

Checklist: Common Reasons Contractors Receive Rejections

Professional Service On-calls

Use this checklist to ensure all requirements are met and avoid common payment delays when working with the City and County of Denver under DOTI Professional Service On-Call Contracts.

1. Incorrect Titles and Hourly Rates for Invoices

- Ensure all titles match those listed in Exhibit B of the on-call contract or on the Task Order or on a TOC.
- Verify that hourly rates for both prime contractors and subcontractors are accurate.

2. Incomplete or Inaccurate Invoices

- Include the supplier's full name.
- Remit to address.
- Clearly state the dates of service.
- Provide the invoice submission date.
- Address the invoice to the City of Denver or the appropriate city staff member.
- Assign a unique invoice number.
- Attach all required billing backup documentation.
- Break down staff classifications, rates, and hours accurately.
- Ensure the invoice total is correctly calculated and rounded to the nearest cent.
- Include required forms such as the Contractor/Consultant Certification of Payment (CCP) and Application and Certification of Payment (ACP) if applicable.

3. Improper Service Fee Breakdown in an Invoice

- Detail titles, hours, hourly rates, and any reimbursables in the service fee breakdown.
- Match titles and rates with those specified in Exhibit B, Task Orders or Task Order Changes.
- Include receipts for all reimbursable expenses.

4. Rounding Errors

- Verify that totals are rounded to the nearest cent:
 - If the third decimal digit is below 5, leave the second digit unchanged.
 - If the third decimal digit is 5 or above, round up the second digit.

5. Unauthorized Expenses

- Do not include non-reimbursable expenses such as postage, travel, mileage, parking, telephone, copies, or messenger services unless expressly authorized by the City.

6. Incorrect Task Order Details

- Include all necessary elements in Task Orders, such as signing pages, vendor proposals, and detailed service fee breakdowns.

7. Errors in Change Orders

- Include an on-call signing page, Change Pricing Request form (if applicable), and the vendor's change request in all Change Orders.
- Clearly outline any changes to budget, scope, titles, rates, subcontractors, or project timelines.

8. Incorrect Submission Dates

- Ensure that service dates on professional service invoices are not after the invoice submission date.

9. Failure to Follow Submission Procedures

- Submit professional service invoices monthly per project.
- Use the correct submission format and channels as specified by the City of Denver.

10. Invalid or Missing Task Order Proposal Acceptance

- Confirm that Task Orders are properly processed and approved by the City before commencing work (except for specific cases).

Tip: Regularly review contract terms and submission guidelines to ensure compliance. Double-check all documents for accuracy and completeness before submission to minimize payment delays.