



CITY OF BEND

City Hall  
710 NW Wall Street  
Bend, OR 97703

# QUALIFIED CONTRACTOR

**Policy No. CI-0401**

## City Manager Administrative Policy

Bend Code Chapter 1.30.005 provides for 'City Manager Authority to Adopt Administrative Regulations, Policies and Guidelines.' All regulations, policies and guidelines adopted by the City Manager shall be consistent with the City of Bend Charter, the Bend Code, and Council ordinances.

The following policy conforms to the above stated standards. This policy replaces and rescinds Policy No. ADM 2023-7.

Authorized by City Manager:

Reviewed by Legal Counsel:

Signed by:

E252C846657E4D8...

Eric King, City Manager

Signed by:

392FD2178C27458...

Ian Leitheiser, City Attorney

Dated: 6/18/2026

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**Policy Number: CI-0401**

**Revised: 6/18/2026**

**Adopted: 01/20/2026**

**Revision Number: 1**

**Owner: Community Development; Licensing Manager**



## ***I. Purpose***

The purpose of this program is to ensure that work performed on existing and new infrastructure facilities owned and operated by the City is done by experienced and qualified contractors. Qualification is necessary to protect public infrastructure systems that serve the residences, businesses, and community members of Bend, and to protect the public during construction.

## ***II. Policy Statement***

It is the City of Bend's policy to qualify contractors wishing to conduct work in the City's right-of-way ("ROW"), on City property, or in City easements, and maintain a list of qualified contractors, in accordance with **Bend Municipal Code Chapter 3.40.020(E)**.

## ***III. Scope***

This policy is applicable to all City employees, contractors, vendors, and any other entities performing work in a City right-of-way ("ROW"), on City property, or in City easements.

## ***IV. Definitions***

**Qualified Contractor License (QCL):** License issued by the City of Bend that allows for a third party to perform work in the City's right-of-way ("ROW"), on City property, or in City easements.

**Qualified Contractor List:** A list maintained by the City of Bend of contractors with a valid QCL to perform specific Work Classification(s) in the City's right-of-way ("ROW"), on City property, or in City easements.

**Work Classification:** Categories of work identified by the City that include specific actions or work performed and may require special skill sets, insurance requirements, and/or bonding requirements. Work Classifications are identified on the initial QCL application and can be added/removed from the existing QCL according to the City's QCL revision process.

**City Engineer:** Private Development City Engineer or designee

**City Staff:** Employees of the City of Bend under the direction of the City Engineer

## ***V. Policy Terms & Provisions***

### **A. Qualified Contractor License Eligibility**

1. Eligibility to receive a Qualified Contractor License ("QCL") is based on the following factors:
2. Prior experience



a. If prior experience does not exist, then a standing bond may be required until experience levels are met

3. Bonding capability
4. Proof of a satisfactory safety record (experience modification rate or another industry standard form of measurement)
5. Satisfying City of Bend minimum insurance limits
6. Active City of Bend Business Registration
7. Active Oregon Construction Contractors Board Registration or Landscape Contractors Board Registration
8. Active Oregon Business Registry Number
9. Additional trade-specific licenses or certifications may be required depending on the Work Classification.

#### B. Work Classifications

1. Work in the ROW is divided into classifications of work, as determined by the City of Bend and listed in V.B.4. of this policy. Contractors must meet the documentation requirements as listed in V.C.2. and any additional requirements listed in V.B.4. for the Work Classifications they desire to be licensed for.
2. At least one Work Classification must be designated on the contractor's Qualified Contractor License initial application. Contractors shall only apply for Work Classification that they will perform themselves. Work Classifications should not be applied for by the applicant if they are contracting that work out to other parties.
3. Available Work Classifications that may be associated with a Qualified Contractor License are listed below, including a description of the work and additional requirements, if applicable, for each Work Classification.
  - a. Art Installation and Restoration
    - i. Description: Installation and restoration of public art displays, including roundabout art.
  - b. Asphalt Patching
    - i. Description: Asphalt patching is limited to transverse pavement repairs and other minor surface restoration. Typical applications include restoration of utility lateral trenches, potholing repairs, patching around valves, curb ramps, driveways, and similar localized pavement repairs. Asphalt paving for mainline utilities or full-width lane restoration in the longitudinal direction is not permitted.



- ii. Additional Requirements:
  - a. Pollution insurance coverage in an amount not less than \$2 million.
  - b. \$100,000 Bonding Capacity Minimum.
- c. Asphalt Paving
  - i. Description: Placement of asphalt pavement over larger areas, including mainline utility trench restoration, full-width lane paving operations, and other major asphalt paving activities.
  - ii. Additional Requirements:
    - a. Pollution insurance coverage in an amount not less than \$2 million.
    - b. \$100,000 Bonding Capacity Minimum.
- d. Asphalt Grinding/Cold Plane
  - i. Description: Grinding down the upper layer of asphalt roadways for street preservation activities.
  - ii. Additional Requirements: Pollution insurance coverage in an amount not less than \$2 million.
- e. Blasting
  - i. Description: Use of explosives to fracture rock or other material. Typically used for general excavation or installation of subsurface drainage infrastructure.
  - ii. Additional Requirements:
    - a. \$100,000 Bonding Capacity Minimum.
    - b. Pollution insurance coverage in an amount not less than \$2 million.
- f. Boring
  - i. Description: Use of directional drilling machines to install pipe or conduit below ground.
  - ii. Additional Requirements:
    - a. \$100,000 Bonding Capacity Minimum.
    - b. Pollution insurance coverage in an amount not less than \$2 million.
- g. Concrete Flatwork



- i. Description: Placement of Portland cement concrete surfacing including demolition of existing surfacing, placement of formwork and rebar, pouring, and finishing. Includes limited excavation allowance to a depth no greater than 12 inches below existing grade. Work under this classification is limited to work on sidewalks, curb ramps, driveways, cast-in-place utility structures, and other miscellaneous concrete work. Does not include placement of concrete within vehicle travel lanes or truck aprons.
  - h. Concrete Paving
    - i. Description: Placement of Portland cement concrete surfacing within vehicle travel lanes and truck aprons. Includes placement of doweling, reinforcement, panel repair/replacement
  - i. Concrete Sewer Taps
    - i. Description: Connecting a new sewer lateral to an existing concrete sewer main.
    - ii. Additional Requirement: Pollution insurance coverage in an amount not less than \$2 million.
  - j. Electrical
    - i. Description: Work on non-franchise electrical lines or controls cabinets, including work on traffic signals.
    - ii. Additional Requirement: All work involving electrical cabinets, traffic signal equipment, controllers, or associated wiring must be performed by personnel holding a valid Oregon electrical license appropriate for the scope of work. In addition, workers engaged in traffic signal installation, modification, or maintenance must hold required IMSA traffic signal certifications.
  - k. Excavation
    - i. Description: Excavation, embankment, grading, trenching, backfilling, compaction, etc. Does not include the placement of utility pipes or conduits.
    - ii. Additional Requirement: Pollution insurance coverage in an amount not less than \$2 million.
  - l. Franchise
    - i. Description: A limited Work Classification for holders of (1) utility franchise agreements (franchisees), (2) ROW licenses under Bend



- Code Ch. 3.20 (ROW licensees), and (3) subcontractors performing work for a franchisee or ROW license.
- ii. Qualified Contractor licensure under this Work Classification applies exclusively to utility facilities owned or operated by the franchisee or ROW licensee within the ROW or public utility easements. Work under this Work Classification is limited to work performed directly on those utility facilities. Any other work that is incidental to work performed directly on utility facilities, such as excavation, backfilling, landscaping, paving, sawcutting, and boring, requires an additional Qualified Contractor Work Classification.
- m. Horizontal Curb Sawing
- i. Description: Use of specialized machine to cut driveways and ramps into a standard curb. Must provide documentation of required equipment.
- n. Landscaping
- i. Description: Landscape work, irrigation included.
- o. Sawcutting
- i. Description: Use of a sawblade to cut through concrete or asphalt.
  - ii. Additional Requirement: Pollution insurance coverage in an amount not less than \$2 million.
- p. Sewer Laterals
- i. Description: Transverse installation of sewer service pipe and cleanouts to a home or business with pipe size no larger than 6-inches in diameter. This classification is only approved for connection to new sewer mains not currently in service. Does not include tapping an existing sewer main line.
  - ii. Additional Requirement:
    - a. Pollution insurance coverage in an amount not less than \$2 million.
- q. Sewer Main
- i. Description: Longitudinal sewer mainline installation of an 8-inch or larger sewer pipe and associated manholes.
  - ii. Additional Requirements:



- a. Pollution insurance coverage in an amount not less than \$2 million.
  - b. \$100,000 Bonding Capacity Minimum.
- r. Sewer Taps
  - i. Description: Connection of a sewer lateral to an existing sewer main. Does not include connection to concrete sewer mains.
  - ii. Additional Requirement: Pollution insurance coverage in an amount not less than \$2 million.
- s. Signs
  - i. Description: Installation of signs within the right-of-way.
- t. Stormwater
  - i. Description: Installation or alteration of catch basins, sedimentation manholes, drywells, swales, ponds, storm pipes, or other drainage infrastructure.
  - ii. Additional Requirement: Pollution insurance coverage in an amount not less than \$2 million.
- u. Striping
  - i. Description: Application of pavement markings in the right-of-way.
- v. Traffic Control
  - i. Description: Providing temporary traffic control measures and furnishing, installing, moving, operating, maintaining, inspecting, and removing traffic control devices throughout the Project area according to an approved traffic control plan. Includes providing flaggers, traffic control supervisors (TCS), and furnishing, operating, and maintaining associated work zone traffic control vehicles.
  - ii. Additional Requirement: Requires submittal of at least two current Flagger Certification cards AND at least one current ODOT "Oregon Certified Traffic Control Supervisor" (TCS) card. Flagger Certification cards can be from OR, WA, ID, or MT. TCS certification must be issued by ODOT.
- w. Minor Traffic Control:
  - i. Description: Providing temporary traffic control measures and furnishing, installing, moving, operating, maintaining, inspecting, and removing traffic control devices on lower classification



- roads according to an approved traffic control plan. Includes providing flaggers and furnishing, operating, and maintaining associated work zone traffic control vehicles.
- ii. On arterial and collector roads, Minor Traffic Control is limited to measures that do not impact vehicular traffic and remain outside vehicle travel areas behind the curb.
  - iii. Additional Requirement: Requires submittal of at least two current Flagger Certification cards. Flagger Certification cards can be from OR, WA, ID, or MT.
- x. Tree Cutting / Removal
- i. Description: Precise removal of tree limbs and trees from urban areas.
  - ii. Additional Requirement: ISA arborist certification is required.
- y. Vacuum Sewer
- i. Description: Installation, maintenance, or removal of a vacuum sewer lateral, main, or vacuum sewer pit.
  - ii. Additional Requirements:
    - a. Requires approval from the City of Bend Water Services Department.
    - b. Pollution insurance coverage in an amount not less than \$2 million.
- z. Water Laterals
- i. Description: Transverse installation of individual water service lines from the water main to the property line. The largest water line that can be installed through this Work Classification is a 2-inch diameter water line. Does not include hot tapping existing water mains.
- aa. Water Main
- i. Description: Installation of any water line, 4-inch diameter or larger (transverse or longitudinal within the roadway). Includes "dry taps" of water main or installation of manufactured fittings at water main before asset transfer.
- bb. Water Taps
- i. Description: "Hot tap" connection of a water lateral to a live water main.
  - ii. Additional Requirements:



- a. Requires approval by City of Bend Water Services Department.
- b. \$100,000 Bonding Capacity Min.

cc. Other

- i. Description: Performance of work in the right-of-way that does not fit one of the above categories.
- ii. Additional Requirement: Applicant must provide a detailed description of their work. Submittal requirements will be determined by the City Engineer or Private Development Engineering Division Manager.

C. Qualified Contractor License (QCL) Requirements

1. License Duration

- a. Effective January 1, 2026, the license period for new and renewed qualified contractors will be 2 years, with the expiration date assigned to the nearest February 1, May 1, August 1, or November 1, two years after issuance or renewal. Active qualified contractor licenses will be extended from an expiration date of December 31, 2025, to a rolling renewal split into quarters across two years (i.e. expiration dates of May 1, 2026, August 1, 2026, November 1, 2026, February 1, 2027, May 1, 2027, August 1, 2027, November 1, 2027, and February 1, 2028). Current licensees will be separated into one of eight new expiration dates based on alphabetical order of the licensee's name to ensure an even distribution of license expirations in any given quarter.

2. Documentation

- a. In the QCL application, contractors must provide specific information regarding cost, duration of project, number of years of experience performing identified Work Classification(s) (see Section V.B.4.), and their role/responsibility on all projects. The contractor shall demonstrate their ability to meet and follow the City of Bend Standards and Specifications (or similar standards), ability to meet timelines, and ability to work with minimal disruption to the community. Contractors must submit a minimum of three references for each Work Classification included in the QCL application.

3. Application & Fee Timeframes



- a. QCL applications must be accompanied by the application fee as set by the **City of Bend Fee Schedule**. The application and fee are due for new applicants at least 30 days before performing work in the ROW. The application and fee to renew a QCL are due before the expiration date of the current license. If renewal applications and fees are not submitted before the expiration date, then the contractor will be removed from the **Qualified Contractors List** and they will not be able to perform work in the ROW until they have obtained an active license. Starting on the expiration date, a 30-day late filing window for renewal applications will commence, with a late fee assessed in addition to the renewal fee. Once the late filing window has passed (30 days past the expiration date), the license is no longer eligible for renewal and the contractor must submit a new application and fee.

#### 4. Incomplete Applications

- a. If a QCL application does not include all required materials, the application will be considered incomplete and the City will notify the applicant, by using the applicant's email address that is on-file or by first class mail if no email address is provided, explaining the information required. If the applicant provides the missing required information within 30 days of the date of the notice, the application will be reviewed. If the applicant does not provide the required information, the application will be deemed withdrawn and the application fee will be refunded pursuant to the Licensing Division refund policy.

#### 5. Requirements for Continued Eligibility

- a. Contractors shall maintain all required licenses, registrations, insurance, and any required bonding for continued eligibility.

#### 6. Revisions to Active Licenses

- a. Contractors may update their application at any time during the license period if circumstances within their business change (e.g. contact information change, business address change, add/remove Work Classifications).
- b. The addition of a Work Classification requires a renewal fee and a review process by City staff to review the work experience related to the new Work Classification. There is no fee to update contact or address information or to remove a Work Classification.



## 7. Renewal Requirements

- a. Renewal applications will require the contractor to submit the following minimum information:
  - i. New acknowledgement form;
  - ii. Current workers compensation experience modification rate; and
  - iii. Current bonding capacity.
- b. If the contractor chooses to add a Work Classification as part of their renewal application, the contractor must also submit relevant documentation as listed in Section V.C.2.

## 8. Acknowledgement

- a. Contractors are required to sign and submit an acknowledgement that the information submitted in their QCL application is factual and accurate.

## 9. Bonding Requirements

- a. In accordance with Bend Municipal Code Chapter 3.40.010(C), the City requires bonding on all major infrastructure improvements exceeding \$100,000 in estimated engineering construction costs (see Section V.B.4. for Work Classification requiring a bonding minimum of \$100,000).
- b. Additionally, specific Work Classifications are identified as more than likely to exceed \$100,000 in engineering construction costs, therefore a bonding minimum requirement is identified for specific Work Classifications in Section V.B.4.
- c. Bond shall meet the requirements of **ORS 279C.380(1)(a)**, and be subject to any City conditions and City approval.

## 10. Insurance Requirements

- a. All contractors shall provide proof of the following coverages with QCL application:
  - i. Commercial General Liability Insurance with minimum coverage in effect of \$2,000,000 per incident, claim or occurrence and \$2,000,000 in aggregate. The policy shall include coverage for personal injury, bodily injury, property damage, and products completed operations. The policy shall be written on an



"occurrence" basis. Any policy written on a 'claims made' basis may only be done with the written approval and authorization of the City of Bend and coverage written in this manner shall extend for two years past completion of any work performed under the permit issued.

- ii. Automobile Liability Insurance with minimum combined single limit of \$2,000,000 covering all owned, non-owned, and hired vehicles. This coverage shall be written in combination with the Commercial General Liability Insurance with separate limits for Commercial Automobile Liability and Commercial General Liability.
  - iii. Workers' Compensation Insurance as required by ORS Chapter 656 and meeting the minimum requirements therein.
- b. The general liability and automobile policies will be primary and non-contributory to any insurance maintained by the City and will name "the City of Bend, its officers, agents, and employees" as additional insureds.
  - c. Contractors that have an existing contract with the City of Bend to do work on City property shall refer to the insurance requirements in that contract, which shall supersede the amounts in this policy.
  - d. Sole-proprietors or contractors that have no employees are not required to carry Worker's Compensation insurance coverage, but they must upload a statement to that effect in place of the Worker's Compensation.
  - e. Contractors are required to update all insurance certificates and endorsements upon annual policy renewal. When insurance coverage expires, terminates, or if the City determines the coverage is or becomes inadequate, licensees will be notified from the Online Permit Center and will be required to submit updated insurance coverage to keep their license active. If renewed insurance coverage is not provided within required timeframes as communicated to the licensee, then the license will be inactivated, and the contractor will be immediately removed from the City's Qualified Contractor List.

## 11. Pollution Insurance

- a. For Work Classifications identified in Section V.B.4. that require pollution insurance, Contractors agree to maintain continuous coverage while working on City property, in the City's ROW, or in City



easements. A certificate of insurance and endorsement shall be submitted as part of the QCL application. Failure to provide a valid certificate of insurance and endorsement will result in denial of an application.

#### D. QCL Application Review & Approval

1. The QCL application is reviewed by the following City staff with their accompanying role and responsibility for the review process:
  - a. Program Coordinator:
    - i. Verifies active Bend Business Registration and Oregon Business Registry number;
    - ii. Verifies active Oregon CCB or LCB registration;
    - iii. Verifies application completion and issuance of review panel decisions to issue or deny a license.
  - b. Private Development Engineering Division Manager or City Engineer or Engineering Inspector Lead:
    - i. Determines eligibility for work types based on work history and prior experience.
  - c. Risk Manager:
    - i. Determines if the required insurance coverage has been met.
2. Complete QCL applications will be reviewed in the order in which they are received. The review panel will conduct reviews within three weeks of the date that an application has been deemed complete. The City reserves the right to approve or deny a QCL application for any reason. The City may use additional information it deems necessary to verify work experience and/or safety record (e.g., Public Utility Commission actions, OSHA safety records, etc.).

#### E. Violations

1. Per the Bend Municipal Code Section (BMC) 3.40.020(E), a contractor may be removed from the City's Qualified Contractor List (QCL) if:
  - a. the City determines that the contractor lacks the necessary experience, knowledge, skill, or resources to properly perform work in rights-of-way; or
  - b. the contractor has a history of poor performance.
2. Poor performance includes but is not limited to: "delays or lateness in work, poor quality work, failure of work to last through warranty periods, lack of



proper project management, or other defects in performance." BMC 3.40.020(E). Other defects in performance may include, but are not limited to: failure to obtain permits, unsafe work environments, or other violations of the Municipal Code, Standards and Specifications, or permit conditions.

3. For ease of administration of the QCL program, the City classifies "poor performance" in the following three violation categories:
  - a. A **safety** violation is a violation that jeopardizes the health or safety of the public or the Qualified Contractor (QC) or City employees.
  - b. A **compliance** violation is a violation where the work in the right-of-way deviates from a City approved plan, City approved construction schedule, City Standards and Specifications, or Bend Municipal Code.
  - c. A **procedural** violation is a violation where the QC does not follow the required procedures in connection with obtaining or complying with a right-of-way permit, including a failure to call in inspections as required.
4. The City Engineer's authority to remove a contractor from the list includes authority to take measures less than full removal from the QCL, to ensure compliance with applicable rules and to ensure only contractors with the requisite skill, experience, and safety record work within the right-of-way on improvements that will ultimately be owned and managed by the City. Those lesser measures may include, but are not limited to, warnings, required meetings with City staff, and performance improvement plans, as provided below.
5. The City recognizes that suspension or removal from the QCL could have a negative impact on a contractors' business or could have an immediate impact on contractual relationships. As such, the City Engineer intends to suspend or remove contractors from the QCL only where there is a documented history of safety or performance concerns arising from the contractor's work, either in the right-of-way or otherwise. However, the City Engineer reserves the right to suspend or remove a contractor from the QCL in the first instance if the City Engineer determines the contractor lacks the necessary experience, knowledge, skill, or resources to properly perform work in rights-of-way as described above, or in the event of a violation that significantly jeopardizes public health or safety.
6. If a QC is in violation of this policy or if they fail to comply with any aspect of a City approved permit, the Bend Municipal Code, or the Standards and Specifications, at the discretion of the City Engineer and subject to appeal as set forth in this Policy, the City Engineer may take the following enforcement actions, or any other action deemed necessary to protect public health and safety:



- a. Verbal warning by City staff with written follow up.
  - b. Formal written warning from City Engineer.
  - c. Mandatory meeting with City staff. Failure to attend a mandatory meeting will result in an automatic step increase to the next enforcement action step in the respective violation category.
  - d. Performance improvement plan. Typical elements of a performance improvement plan include but are not limited to:
    - i. Suspension of work classifications or probation period, if applicable
    - ii. Outline of corrective actions and/or process changes to be made by QC
    - iii. Plan for future right-of-way work, including phased reinstatement for limited types of work
  - e. Temporary removal from the QCL and suspension of right-of-way construction privileges.
7. These enforcement actions are intended to be taken in steps depending on the category of violation as follows, but the City Engineer reserves the right to escalate and take any action necessary to protect public health and safety, depending on the nature and severity of the violation(s):
- a. **Safety Violations**
    - i. 1<sup>st</sup> violation – Verbal warning by City staff with written follow up
    - ii. 2<sup>nd</sup> violation – Mandatory meeting with City staff and performance improvement plan.
    - iii. 3<sup>rd</sup> violation – Temporary suspension of construction privileges for a period of no less than 6 months or as may be extended depending on the nature and severity of the violation(s).
  - b. **Compliance Violations**
    - i. 1<sup>st</sup> violation – Verbal warning by City staff with written follow up
    - ii. 2<sup>nd</sup> violation – Mandatory meeting with City staff
    - iii. 3<sup>rd</sup> violation – Mandatory meeting with City staff and performance improvement plan.
    - iv. 4<sup>th</sup> violation – Temporary suspension of construction privileges for a period of no less than 6 months or as may be extended depending on the nature and severity of the violation(s).
  - c. **Procedural Violations**



- i. 1<sup>st</sup> and 2<sup>nd</sup> violations – Verbal warning by City staff with written follow up.
  - ii. 3<sup>rd</sup> and 4<sup>th</sup> violations – Formal written warning by the City Engineer.
  - iii. 5<sup>th</sup> violation – Mandatory meeting with City staff
  - iv. 6<sup>th</sup> violation – Mandatory meeting with City staff and performance improvement plan.
  - v. 7<sup>th</sup> violation – Temporary suspension of construction privileges for a period of no less than 6 months or as may be extended depending on the nature and severity of the violation(s).
8. Each violation category will have a separate enforcement track, meaning that violation in one category will not necessarily result in a step increase in another category. For example, if a QC has 5 procedural violations, a single safety violation will not automatically result in a mandatory meeting but instead will result in a verbal warning by City staff with a written follow up.
9. However, depending on the severity of the violation and a QC's violation history, the City Engineer may begin with or apply any step that the City Engineer deems reasonable and appropriate in relation to the violation. In addition, the City Engineer reserves the right to take other enforcement steps including stop work orders, termination of active permits, code enforcement proceedings, correction of noncompliant work, or any other remedy available at law or equity. The City Engineer's decision to take other enforcement steps is independent of this policy except that, if the City Engineer chooses to institute civil infraction proceedings for an act or omission that is otherwise deemed to be a violation under this Policy, an acquittal or dismissal in municipal court will remove the finding of a violation for purposes of enforcement under this Policy.
10. The City Engineer has the authority to skip all steps outlined above and remove the contractor from the QCL if infractions pose a risk to public safety, threaten to cause significant disruption to the operation of City infrastructure, or pose another serious issue as determined by the City Engineer.

#### F. Removal from the Qualified Contractor List

1. A QC that is removed from the QCL may not reapply for a period of time, set in the sole discretion of the City Engineer. Past performance may be considered during the reapplication process, when a contractor requests to add new work classifications, or at other times when determined appropriate by the City Engineer.
2. Documentation of violations will be filed within the Qualified Contractor's License permit file and within the permit file where the violation was



identified. A QC's violation record may be reset at time of license renewal, at the City Engineer's sole discretion.

#### G. Appeal of QCL Revocation Determinations

1. A contractor may appeal a decision to revoke their QCL. The City of Bend Chief Operations Officer shall be responsible for determining an appeal of a decision to deny, revoke or suspend a QCL.
2. The appeal must be communicated in writing (mail and/or email) by the affected contractor, and should contain, but is not limited to, the following information:
  - a. The name, address, and phone number of the person filing the appeal;
  - b. A description of the problem, detailing specific circumstances and why they are requesting relief from denial or an enforcement action and suggested solution;
  - c. Evidence to support their appeal; and,
  - d. A copy of the impacted Qualified Contractor License.
3. The appeal must be submitted within thirty (30) calendar days of receiving notice of specific applicable enforcement action or a denied application. Within thirty (30) calendar days of receiving the appeal, the Chief Operations Officer will respond to the appellant in writing either affirming, modifying, or overturning the decision of the license review panel in the interpretation or application of the provisions of this Policy. The Chief Operations Officer's decision is final and there is no further right of appeal.



### **Accommodation Information for People with Disabilities & Language Assistance Services**

You can obtain this information in alternate formats such as Braille, electronic format, etc. Free language assistance services are also available. Please email [accessibility@bendoregon.gov](mailto:accessibility@bendoregon.gov) or call 541-693-2198. Relay Users Dial 7-1-1. All requests are subject to vendor processing times and should be submitted 48-72 hours in advance of events.

### **Servicios de asistencia lingüística e información sobre alojamiento para personas con discapacidad**

Puede obtener esta información en formatos alternativos como Braille, formato electrónico, etc. También disponemos de servicios gratuitos de asistencia lingüística. Póngase en contacto en correo electrónico [accessibility@bendoregon.gov](mailto:accessibility@bendoregon.gov) o número de teléfono 541-693-2198. Los usuarios del servicio de retransmisión deben marcar el 7-1-1. Por favor, envíe sus solicitudes con 48-72 horas de antelación al evento; todas las solicitudes están sujetas a los tiempos de procesamiento del proveedor.