval of consultant quality plans.• Copy OPO contact on approvals of consultant quality plans.• Post approved consultant quality plans on the internal quality program SharePoint site.• Archive approved consultant quality plans in the Project Delivery electronic archive (PDEA).• Remove consultant quality plans from the PDEA following ODOT retention policies.
Project Controls Office (PCO)	<ul style="list-style-type: none">• Assist in full review of submitted consultant quality plans.
ODOT Procurement Office (OPO)	<ul style="list-style-type: none">• Contact the Project Delivery QA/QC Program manager if there is a question whether a consultant quality plan is required for a price agreement or contract.• Notify consultant that an approved consultant quality plan is required for a price agreement or contract.• Coordinate with Project Delivery QA/QC Program regarding priority of review of consultant quality plan submittals, i.e., those firms with upcoming WOC's that need an approved consultant quality plan in place.
ODOT technical disciplines	<ul style="list-style-type: none">• Provide discipline specific reviewers as needed for discipline specific content in submitted consultant quality plans.
Consultants providing A&E design work	<ul style="list-style-type: none">• Submit a consultant quality plan to the Project Delivery QA/QC Program for approval. The consultant quality plan demonstrates that the consultant has the capability to meet quality requirements for ODOT contract work.• Follow their ODOT approved quality plan as deliverables are produced, doing both QC and QA.• Meet or exceed the ODOT technical discipline quality plan expectations for deliverables.• Meet applicable standards, manuals, directives and other procedural guidance for deliverables.• Submit complete deliverables to ODOT, including deliverable quality records.• Certify the quality of deliverables provided.

4. Consultant Quality Plan Submittal Process

Figure 2 provides an overview of the consultant quality plan review process. Sections 4.1 through 4.3 have further detail.

Figure 2: Consultant Quality Plan Review Process



4.1. Quality Plan Submittal

Consultants submit a quality plan, or request that an already approved quality plan be used for another price agreement or contract, to ODOT's Project Delivery QA/QC Program email address, ODOTQualityProgram@odot.oregon.gov, and copy the OPO purchaser/single point of contact on the submittal. Indicate the scope covered by the consultant quality plan on the quality plan signature page, i.e., full-service price agreement, engineering or technical discipline specific price agreements, or project specific.

Any consultant quality plan submitted to ODOT must provide information addressing the requirements in each section of the Appendix B template. Consultants with an existing quality plan that does not match the Appendix B template outline have the option of providing their quality plan along with the form in Appendix C. Appendix C provides a cross-reference which facilitates review and use of consultant quality plans by indicating which sections of the submitted consultant quality plan meet each of the required sections of the Appendix B template. On the title and consultant approval page, instructions are in yellow highlighted text: remove the instructional text before submitting a plan.

The submitted consultant quality plan must be in PDF format with navigation formatting bookmarks for the plan sections to provide easy navigation during review. Navigation bookmarks must have section numbers, including bookmarks for each appendix and its contents. Indent sub-section bookmarks under their parent section. Electronic signatures or "wet" signatures are acceptable on the title page. Consultants must provide a file that is not locked, since that interferes with comparison of re-submitted plans.

4.2. Quality Plan Review and Approval

The Project Delivery QA/QC Program will coordinate review of the submitted consultant quality plan and respond to the consultant via email. The Project Delivery QA/QC Program will attempt to respond to consultant quality plan submittals within ten working days of receipt. If more time is needed for review, we will give the consultant an estimate we expect to have completed the review. Discipline specific content may require additional review time.

If we do not approve the consultant quality plan, the ODOT reviewer will provide the consultant a review comment log. Comments are indicated to either be a "suggestion" (which is optional to change) or "critical to update." The consultant should respond to all comments in the comment log with a re-submittal. The consultant is expected to respond within 10 business days with either a re-submittal or an estimate of when re-submittal will be provided.

If approved, we will notify the consultant via email and the OPO purchaser/single point of contact will be copied on the approval email. As stated in Section 1, an approved consultant quality plan must be in place before ODOT will assign a work order contract (WOC) under the price agreement (PA). Approved quality plan documents are considered public documents.

4.3. Quality Plan Term and Updates

A consultant quality plan is approved for the term of the PA or applicable contract. ODOT project managers can request names of the individuals filling key roles for individual work order contracts. Consultants may call out in their approved PA quality plan that they will provide project specific details of planned quality tasks, personnel, and quality review schedule for each individual WOC under a PA.

ODOT reserves the right to request a project specific quality plan. An ODOT project manager requesting a project specific consultant quality plan notifies the Project Delivery QA/QC Program manager and OPO point of contact for the project contract to explain why they are requesting a project specific plan. The Project Delivery QA/QC Program manager will work with the project manager and ODOT stakeholders (i.e., chief engineer, affected discipline leads, SPDB management) to provide a decision. The decision should be made prior to the procurement being released. The consultant is required to have the project-specific quality plan approved prior to contract assignment. Project specific consultant quality plans are expected to be an exception rather than the norm.

ODOT requires the consultant to provide an updated quality plan for review if there are changes to their quality management processes or organizational structure while the price agreement is in effect.

ODOT reserves the right to require consultant quality plan updates throughout the PA term or applicable contract term. Reasons for updates could include, but are not limited to, an update to this guidance. The Project Delivery QA/QC Program makes update requests and the consultant should respond within 10 business days to indicate when ODOT can expect an updated plan submittal. Delay in getting an updated plan approved could hold up additional WOC assignments.

5. Agency QA Reviews

ODOT may, at any time, perform a QA review of the consultant's QA/QC documentation to verify the appropriate procedures were followed while developing the deliverable.

At a minimum, this includes documentation of the QC process as outlined in the consultant quality plan. The goal of the review is to check that the consultant followed their approved quality plan.

Appendix A – Glossary

Table 2: Glossary of Terms, Titles, and Acronyms

Term	Explanation
A&E	Architectural and engineering
Agency	ODOT, the Oregon Department of Transportation
Deliverable	The work product and other output of the services required to be delivered by the consultant, as specified in the contract.
OPO	ODOT Procurement Office
PA	Price agreement
PCO	Project Controls Office
POR	Professional of record
QC	Quality control
QA	Quality assurance
Quality records	Reviewable evidence that quality review was done and quality processes were followed, i.e., completed forms, checklists, reports, drawings, calculations, comment log.
Quality standards of practice	Documentation of how quality management will be done for ODOT project delivery. ODOT's project delivery quality standards of practice include the Project Delivery Quality Program Manual; region and discipline quality plans; forms, checklists, templates and other guidance
SOW	Statement of work
WOC	Work order contract



Appendix B - Consultant Quality Plan Requirements Template

**ODOT Consultant Quality Plan Guidance
Project Delivery QA/QC Program
Oregon Department of Transportation**

April 2025

Title and Consultant Approval Page

Insert Consultant Logo

Insert consultant Name Quality Plan

Client: Oregon Department of Transportation (Agency)

Service Valid for: *Insert price agreement or contract*

Preparer's Signature	Print Name	Title	Date
Insert electronic or wet signature	Insert printed name	Insert printed title	Insert date

Approver(s) Signatures	Print Name	Title	Date
Insert electronic or wet signature	Insert printed name	Principal in charge	Insert date
Insert electronic or wet signature	Insert printed name	Quality manager	Insert date

B-1 Quality Management Approach

State your firm's quality management policy, philosophy, and description of overall approach to quality management.

B-2 Quality Management System

B-2.1 Organizational Structure

Provide an organizational chart illustrating the quality management organizational structure, identifying all key quality related roles. Include discipline(s) where sub-consultants may be used to supplement your organization and how your firm will manage quality with them. Include the following:

- Principal in charge.
- Project manager(s).
- Quality control manager or supervisor.
- Project discipline manager(s).

This can be by role titles for the quality plans.

B-2.2 Roles and Responsibilities

List roles, responsibilities, and qualifications of those responsible for checking and verifying quality; including but not limited to preparers, drafters, quality reviewers, and subject matter experts. List by discipline. Include the QC manager's role, responsibilities, and how that role provides an independent review of all deliverables.

B-2.3 Quality Training

Indicate what training your firm provides to staff on quality to confirm they are following this quality plan.

B-3 Quality Management Processes

B-3.1 Schedule

Describe how your firm will maintain an updated schedule that includes time allotted for QC, QA and deliverable certification.

B-3.2 Quality Standards

Indicate how your firm makes the most current version of applicable standards, manuals, directives and other procedural guidance available to all deliverable preparers and reviewers. Describe how each discipline will know about and access the ODOT discipline websites and project delivery quality program website to access the ODOT statewide discipline quality plans, region technical center quality plans, Statewide ODOT Delivered Local Agency Program (ODLAP) Quality Plan, and the Project Delivery Quality Program Manual and related guidance so that your firm can meet or exceed ODOT quality expectations.

B-3.3 Quality Control

Describe the QC procedures and reviews your firm has in place for consultant and sub-consultant deliverables to assure they meet or exceed the ODOT quality expectations found in the statewide discipline quality plans, ODOT Delivered Local Agency Program Quality Plan, region technical center quality plans, and Project Delivery Quality Program Manual and related guidance. Describe the quality control procedures that:

- Confirm those preparing deliverables are technically competent in that discipline.
- Confirm reviewers are technically competent in the discipline they are reviewing and possess equal or greater qualification than the preparer(s).
- Describe how your firm will manage sub-consultant quality and confirm review and verification of sub-consultant products and deliverables by the prime consultant firm prior to use in design and prior to submittal to ODOT. The prime consultant is responsible for the quality of all deliverables provided under the contract.
- Describe how you will perform discipline-specific quality reviews on deliverables. Describe review requirements to identify and correct mistakes, oversights and logic errors. Include quality check procedures for:
 - How the preparer responds to reviewer comments.
 - How the reviewer checks back with preparer on whether they accept the response.
 - How the preparer and reviewer come to agreement about any changes they made.
- Describe how you will do inter-disciplinary review to check consistency across the project.
- Describe how you will check all documents for accuracy, i.e., quantity and quality, and completeness.
- Describe how you document these procedures and checks you have in place to confirm they are followed.

B-3.3.1 Software, Tool, and Data Validation

Describe the process of validating design software and spreadsheets to confirm:

- The user understands the input requirements.
- Inputs and assumptions are documented.
- Processes are identified to validate data prior to use.
- Output is fully understood.

B-3.4 Quality Assurance

Describe the processes your firm uses to provide internal quality assurance reviews of deliverables.

B-3.5 Independent Subject Matter Expert Review

Describe the quality procedures your firm uses to complete a comprehensive, independent review by a “fresh set of eyes” prior to a deliverable submittal, by experienced and competent discipline subject matter experts (SME) — who are **not** working under the direction of the deliverable professional of record (POR) — to verify the following:

- Deliverables were produced according to applicable regulations, design standards, and ODOT manuals.
- Design documents have been reviewed for and provide for constructability and compatibility of materials.
- Deliverable content is accurate and complete.
- Deliverable documents have been reviewed for appearance, organization, readability and technical and grammatical correctness.
- Deliverable documents have been checked by the drafter or preparer, the designer or discipline professional, the checkers, and reviewers.
- Documents have been stamped, signed, and dated by the responsible Oregon licensed design professional where required under contract, generally accepted engineering practices, or applicable law.

B-3.6 Certification of Deliverables

Describe how your firm will certify deliverables at milestones (or for discipline specific contracts, the final product), including:

- Conformance with contract requirements.
- Consistency across disciplines.
- All comments and issues have been addressed.
- QA/QC processes were followed.
- Quality records were developed and provided to ODOT consistent with the statewide discipline quality plans and region Technical Center quality plan. Examples of quality records are documents produced which attest to the quality of the submitted contract deliverables such as marked-up discipline checker and independent reviewer check prints, filled out and signed review checklists, comment log(s), comment resolution sheets, and evidence of quality check procedures.

Provide an example of the certification documentation form that clearly covers each of the above points.

Note that any re-submittal requires re-certification.

B-3.7 Agency Review Comments

Define the procedures your firm uses to ensure ODOT and local agency review comments are received, assigned for response, tracked, incorporated, addressed, and closed-out in the time frame requested by ODOT.

Describe how your firm uses the project comment log as a communication tool.

B-4 Quality Document Control

Identify and provide copies of quality forms or checklists your firm uses as evidence to assure quality (e.g., discipline checker and independent reviewer checklists, comment resolution sheets, etc.).

Provide copies of all forms or checklists that materially depart from those provided in ODOT quality standards of practice.

If your document control plan incorporates ODOT quality documents and forms, refer to them by title and form number (you can provide links) to confirm your firm is referencing the most current copy.

Indicate how your firm will confirm compliance with ODOT's ProjectWise protocols for document naming, storage, and creating sets in the 7_Quality folder for discipline quality documents.

Appendix C - Cross-Reference of Consultant Quality Plan to ODOT Requirements

**ODOT Consultant Quality Plan Guidance
Project Delivery QA/QC Program
Oregon Department of Transportation**

April 2025

Title and Consultant Approval Page

Insert Consultant Logo

Insert consultant Name Quality Plan

Client: Oregon Department of Transportation (Agency)

Service Valid for: *Insert price agreement or contract*

Preparer's Signature	Print Name	Title	Date
Insert electronic or wet signature	Insert printed name	Insert printed title	Insert date

Approver(s) Signatures	Print Name	Title	Date
Insert electronic or wet signature	Insert printed name	Principal in charge	Insert date
Insert electronic or wet signature	Insert printed name	Quality manager	Insert date

Table C-3: Cross-reference of Consultant Quality Plan to ODOT Template (see Appendix B)

ODOT Template Section	Consultant Quality Plan Section(s) covering the required template information
1. Quality Management Approach	
2. Quality Management System	
2.1. Organizational Structure	
2.2. Roles and Responsibilities	
2.3. Quality Training	
3. Quality Management Processes	
3.1. Project Schedule	
3.2. Quality Standards	
3.3. Quality Control	
3.3.1. Software, tool, and Data Validation	
3.4. Quality Assurance	
3.5. Independent SME Review	
3.6. Certification of Deliverables	
3.7. Agency Review Comments	
4. Quality Document Control	

ODOT provides a safe and reliable multimodal transportation system that connects people and helps Oregon's communities and economy thrive.

www.oregon.gov/ODOT

